

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: 22 June 2018

Membership of the Overview & Scrutiny Committee - Housing

Cllr Carole Cockburn

Cllr Patricia Ellis

Cllr Pat Frost

Cllr Michael Goodridge

Cllr Tony Gordon-Smith

Cllr Simon Inchbald

Cllr Richard Seaborne

Cllr Liz Townsend

Cllr John Ward

Co-opted Members from the Tenants' Panel

Miss Brenda Greenslade

Mr Adrian Waller

Substitutes

Cllr Sam Pritchard

Cllr Bob Upton

Cllr Jerry Hyman

Mr Terry Daubney

**Members who are unable to attend this meeting must submit apologies by the
end of Tuesday, 26 June 2018 to enable a substitute to be arranged.**

Dear Councillor

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

DATE: TUESDAY, 3 JULY 2018

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.
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NOTES FOR MEMBERS

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

AGENDA

1. **APPOINTMENT OF CHAIRMAN FOR 2018/19**

To confirm the appointment of Cllr John Ward as Chairman of the Committee for the 2018/19 Council Year.

2. **APPOINTMENT OF VICE-CHAIRMAN FOR 2018/19**

To confirm the appointment of Cllr Pat Frost as the Vice-Chairman of the Committee for the 2018/19 Council Year.

3. **MINUTES** (Pages 9 - 16)

The Minutes of the meeting of the Housing Overview & Scrutiny Committee held on 20 March 2018 are attached, and Members are asked to confirm them as a correct record.

4. **APOLOGIES FOR ABSENCE AND SUBSTITUTES**

To receive apologies for absence and note any substitutions.

Members who are unable to attend this meeting must submit apologies by the end of Tuesday 26 June 2018 to enable a substitute to be arranged, if applicable.

5. **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.

6. **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.

7. **QUESTIONS FROM MEMBERS**

The Chairman to respond to written questions received from Members in accordance with Procedure Rule 11.

8. RESPONSE TO RECOMMENDATIONS FROM THE WAVERLEY SCRUTINY GROUP'S REPORT ON RECHARGES (Pages 17 - 36)

The Waverley Scrutiny Group completed a review on how the council manages the process of recharging certain costs to tenants and leaseholders. The report was presented to the Head of Housing Operations in February 2018 and shared with the Committee in March 2018.

This report informs the Housing O & S Committee how the Housing Service team has and will address the recommendations raised in the Waverley Scrutiny Group's report on recharges.

Recommendation

It is recommended that the Housing Overview and Scrutiny Committee:

- **thanks the Waverley Scrutiny Group for their report;**
- **supports the implementation of the scrutiny recommendations and action plan; and**
- **receives a progress report in November 2018 on implementation of the recommendations and details of the number of recharges and income received during 2018/19.**

9. UPDATE ON THE RESPONSE TO RECOMMENDATIONS FROM THE WAVERLEY SCRUTINY GROUP REPORT ON VOIDS REPAIRS (Pages 37 - 44)

Following the report to the Committee on 4 July 2017, the Housing Service is providing an update on its responses to the recommendations made by the Waverley Scrutiny Group. This is in respect of the review undertaken by the Group in 2017 into how the Council manages void repairs.

Recommendation

It is recommended that the Housing Overview and Scrutiny Committee:

- **reiterates its thanks to the Waverley Scrutiny Group for conducting its review into how the Council manages void repairs and;**
- **agrees any comments or suggestions in respect of the Council's responses and updates with regard to the Waverley Scrutiny Group's recommendations.**

10. TENANT INVOLVEMENT PROGRESS REPORT (Pages 45 - 48)

To provide the Committee with a progress report on the last year's tenant involvement activities and future plans for 2018/19.

Recommendation

It is recommended that the Housing Overview and Scrutiny Committee:

1. **notes the Tenant Involvement achievements and support the actions for 2018/19; and**
2. **acknowledges and thanks those tenants who volunteer for the Housing Service.**

11. HRA ASSET MANAGEMENT STRATEGY 2015-2020 - INTERIM REVIEW
(Pages 49 - 58)

The Council's HRA Asset Management Strategy covers the period 2015-2020. Each year, a review is carried out to assess progress and consider the impact of any external challenges on the strategy, such as financial or changes to Government policy. This report sets out the findings of the latest review and gives an overview of performance against commitments made. Annexe 1 gives further detail on the outcome of the review.

Recommendation

The Housing Overview & Scrutiny Committee is asked to review progress against the strategic objectives and strategic 5 year plan actions within the HRA Asset Management Strategy.

12. HRA ASSET MANAGEMENT STRATEGY 2021-2026 - SCOPING REPORT
(Pages 59 - 64)

The Council's Asset Management Strategy covers the period 2015-2020. The purpose of this report is to set out a pathway to the proposed 2021-26 HRA Asset Management Strategy and to seek the Committee's endorsement of its scope.

Recommendation

The Housing Overview & Scrutiny Committee is asked to endorse the proposed scope of the new HRA Asset Management Strategy.

The Committee is invited to consider how it wishes to be involved in the development of the new Strategy.

13. HOUSING DESIGN STANDARDS REVIEW - WORKING GROUP REPORT
(Pages 65 - 168)

The attached report sets out the work undertaken and recommendations made by the Member Scrutiny Review Working Group into Housing Design Standards for New Council Homes. Good quality homes consist of well thought out and spacious internal design, provide adequate and well designed external amenity space and are high performing in terms of energy performance and sustainability. It is expected that the recommendations of this Scrutiny Review will inform the design proposals for Site C at Ockford Ridge and future housing development schemes.

Recommendation

For the Housing Overview and Scrutiny Committee to note the review undertaken by the Working Group, consider the report and endorse the recommendations contained within it.

14. **PERFORMANCE MANAGEMENT REPORT - QUARTER 4, 2017/18 (JANUARY - MARCH 2018/19)** (Pages 169 - 180)

This report provides a summary of the Housing service performance over the fourth 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.

The Committee has the opportunity to comment and scrutinise the presented performance data and the suggestions for 2018/19 key performance indicators. In addition the Committee may identify future committee reporting requirements regarding performance management or areas for scrutiny review.

Recommendation

It is recommended that the Housing Overview & Scrutiny Committee considers the performance figures, as set out in Annexe 1, and

- 1. agrees any observations or recommendations about performance it wishes to make to the Executive**
- 2. endorses the new suggested indicators and recommends the approval from the Executive effective from April 2018, and**
- 3. considers the performance and identifies suggested scrutiny areas for the Committee future workplan.**

15. **HOUSING SERVICE PLAN ANNUAL OUT-TURN REPORT FOR 2017/18 (APRIL 2017 - MARCH 2018)** (Pages 181 - 186)

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 annual objectives outturn of the Housing Service Plan for 2017/18 and make observations and comments to the Executive.

Recommendation

It is recommended that the Housing Overview & Scrutiny Committee considers the progress against actions contained within the Service Plans set out in Annexe 1 to this report and agrees any observations or comments it wishes to make to the Executive.

16. **OCKFORD RIDGE UPDATE** (Pages 187 - 192)

To receive and note an update on the Ockford Ridge regeneration project.

17. COMMITTEE WORK PROGRAMME (Pages 193 - 208)

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.

18. EXCLUSION OF PRESS AND PUBLIC

To consider 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 item, 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, namely:

Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).

19. CONTRACT PROCUREMENT (Pages 209 - 212)

[Portfolio Holder: Portfolio Holder for Housing]
[Wards Affected: All Wards]

To consider the attached EXEMPT report.

Recommendation

That the Committee endorses the recommendation set out in the EXEMPT report.

20. ANY OTHER ISSUES TO BE CONSIDERED IN EXEMPT SESSION

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

Officer contacts:

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WAVERLEY BOROUGH COUNCIL

MINUTES OF THE OVERVIEW & SCRUTINY COMMITTEE - HOUSING - 20 MARCH 2018

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

Present

Cllr John Ward (Chairman)	Cllr Michael Goodridge
Cllr Pat Frost (Vice Chairman)	Cllr Tony Gordon-Smith
Cllr Patricia Ellis	Cllr Richard Seaborne
	Miss Brenda Greenslade (Co-optee)
	Mr Adrian Waller (Co-optee)

Apologies

Cllr Carole Cockburn and Cllr Liz Townsend

Also Present

Councillor Carole King, Executive Portfolio Holder for Housing

47. MINUTES (Agenda item 1.)

The Minutes of the Meeting held on 30 January 2018 were confirmed as a correct record of the meeting.

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

Apologies for absence were received from Cllrs Carole Cockburn and Liz Townsend.

There were no substitutes present.

49. DECLARATIONS OF INTERESTS (Agenda item 3.)

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

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

There were no questions.

51. RESPONSE TO RECOMMENDATIONS FROM THE WAVERLEY SCRUTINY GROUP'S REPORT ON RECHARGES (Agenda item 5.)

Hugh Wagstaff, Head of Housing Operations, introduced the members of the Waverley Scrutiny Group – Pat Wright and James Remnant – who were attending to present their report on Waverley's Recharge Policy and Process.

James Remnant confirmed that this was their final report. The Waverley Scrutiny Group was disappointed that some of their recommendations had not been accepted, but he understood that the Council's response was being reviewed, and

he suggested that consideration of the report and the recommendations be deferred to the next meeting in order that the Scrutiny Group and Housing Officers could continue their discussions and reach agreement on the way forward.

Hugh Wagstaff agreed that some further work was needed on the Council's response and he was happy with the suggestion to defer the item for now.

The Committee thanked the Waverley Scrutiny Group for their very comprehensive report and agreed to defer detailed consideration of it to the next meeting.

52. HOMELESSNESS STRATEGY 2018-2023 (Agenda item 6.)

Michael Rivers, Housing Needs Manager, presented Waverley's draft Homelessness Strategy for 2018 - 2023. The Council was legally required to produce a Homelessness Strategy at least every five years, and the current strategy would run to July 2018.

Waverley had an excellent track record for preventing homelessness, despite the trend nationally and in Surrey for increasing numbers of homeless households in temporary accommodation. The Council's success in preventing homelessness had been recognised by the grant of the Silver Award from the National Practitioner Support Service, which was established in 2013 to support local authorities in improving frontline housing and homelessness services.

The Homelessness Reduction Act 2017 would come into effect from April 2018, and would present a significant challenge to all local authorities due to the wider responsibilities for responding to homelessness applications. The Homelessness Strategy and Action Plan for 2018-2023 reflected the new responsibilities and anticipated increase in demands on the Housing Options service. It had been developed in consultation with the Council's statutory and voluntary sector partners in homelessness intervention and prevention.

In response to Members' questions about rough sleepers, Michael Rivers advised that the number was an estimate based on identified rough sleepers on a specific night in the autumn. The exercise was conducted with the help of agency partners including police, faith groups, and the countryside rangers. In 2017, one rough sleeper had been identified, by a park ranger. In Waverley, rough sleepers were as likely to be in the countryside as in the towns, and some deliberately sought the seclusion of the countryside to avoid interference by the authorities.

The Committee commended the Housing Options team for their success in preventing homelessness over an extended period, and were pleased that the new Strategy built on the established approach whilst proactively preparing to meet the challenges of the new legislation.

With regard to the cost of meeting the new homelessness prevention responsibilities, Andrew Smith, Head of Housing Strategy & Delivery, explained that a close watch was being kept on the costs of homelessness prevention and there was provision in the budget to meet costs that emerged during the year: the best way to control costs was to avoid having to place households in temporary accommodation, and the preferred approach was to spend in order to avoid this cost, ie spend to save.

The Committee endorsed the new Homelessness Strategy and Action Plan 2018 – 2023 to the Executive and Council.

53. DRAFT HOUSING STRATEGY 2018-2023 - STRATEGIC HOUSING AND DELIVERY (Agenda item 7.)

The Committee received the final draft of the Housing Strategy 2018 – 2023: Strategic Housing and Delivery, which was introduced by Andrew Smith, Head of Strategic Housing and Delivery.

The Strategy set out how the Council would address the lack of housing that was affordable (in its widest sense) within Waverley. The affordability challenge had been set out in the Housing Need and Local Affordability Analysis, which highlighted the need for a strategic approach to meet housing need.

The Committee had been sent an earlier draft of the Strategy, and Andrew Smith thanked those Members who had provided feedback and comments, which had been taken on board in this final draft.

Whilst this was a five-year strategy, the intention was to review it on an annual basis to ensure that it kept abreast of changes in Government policy and practice.

Having previously considered the Housing Need and Local Affordability Analysis, and an earlier draft of the Housing Strategy, the Committee was pleased to endorse the final draft to the Executive and Council for adoption.

54. OUTCOME OF CONSULTATIONS TO REMOVE AGE RESTRICTIONS FROM COUNCIL HOMES (Agenda item 8.)

Annalisa Howson, Service Improvement Manager, introduced the report which updated the Committee on the work to review the age restrictions on letting of certain Council homes. The aim in carrying out the review was to increase the number of homes available to general needs applicants, to create balanced communities, and to maximise rental income.

Overview & Scrutiny had previously agreed in principle to the age restrictions being lifted subject to consultation with key stakeholders and there being no freehold title restrictions. There were 20 schemes that were affected by age restrictions, although only four had a legal covenant that related to the provision of accommodation for older tenants. These were described in different ways, such as 'for occupation by old people' or 'elderly persons'. Legal advice indicated that 'elderly' was sufficiently ambiguous for the covenants not to be enforceable.

Tenants in the 20 schemes, and the relevant Ward members, were consulted on the proposals to remove age restrictions at the end of 2017. Only a small number of tenants responded overall, and the Head of Housing Operations met with tenants to explain the reasons for the proposals and to understand their concerns. Most of the concerns did not relate to the age of the tenants, and all responses were considered carefully by a panel comprising officers and the Housing Portfolio Holder.

The panel decided to lift the age restrictions on tenants at 18 of the 20 schemes, the exceptions being College Gardens and Lucas Fields. College Gardens was covered by an enforceable covenant via the Ewart Bequest, and Lucas Fields was very popular with older applicants.

Given the low rate of turnover, it was not expected that there would be a rapid change in the communities in the other schemes where the restrictions had been lifted. It was important to remember, too, that whilst these schemes had been restricted to older tenants no additional support was provided to them.

The Committee was pleased with the level of engagement that had taken place with Ward members throughout the consultation process, and were happy in principle with the way forward, provided properties were allocated according to needs. Annalisa Howson confirmed that a bungalow would be allocated to applicants with a particular need for ground floor accommodation and therefore was more likely to go to an older applicant.

Adrian Waller, Chairman of the Tenants' Panel, expressed his disappointment that the Tenants' Panel had not been included as a stakeholder in the consultation process. This was a very significant issue, that affected a lot of vulnerable tenants. Whilst the Tenants' Panel did not disagree with the approach or the outcome, they did feel that they should have been included in the engagement with tenants.

Hugh Wagstaff, Head of Housing Operations, apologised for any perceived slight, which had not been intended. The review had been discussed at Overview & Scrutiny previously and the Tenants' Panel had not objected to the review, but they should have been made aware of the consultation at the time it took place.

The Committee noted that a thorough consultation had been carried out, and the feedback considered carefully by Officers and the Housing Portfolio Holder. The Committee was pleased with the outcome, which would make more general needs housing available whilst the special circumstances in relation to College Gardens and Lucas Fields had been recognised.

55. OCKFORD RIDGE REDEVELOPMENT UPDATE (Agenda item 9.)

Louisa Blundell, Housing Development Manager, gave an update on the progress of works on Ockford Ridge.

Site D construction was progressing, with handover of the houses expected by the end of April, and the flats by the end of May. Allocation of properties in accordance with the Ockford Ridge Allocation Policy was underway.

Refurbishment works were continuing, although recent poor weather had delayed progress on some of the external works. The first tenant had returned to their refurbished home in February, and more were due to return over the coming weeks. Feedback had been very positive.

Pre-development works were underway on Site A, and procurement of contractors for service disconnection and diversion works, demolition, and the main build were all being progressed. The procurement of the main build contractor would be an OJEU tender due to the value of the contract.

The Reserved Matters planning application for Site B had been approved at the end of November 2017. The construction programme was reliant on the completion of Site D by May 2018 and Site A by November 2020, which would allow the majority of tenants from Site B to decant permanently or temporarily to the completed sites. In the meantime work would continue to secure necessary legal orders, complete the financial appraisal and obtain budget approval in readiness for the construction phase.

An architect had been appointed to prepare an outline planning application for Site C, and this would reflect the outcome of the review of Design Standard Guidelines being undertaken by the O&S Working Group.

Cllr Paul Follows commented that he had been at the recent community consultation event on 15 March, which had been well attended by local residents. He had some concerns about the number of comments about health and safety in relation to the contractor, and felt that there needed to be a proper response at the next meeting of the Consultation Group. Louisa Blundell agreed to follow-up with him on this issue.

The Committee was pleased to note the continued good progress of the Ockford Ridge redevelopment programmes.

56. REVIEW OF HOUSING STANDARDS DESIGN REVIEW - INTERIM REPORT FROM THE MEMBER WORKING GROUP (Agenda item 10.)

Cllr Richard Seaborne presented the interim report from the member Working Group that was reviewing Waverley's Housing Design Standard Guidelines for new Council homes.

Cllr Seaborne thanked Louisa Blundell and Alex Sargeson for the excellent support that they had given to the Working Group, and commended the energy and enthusiasm of the Working Group members for the task. It was particularly helpful to have Adrian Waller on the Working Group, and his contributions had ensured that the discussions were grounded and realistic.

The Working Group had considered internal space standards, external amenity space, energy performance and sustainability, and had compared Waverley's current standards with the national standards and those adopted by other local authorities. They had also done site visits within Waverley to look at recent Council developments to understand what the Standards were like in reality. Throughout the process the Working Group had been mindful of the cost implications of enhancing the Standards, and on this basis felt unable to recommend adopting Passivhaus standards at this time.

In recognition of Cllr Ward's observations about the use of the roof space, the Working Group had considered this issue in some detail. The newly appointed architect for Ockford Ridge Site C had provided some very interesting examples of how building into the roof space could provide additional living and storage space and also add visual interest to the street scene.

The next steps would be to prepare the final draft of the revised Design Standards and these would come to the next meeting of the Housing O&S Committee for endorsement to the Executive.

Adrian Waller commented on how much he had enjoyed working on the review, and that the site visits had been particularly valuable and reassuring about the high standard of building Waverley achieved. Louisa Blundell agreed that it had been enjoyable and very positive, and she was looking forward to sharing the Site C designs with the Committee in due course.

The Committee thanked the Working Group and Officers for the work they had put in to the review of the Housing Design Standards, and it was clear that a great deal of thought and consideration had been given to the subject.

57. HOUSING SERVICE PERFORMANCE MANAGEMENT REPORT - QUARTER 3 2017/18 (Agenda item 11.)

The Housing Overview & Scrutiny Committee was delighted to see the continued excellent performance across the Housing Service. The Committee was particularly pleased that the performance on re-letting void properties is achieving the 20-day target, as this is a key indication that teams across the Service are working together effectively to provide homes for residents in housing need.

The Committee also understood the reason for the rent collection indicator being 'off target' and noted that a consequence of this is that the level of rent arrears is well below that of 2016/17.

58. TENANCY AGREEMENT REVIEW - UPDATE (Agenda item 12.)

Annalisa Howson gave a verbal update on the progress of the Tenancy Agreement review.

The Preliminary Notice of Variation (PNV) had been sent to all tenants, and to Members of the Housing O&S Committee, at the end of February. The deadline for feedback from tenants was 23 April 2018. To date, there had been 15 contacts and four tenants had made appointments to visit Rachel White, the Tenancy & Estates Manager. A consultation event had been held, attended by 80 tenants and the Tenants' Panel, which had been very positive.

The main issues being raised were reassurance regarding changes in tenure, and concerns about using the loft space. The restrictions on using loft space for storage would be reviewed before the new Tenancy Agreement was issued.

The final Notice of Variation would be sent to existing tenants at the end of April, and the new Tenancy Agreement would come into effect for new tenants from May 2018. All new tenants were given a copy of the Tenancy Agreement when they viewed a property, and then again at the point of sign-up.

Adrian Waller informed the Committee that he had shared with Officers concerns that had been relayed to the Tenants' Panel. He had also received feedback that some tenants had found the PNV unclear and they had not had their original Tenancy Agreement to hand to compare it with the revised version.

Annalisa Howson thanked the Tenants' Panel for their help in the consultation. Whilst issuing a 'track changes' version of the Tenancy Agreement had been considered, the extent of the changes meant that it was very difficult to read and in practice not particularly helpful. The PNV had explained each of the changes to be made, and all tenants would be sent a copy of the revised Tenancy Agreement.

Cllr Frost observed that the style of writing used in letters to tenants had been discussed on a number of occasions, and it was important that Officers remembered their audience: older tenants were easily frightened by overly formal or legal sounding documents.

The Committee noted the progress of the review of the Tenancy Agreement, and the timetable for launching the new Tenancy Agreement.

59. HOUSING REPAIRS AND MAINTENANCE CONTRACTS PROCUREMENT - UPDATE (Agenda item 13.)

Annalisa Howson gave a verbal update on the procurement of contracts for Housing repairs and maintenance services.

The procurement was on track for the new contracts to go live on 1 April 2019. The recommendations of the O&S Procurement Review Group had been taken on board in drawing up the tender and contract documents. The work of the tenant volunteers on the tender evaluations and scoring had been greatly appreciated, and they would be invited to take part in a further round of evaluations at the next stage of the Competitive Dialogue procurement process.

The Committee noted the progress on the procurement, and thanked the Tenants' Panel for their contribution to the work.

60. COMMITTEE WORK PROGRAMME (Agenda item 14.)

Yasmine Makin, Graduate Management Trainee, introduced the Committee's Work Programme and drew attention to the items currently scheduled to come forward in July. The Waverley Scrutiny Group's report on recharges would also be coming back to the Committee, as agreed earlier.

Hugh Wagstaff, Head of Housing Operations, advised that the Housing Asset Management Strategy and Action Plan would also come forward in July; and, possibly, an update on Government policy of Affordable Housing delivery.

Yasmine Makin drew attention to the Budget Strategy Review Working Group being led by the Value for Money & Customer Service O&S Committee. This Working Group would be working with Finance Officers to drive forward the Medium Term Financial Strategy. This would be a long-term project and the membership of the Working Group would be drawn from all four O&S Committees. Housing O&S Committee was invited to nominate two members to join the Working Group. The Committee was reminded that the Housing Service did have a significant General Fund budget, including budgets for homelessness prevention and private sector housing responsibilities.

It was agreed that Yasmine would circulate the detailed project scope to provide more information about the proposed work streams and the expected outcomes, and invite Committee members to respond if they were interested in joining the Working Group.

The meeting commenced at 7.00 pm and concluded at 8.20 pm

Chairman

WAVERLEY BOROUGH COUNCIL

HOUSING OVERVIEW & SCRUTINY COMMITTEE

3 JULY 2018

Title:

**RESPONSE TO RECOMMENDATIONS FROM THE
WAVERLEY SCRUTINY GROUP'S REPORT ON RECHARGES**

[Portfolio Holder: Cllr Carole King]

[Wards Affected: All]

Summary and purpose:

The Waverley Scrutiny Group completed a review on how the council manages the process of recharging certain costs to tenants and leaseholders. The report was presented to the Head of Housing Operations in February 2018 and shared with the Committee in March 2018.

This report informs the Housing O & S Committee how the Housing Service team has and will address the recommendations raised in the Waverley Scrutiny Group's report on recharges.

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

The report supports the Value for Money corporate priorities.

Equality and Diversity Implications:

Having a clear policy on re-charges, and unambiguous procedures, ensures that tenants and leaseholders are treated fairly and consistently.

Financial Implications:

Implementation of the recommendations raised by the Waverley Scrutiny Group will ensure an improvement on the recouping of costs and also a more controlled, transparent and accurate interpretation of the information.

Legal Implications:

The process and legal basis for recharging tenants is set out in Waverley's tenancy agreement. Waverley will not make any charges if the court or the law says that it cannot do so. Tenants' responsibilities for repairs are set out under Section 8 (Repairs and Maintenance) of the tenancy agreement.

1. Background

1.1 The report from the Waverley Scrutiny Group was presented to the Head of Housing Operations and Recharge Collections Officer in February 2018. The comprehensive report covered the following:

- whether the recharge policy and process is fit for purpose and fair to tenants and leaseholders

- how the appropriate teams within the Housing Service are operating the new process
- what systems are being used to monitor and regulate collection of recharges
- what communication there has been to contractors and tenants in respect of recharge
- how cost effective the new process will be and whether it provides value for money
- what is being done to assist tenants in avoiding recharges, and
- recommendations to improve the process.

1.2 A first draft action plan was presented to the committee in March 2018. It was recommended for the action plan to be amended and submitted to the next committee in July 2018

2. Report recommendations and response

2.1 On further review by officers and dialogue with the Scrutiny Group all 14 of the identified recommendations were accepted.

2.2 Work has commenced on all actions and eight have been completed. Please see Annexe One for all recommendations, comment and progress.

2.3 Completed recommendations include:

- the review of the Recharge Policy to reflect officer decision making and responsibilities - please refer to Annexe Two
- new accountancy system codes have also been created to easily identify and report on recharges, and
- new tenants are encouraged to take up home insurance

2.4 Work is in progress for the remaining six recommendations all expected to be completed by September 2018.

Recommendation

It is recommended that the Housing Overview and Scrutiny Committee:

- thanks the Waverley Scrutiny Group for their report;
- supports the implementation of the scrutiny recommendations and action plan, and
- receives a progress report in November 2018 on implementation of the recommendations and details of the number of recharges and income received during 2018/19.

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:

Name: Hugh Wagstaff
Head of Housing Operations

Telephone: 01483 523363
E-mail: hugh.wagstaff@waverley.gov.uk

Ref	Waverley Scrutiny Group recommendation	Accepted	Waverley Borough Council comment	Lead Officer	Deadline
1.	<p>To review and revise the recharge policy and process in line with our report identifying recommendations which we have raised in this report. Ensuring the RCO (Recharges and Collections Officer) and reporting manager are solely responsible in making decisions regarding the recharge process.</p> <p>Ensure recharging policy and process acknowledges, and includes, out of hours, duty of care and securing properties.</p>	Accepted	<p>A review and update of the recharge policy and process has been undertaken. This is awaiting approval by the appropriate Manager.</p> <p>When finalised, the recharge policy and procedure will be sent to all teams within the Housing Service. It will be accompanied by a briefing note to remind all team members that the RCO and Rent Accounts Manager are solely responsible for making decisions on the recharge process.</p>	Recharge and Collections Officer	Policy reviewed and will be reported at July O & S
			Policy and process completed and agreed by Rent Accounts manager and Head of Housing Operations. To be considered at June Housing O&S		Completed
2.	Any queries from a customer about a recharge invoice, is to be passed to the RCO or their manager and not to be answered by the person taking the call.	Accepted	Central notes should be available on Orchard for any officer to answer simple enquiries. However queries regarding waivers or disputes should be passed to the RCO or Rent Accounts Manager.	Recharge and Collections Officer	June 2018
			Update process documents to reflect escalation.		Completed

3.	A separate recharge cost code is set up.	Accepted	There has been discussion with the Council's Finance team who have advised separate expense codes can be created. This will be to enable expenditure on jobs that are to be recharged, to be separately monitored.	Recharge and Collections Officer / Accountant Manager	June 2018
			Separate expense codes have been created	Completed	
4.	IT system for the void recharges needs to be addressed as a matter of urgency. Including additional event(s) for Void recharges on Project 20 and for Orchard to set up a sub-account.	Accepted	See response to recommendation 3 that a separate recharge cost code is set up. Also to be incorporated in the review of the termination of tenancy and void process.	Recharges and Collections Officer/ Interim Special Projects Manager	June 2018
			See response to recommendation 3	Completed	
5.	No "ball park" figures, estimates or quotations are to be given to customers over the cost of work to be recharged, should be made by the Customer Services Team or contractors. If a cost figure is provided it must be qualified by stipulating this figure could be higher or lower once the repair has been completed.	Accepted	See response to recommendation 1. This is incorporated in the review of the revised recharge policy and process. A frequently used recharge list to be developed and published to give customers an idea of estimated costs with qualification that this figure could be higher or lower once the repair has been completed. List to be reviewed quarterly.	Recharges and Collections Officer/Website Manager	June 2018 September 2018 December 2018 (Quarterly review dates)
			A frequently used recharge list has been developed and leaflet with Communications for design	Practically complete	

6.	Clear instruction to be given to anyone responsible for identifying a recharge, on the process required to ensure the RCO and/or their manager are fully aware of all recharge orders being raised. The Void Inspector/Co-ordinator should ensure that all recharge orders are raised correctly and passed to the RCO and/or the manager. With the Void Co-ordinator checking weekly that all recharges have been raised and passed to the RCO.	Accepted	See responses to recommendations 1 and 3.	Recharges and Collections Officer/ Void Team Manager	June 2018
			See responses to recommendations 1 and 3	Completed	
7.	All Tenancy and Estates Officers are to fully comply with procedures for informing and inviting the RCO to pre termination visits. Officers should inform the RCO and Void Inspector if Recharges will be required, clearly stating what the recharge is for.	Accepted	The RCO or T&E Officer will attend EOT visits (pre-termination of tenancy visits). The majority of tenants will not incur a recharge. The EOT visit form will be developed to contain a section where possible re-charges can be recorded. The forms will be scanned and an email sent to Property Services (inc. voids team), Homechoice (allocate void properties to Housing Register applicants) and the Council's repairs contractor to confirm this documentation has been uploaded on to our records.	Recharges and Collections Officer/T&E Team Leader	July 2018
			RCO training T&E team	In progress	

8.	IT system for raising invoices on Agresso needs to be addressed.	Accepted	The Council is looking into the functionality of Agresso (Council's core financial system used for invoice payments) to raise recharge invoices. To resolve challenges with Agresso, invoices will be raised through Orchard to meet the requirements of the policy. Leaseholders will continue to be invoiced via Agresso.	Recharges and Collections Officer/Projects Manager Housing Support	July 2018
			Testing invoice process within Agresso	In progress	
9.	Reports to be re-examined and to provide detailed and verifiable information.	Accepted	Headline reports are already produced. Officers are developing a full breakdown report which will identify reasons for recharge and action taken.	Recharges and Collections Officer/Projects Manager Housing Support	July 2018
			Reports in development and testing	In progress	
10.	Reports required on complaints with reasons for waiving a charge.	Accepted	The Corporate Complaints system will be utilised to monitor recharge complaints.	Recharge and Collections Officer	Ongoing
			Reports available	Completed	
11.	Where a full payment plan is put in place within 14 days no 15% administration charge is added to the invoice.	Accepted	There is no administration charge for invoices paid within 14 days as stated within the policy. Ensure policy review reflects this recommendation.	Recharge and Collections Officer	April 2018
			Policy update accordingly	Completed	

12.	For the Service Improvement Team and RCO to explore the capabilities of Orchard regarding Recharges for greater customer service and efficient reporting. More advertising of the recharges i.e. posters in all Senior Living units, Council Offices and communal centres. Continual articles in any WBC publications e.g. Waverley Homes and People and in Tenants newsletters. Phone numbers to be included along with web site addresses.	Accepted	There will be publicity in the form of a leaflet and posters promoting the recharge process. Actively encourage tenants to take out appropriate contents insurance at sign up.	Recharge and Collections Officer/T&E Team Leader/Service Improvement Manager	July 2018
			Relates to recommendation 5	In progress	
13	Greater encouragement for tenants to take up home insurance.	Accepted	See response to recommendation 12. Stronger focus on tenants taking up home insurance at sign up.	Recharge and Collections Officer/T&E Team Leader	June 2018
			T&E team discuss home insurance at new tenant interviews	Completed	
14	On pre-termination visits all work identified as being rechargeable to be either carried out by the tenant or WBC, should be recorded on site and signed by both tenant and WBC Officer and a copy left with the tenant.	Accepted	See response to recommendation 7. The EOT visit form will be developed to contain a section where possible re-charges can be recorded. This form will be signed by the outgoing tenant.	Recharge and Collections Officer	July 2018
			Relates to recommendation 7	In progress	

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Recharge Policy and Process

<i>Owned by:</i>	<i>Housing Rent Accounts</i>
<i>This Policy:</i>	<i>August 2017, Reviewed February 2018</i>
<i>Management Board Date:</i>	
<i>JCC Cons Date:</i>	
<i>Next Review:</i>	<i>2019</i>
<i>Uploaded:</i>	

Recharge Policy

1. Introduction

1.1. This document sets out the recharge policy for tenants and leaseholders of Waverley Borough Council (Waverley). It is relevant to current tenants, former tenants and leaseholders through responsive repairs, service charges and void works as well as the financial recovery of garage repairs, household clearance, vehicle removal and garden maintenance.

1.1.1. Where this policy uses the term 'tenant' or 'tenants' it should be taken to also refer to leaseholders.

1.2. The purpose of this policy is to embed the message of 'your home, your responsibility' into the social housing service and encourage positive tenant behaviour regarding the care of Waverley's housing stock.

1.3. The aim is to recover costs of rechargeable work. The definition of work that is rechargeable is any repair needed that is not due to fair wear and tear, or work that has to be undertaken when the tenant has failed to do so after a request from Waverley such as clearing items from outside the property or maintaining gardens.

1.3.1. The charge for any work will be determined through reference to the National Housing Federation book, known as M3NHFSchedule Responsive Maintenance and Void Property Works. The relevant Schedule Of Rates (SOR) code will be used to enter required works via the Orchard housing software and will ensure consistency in pricing repairs as well as providing cost transparency for tenants.

1.3.1.1. Responsive repairs and void works do not include VAT.

1.3.2. Examples of common recharges to tenants are:

- Replacing light bulbs and light fitting repairs
- Gaining access when locked out of the property
- Re-glazing windows that have been broken
- Replacing broken toilet seats
- Plumbing works such as fixing leaks and repairing radiator valves
- Power failure where tenant has blown a fuse or otherwise interrupted supply
- Water damage where tenant has damaged or not reported damaged guttering
- Fire damage caused by tenant through intent, accident or negligence

1.4. Tenants who have made alterations to properties without the correct written permission, and where the work is not to Waverley's void standard, will have to return the property back to its original condition or be recharged for this work.

- 1.5. This policy will reduce void times and budget expenditure, as the properties will be better maintained and able to be reused for housing with minimal delay. This will be achieved through tenants taking responsibility for the condition of the property throughout the life of the tenancy, thereby creating better communities to live in.
- 1.6. If tenants fail to undertake works as required by their Tenancy and Estates Officer (TEO), Waverley will remove items from outside properties and undertake garden works in order to improve the standard of homes and communities for all. This work will then be recharged to the tenant.
- 1.7. Awareness of this recharge process will be raised with tenants through the following measures:
 - Local press release
 - Social media posts
 - Annual article in Waverley's Homes and People magazine
 - Posters with large print in senior living communities
 - Leaflets posted with tenants' quarterly rent statements
 - Leaflet handed to tenant within initial new tenant sign up pack
 - Leaflet sent to tenant once termination of tenancy form received
 - Online information via Waverley website.
- 1.8. Awareness of this recharge process will be raised with Waverley staff and Contractor through the following measures:
 - RCO to attend team meetings to introduce the role and its purpose
 - RCO to attend All in Housing meeting to discuss role and its purpose
 - Briefing notes to be circulated to teams advising of process
 - Updates to be provided advising of progress where relevant
 - Clear transparent communication between Housing teams and RCO
- 1.9. The recharge role is undertaken by the Recharge and Collections Officer (RCO), with support provided by the Rent Accounts Manager (RAM).

2. Tenant Responsibility

- 2.1. Waverley's Tenancy Agreement clearly states that tenants will be recharged for damaging Council property or for negligence resulting in damage.

We will not make any charges if the court of the law says that we cannot do so. If any of the conditions say that we can charge you our costs, we will only charge you our reasonable costs, which you must pay. We will send you a bill, letting you know the amount of costs in each case. We will also explain why we are asking you to pay them. If you don't agree that you should have to pay our costs, we may have to go to court to ask for an order for you to pay. The court will then consider all the circumstances and your views and decide whether you should pay and, if so, how much.

2.2. The agreement also states the 'conditions' when we can recharge:

- Legal action to gain access
- Garden works
- Damage by the police
- Removal of a vehicle
- Damage to the home (beyond fair wear and tear)
- Removal of a tenant's own fixtures and fittings if no permission/damaged/unsafe
- End of tenancy clearance of rubbish and damage beyond fair wear and tear

3. Exemption

3.1. There will not be a recharge for work needed that is considered fair wear and tear. This will be determined by an initial conversation with the tenant, and in the case of dispute will be referred to a Housing Inspector prior to the work being carried out.

3.1.1. If an invoice has already been raised, any dispute should be referred immediately to the RCO who will undertake an investigation and respond to the tenant in writing with a decision.

3.2. Where a tenant suffers from a disability either physically or mentally, this will not in itself be cause for an exemption. When a disability is notified to the RCO in reference to a recharge, each situation will be looked at individually to determine if the disability directly contributed to the damage caused.

3.2.1. Where a tenant has made Waverley aware of their situation, 'fair wear and tear' may be considered more flexibly. Disabled tenants may inadvertently cause more damage to their home than others.

3.2.2. The RCO will undertake a home visit to discuss any recharge with a disabled tenant should it be determined that this would be beneficial. This can be prior to works carried out, to discuss an existing invoice or to engage with the dispute process.

3.2.3. Should the RCO feel it is required, a third party referral may be undertaken with the tenant's permission in order to provide any identified support need.

3.3. Where there is a possibility of damage caused by an abusive situation, it is expected that the tenant will engage with the RCO in order to ascertain clarity of the recharge circumstances. All communication with the tenant will be undertaken sensitively.

3.3.1. Abusive situations may include instances of victimisation under the Equality Act 2010 in regard to the nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation.

3.3.2. Tenants should be encouraged to report the above crimes to the police. Once a crime reference number is gained, it should be notified to the RCO in order to waive any charge to the tenant.

3.3.2.1. Where possible, charges of this nature should be invoiced by the RCO to the perpetrator if their details are known.

3.4. For other circumstances of criminal damage not covered above, as a result of criminal behaviour external to the tenant's household, a police crime reference number must be provided to the RCO to avoid a recharge.

3.5. Where the tenant is deceased and the estate has notified there are insufficient funds.

3.6. In all cases any identified exemptions will be presented on a case by case basis by the RCO to the RAM with recommendation of the charge being waived.

3.6.1. For invoices below the value of £100, the RCO may authorise the exemption. Any recharge higher than this sum must be authorised by the RAM.

3.6.2. All exemptions will be notified to the RAM regardless of amount charged and entered onto a database for reporting purposes.

4. Responsive Repairs

4.1. All current tenants must report repairs as stated within the Tenancy Agreement.

4.2. The Customer Services Team (CST) will determine by phone whether a repair is likely to be rechargeable or not. This will be through discussion with the tenant at the time of the repair being reported but will not give approximate costs. This is due to any charge being liable to increase or decrease depending on the actual work completed.

4.2.1. If the repair is reported via a different method, the CST will call the tenant to clarify whether the work is rechargeable.

4.2.2. If a Contractor attends a property to undertake a repair and feels the work was not caused by fair wear and tear, they will report back to the CST.

4.2.3. Out of hours jobs will be identified via a daily report sent to the CST for review. If rechargeable works are identified this will be updated on Orchard.

4.2.3.1. In all cases, pre and post photographic evidence will be taken.

4.3. In the event of any dispute as to cause of damage prior to any invoice being raised, the Housing Inspector's decision is final.

5. Tenancy termination

- 5.1. Following receipt of an Orchard notification, the CST will arrange for the RCO to visit the tenant or next of kin at the property in conjunction with the TEO.
 - 5.1.1. Tenants will be verbally advised of potential rechargeable repairs during the visit. Written confirmation of the same information will be left with the tenant.
 - 5.1.1.1. This verbal advice is not exhaustive. Final cost confirmation will be provided to the RCO by Waverley's Contractor after void works have been completed. This will form the basis of any invoiced recharge.
 - 5.1.2. Tenants may choose to carry out any repair advised verbally and in writing at the EOT visit at their own cost. The expectation is that this work is completed prior to the end of the tenancy.
 - 5.1.2.1. The end of tenancy date will be variable dependent upon the notice period given by the tenant.
 - 5.1.2.2. Certificates will be required for any specialist repairs undertaken, such as (but not limited to) electrical, gas or plumbing work.
 - 5.1.2.3. Work undertaken by the tenant will be inspected by Waverley to ensure it is up to the void standard. If not, a rechargeable repair will then be carried out at a further cost to the tenant. This will be specified on the form left with the tenant at the EOT visit by the RCO.
 - 5.1.3. All work needed to bring the property back up to the void standard will be specified by Waverley's Contractor during their void visit once the tenant has returned the keys.
 - 5.1.4. Once all work has been completed, an invoice will be issued to the tenant by the RCO based on the actual work undertaken that is not fair wear and tear.
 - 5.1.4.1. Fair wear and tear will be determined by Waverley's Contractor in conjunction with the Voids Officer.
 - 5.1.4.2. All invoices should be ready for issue within a reasonable period following the EOT date, in line with Project 20. Should an invoice be delayed, this should be communicated to the former tenant or NOK.
- 5.2. Tenants will be made aware of their liability for rechargeable repairs when undertaking a mutual exchange of their property by their TEO.
- 5.3. In the event that rechargeable repairs are identified following the death of a tenant, charges will be applied to the deceased estate where appropriate and communicated to the NOK.

6. Improvement/alteration work

- 6.1. Permission must be granted in writing prior to work being undertaken. It is the tenant's liability to provide evidence of this permission.
- 6.2. If there is no record of permission, or if work is not of an acceptable standard, the tenant may be liable to a recharge to return the property to its original condition.
 - 6.2.1. In the case of any dispute prior to an invoice being raised, the decision of Waverley's Contractor will be final.
 - 6.2.2. In limited circumstances work may be inspected and retrospectively approved.

7. Leaseholders

- 7.1. Leaseholders will be charged using the same process as social tenants regarding responsive repairs that are deemed rechargeable.
- 7.2. Leaseholder service charges will be invoiced by the RCO on a quarterly basis and follow the same recovery process as rechargeable works.

8. Payment

- 8.1. Invoices should be paid in full or contact made with the RCO within 14 days of issue.
 - 8.1.1. An administration charge of 15% will be added if a reminder invoice needs to be sent.
 - 8.1.2. The RCO has discretion for waiving any administration charges.
 - 8.1.3. The RCO may negotiate a repayment plan if the amount cannot be repaid in full, with the aim of collecting the full amount due within a period of six months.
 - 8.1.3.1. There is no administration charge for setting up a repayment plan, and each case is assessed individually with more flexibility available to those in receipt of low incomes.
 - 8.1.3.2. A variety of payment options are offered for tenant convenience:
 - Direct debit or Standing orders
 - Online and telephone payments
 - Payment card to use in Post Offices or Pay Points
 - Transfer of rent credit

- 8.2. All recharges will be collected according to the procedures laid down in the Recharge Policy and Process document.

9. Non payment

- 9.1. If tenants do not pay in full or enter into and fail to maintain a repayment plan, legal action may be taken which may include:
 - 9.1.1. An application to the County Court for a Money Judgment and associated costs which will adversely impact personal credit reference records.
 - 9.1.2. We may also refuse to allow tenants with debts to mutually exchange, bid on other properties, withhold a tenant reference or include the debt when providing a reference to another landlord.
 - 9.1.3. Waverley may also refuse to allow non essential planned or improvement works to go ahead where there is an outstanding debt.

10. Appeals process

- 10.1. Should a tenant wish to challenge any EOT recharge advice, they must do so at the first available opportunity. This would be upon receipt of the initial advice.
- 10.2. In cases where there is a large difference between the work and cost contained within the advisory letter and when the invoice is actually issued, an appeal should be received within fourteen days of the invoice being received.
- 10.3. Should a tenant wish to challenge any responsive repair invoice, they must do so preferably in writing to the RCO upon receipt of the invoice and within the first fourteen days to avoid a 15% administration cost being added to the bill.
- 10.4. For both EOT and responsive repair disputes, the RCO will investigate the matter and write to the tenant of their decision following confirmation with the RAM.
 - 10.4.1. If the tenant / leaseholder then dispute the RCO decision, any further query should be dealt with using the complaints process as a level two complaint.

11. Equality

- 11.1. Waverley aims to operate a repairs service which is fair and accessible to all. This recharge policy will be applied sensitively, taking into account individual circumstances and vulnerabilities where they are identified.

Recharge Process

1. End Of Tenancy (EOT) visits

- a. Once an Orchard notification has been generated, an EOT visit will take place at the property with either the RCO or the TEO. The Officer will undertake an initial assessment of what works will be needed in order for the property to reach the void standard and be capable of being re-let.
- b. Verbal advice will be given to the tenant during the visit, and a written confirmation will be handed to them clarifying work and approximate cost to give tenants the opportunity to undertake the work themselves.
- c. It will be clarified that this initial advice is not exhaustive. The work needed and associated cost is liable to change due to tenant belongings hindering a thorough investigation of the property and its condition.
- d. If the RCO is unable to attend, the TEO will complete the form and hand over a recharge business card. Photographic evidence will be taken of any damage and stored for evidence.
 - i. On return to the office, the TEO will notify the RCO of any work identified via the recharges email.
 - ii. Should any repair be needed for wear and tear, the T&E Officer will raise this via the repairs email.

2. Void visits

- a. Once a property is empty and the keys are in Waverley's possession, the Contractor and a Void Officer will undertake a visit to confirm what work will be needed for the property to reach the void standard. Any recharge to the tenant for repairs is based on this void property inspection and subsequent work completed.
- b. Photographic evidence will be taken and stored in case of later challenge.
- c. The Void Officer will ensure all recharge orders are raised correctly so that the information is accessible by the RCO.
- d. The Void Co-ordinator will undertake a weekly check to ensure all recharges have been raised and notified to the RCO.

3. Recharge recovery – invoice

- a. Once the job card completion report has been received, the RCO will issue an initial invoice advising the tenant or next of kin of the work and costs that they are liable for. This invoice will contain notice that should a reminder in 14 days be necessary, a 15% administration charge will be added to the overall cost.
- b. A reminder invoice will be issued after 14 days of non engagement from the tenant or next of kin. This will have a 15% charge added to the total.
 - i. If a next of kin advises that the estate has insufficient funds to pay, evidence will be required prior to a write off request going to the RAM.
- c. A final letter warning of court action will be sent 14 days after the reminder invoice. This will warn of court costs and repercussions to credit ratings.

4. Recharge recovery – Court application

- a. With no engagement or payment from the tenant or next of kin, a decision will be made to proceed to court by the RCO. This will be discussed with the RAM.
 - i. It is expected that most if not all deceased tenant debts which are not addressed by the next of kin will be submitted for write off to the RAM.
- b. An application to the court for a Money Judgment and costs will be made via MCOL by the RCO.
- c. RCO will attend court to seek a Money Judgment and costs. If the tenant attends, a repayment plan will be sought.
 - i. A letter will be issued to the tenant advising of the court outcome regardless of their attendance.

5. Recharge recovery – Collection agency

- a. Following the court hearing if a Money Judgment was awarded, a letter will be sent to the tenant asking them to pay.
 - i. This letter will contain a warning that this will be referred to a collection agency should they not engage or make payment either in full or by setting up a repayment plan.
- b. If there is still no response, the case will be referred to our collection agency who will be instructed to seek to recover the outstanding debt.

6. Unrecovered invoices

- a. These debts will remain on the account in order for them to be recovered at a later date. The balance will need to be cleared should a former tenant wish to become a tenant of Waverley Borough Council again.

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WAVERLEY BOROUGH COUNCIL

HOUSING OVERVIEW & SCRUTINY COMMITTEE

3 JULY 2018

Title:

**UPDATE ON THE RESPONSE TO RECOMMENDATIONS FROM THE
WAVERLEY SCRUTINY GROUP'S REPORT ON VOID REPAIRS**

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

Summary and purpose:

Following the report to the Committee on 4 July 2017, the Housing Service is providing an update on its responses to the recommendations made by the Waverley Scrutiny Group. This is in respect of the review undertaken by the Group in 2017 into how the Council manages void repairs.

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

The report supports the Customer Service, Community Wellbeing and Value for Money Corporate priorities.

Equality and Diversity Implications:

There are no direct equality and diversity implications arising from this report.

Financial implications:

Improved void performance will improve net rent income through the reduction of void rent loss. In 2016/17 the HRA recorded a £285,940 void rent loss, which equates to 0.99% of dwelling rents. The outturn for 2017/18 showed an improved position of £182,510 which is 0.64% of the total dwelling rent budget.

Any work on process improvements has been made within current budgets and resources.

Legal implications:

There are no legal implications.

1. Introduction

1.1 The report from the Waverley Scrutiny Group was presented to the Head of Housing Operations and Interim Operations Manager in May 2017. Their report covered the following areas:

- The cost of void repairs
- Value for money

- The re-let standard
- Performance

2. Report recommendations and response

- 2.1 The report identified ten recommendations that the Waverley Scrutiny Group concluded would result in improvements to the current void process.
- 2.2 The Housing Service agreed or partially agreed with eight of the recommendations.
- 2.3 The final two recommendations have been investigated and their feasibility considered. In respect of recommendation nine, processes are already in place for the removal of key safes. With regard to recommendation ten, the recycling of locks removed from properties has been considered and costed, but is not cost effective.
- 2.4 Please see Annexe 1 for all the recommendations with the Council's responses and updates shown. Nine out of the ten recommendations are shown to have been completed. The outstanding action relating to the Re-let Standard was delayed; however the project has commenced and will be completed by the end of July 2018.

Recommendation

It is recommended that the Housing Overview and Scrutiny Committee:

- reiterates its thanks to the Waverley Scrutiny Group for conducting its review into how the Council manages void repairs and;
- agrees any comments or suggestions in respect of the Council's responses and updates with regard to the Waverley Scrutiny Group's recommendations.

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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Ref	WSG Recommendation	Agreed	WBC Actions to take forward	Owner	Deadline	Update June 2018
1.	An agenda and minutes are taken at each weekly void meeting, the cost of work reviewed and the minutes of the Operations Meeting (if available)	Agreed	All voids meetings are to have agenda & minutes produced, with immediate effect. Monthly meeting with accounts to review budgetary spend, to commence June 2017.	Contracts Manager	June 2017 - completed	Weekly meetings are held with our repairs contractor – Mears and our gas heating contractor – Central Heating Services (CHS). These follow a standard agenda and minutes continue to be produced for each meeting. Completed
2.	Telephone survey of new tenants is carried out within 10 days of the tenant moving in to ask about the quality of the void, their expectations, communication and the relet standard	Partially Agreed	A telephone standard is currently carried out by T&E (Tenancy and Estates team) within 28 days of a new tenancy and as part of this the void process and relet standard is covered. This information needs to be shared with Service Improvement team to analyse feedback. Longer term a review of how tenant feedback is collated is being completed and this will form part of the longer term review.	Service Improvement Manager	Short-Term Actions – July 2017 Longer Term Review - Sept 17	Since April 2018, 28 day surveys have no longer being undertaken. The Housing Service is looking at alternative providers to collect such data. This will be to ensure the data collected is more meaningful and aligned to the new response repairs and voids contract that will commence in April 2019. In the meantime, the Tenancy and Estates team is continuing to carry out visits to all Introductory tenants. These take place four and seven months after the commencement of their tenancy and are intended to assess whether the new tenant is satisfactorily managing their tenancy. In addition, such visits

Ref	WSG Recommendation	Agreed	WBC Actions to take forward	Owner	Deadline	Update June 2018
						are intended to make sure the Council has up to date information about the tenant and any other member of the household, including any particular needs. Completed.
3.	The relet standard is reviewed and redesigned in consultation with the tenant's panel and other tenants, and clarity is made on leaving or removal of curtains and carpets.	Agreed	To review the void standard Tenants panel will be consulted.	Voids Team with Tenants Panel	Sept 17	The previous Contracts Manager left the Council at the end of January 2018. The void (relet) standard is scheduled to be reviewed by the end of July 2018 by the Interim Special Projects Manager. This process will incorporate consultation with the Tenants' Panel. To be completed by the end of July 2018.
4.	A robust recharge policy and process is implemented.	Agreed	This forms part of a wider piece of work which is reviewing how Housing Operations utilise and implement recharges.	Rents and Customer Service Managers	Sept 17	A recharge policy was finalised in August 2017 and reviewed in February 2018. The Recharge and Collections Officer is working more closely with the Housing teams involved in re-charges. This is to make sure a cohesive approach is undertaken to the collection of this type of debt. Completed

Ref	WSG Recommendation	Agreed	WBC Actions to take forward	Owner	Deadline	Update June 2018
5.	Void spend - especially on electrics, doors, structural and gardens is robustly monitored and discussed at void weekly meetings	Agreed	Budget monitoring meetings set up with accounts on a monthly basis Daily jobs raised/spend report includes voids which is reviewed with voids contracts manager and void team To include spend as a standard agenda item at voids meetings.	Contracts Manager	June 2017 – completed	All invoices for void works are scrutinised when received from the contractor. This is to make sure the invoices align with the cost and works on the handover sheets, following completion of the void works. Void spend is not discussed at the weekly voids meetings. This is primarily because any extra void works required will be agreed and signed for by the Voids and Maintenance Officer prior to re-let. This assists with the verification process when invoices for void works are approved. A budget outturn meeting took place between representatives from the Housing and Finance services in April 2018. Budget spend can also be viewed and monitored on the Council's financial system – Agresso. There was an underspend in the voids budget in 2017-18. Completed
6.	All reports on voids are verified and agreed,	Partially Agreed	Regular budget monitoring meetings will provide single	Contracts Manager	June 2017 -	See update in respect of 5 above. Completed

Ref	WSG Recommendation	Agreed	WBC Actions to take forward	Owner	Deadline	Update June 2018
	especially where figures are involved before being published or used in meetings		source for void spend data. To ensure that the difference between contractual figures and monthly reporting figures clearly articulated (based on calendar days versus working days).		completed	
7.	A void marker is put on Orchard so the customer service team can check if a repair made is a recall	Agreed	To investigate the feasibility of a void marker with the Orchard systems administration team.	Operations and Service Improvement Managers	Sept 17	The feasibility of putting such a marker has been discussed with the Orchard Systems Project Officer. They have advised it is not possible to add such a marker to the Orchard system. Completed.
8.	The SOR are examined to report on the possibility of a more concise list with a review to reduce costs and provide a more efficient way of working	Agreed	To complete analytical review of the SORs used on Voids to understand the commonality and themes. To make recommendations on the feasibility of whether producing a “composite” style SORs pricing is feasible within the realms of the current contractual arrangements.	Property Services and Operations Managers	Sept 17	At this stage of the contract, (which is ending in March 2019) changes to the Schedule of Rates (SOR) terms are not feasible. Plus any changes would need to be consulted and negotiated with the voids contractor. In addition there are adequate checks and balances in place now to review the void SORs being raised. There will be a new pricing structure and contract being mobilised from September 2018. The way in which void works are priced, can be considered within

Ref	WSG Recommendation	Agreed	WBC Actions to take forward	Owner	Deadline	Update June 2018
						this contract and structure. Completed
9.	Key safes are removed on occupation. Home Choice/voids team to provide Mears with the dates properties are occupied so the key safe can be removed and reused	Agreed	To investigate the feasibility of such an arrangement – are there likely costs attached, what are the implications.	Contracts Manager	July 17	Key safes are removed by the voids contractor prior to the commencement of the new tenancy. Completed
10.	Recycle locks removed from properties, where possessions are left at a property whether internal or external, and approach charities to see if they can take the items to sell or recycle.	Agreed	To investigate constraints of the legalities of this arrangement with in house legal team	Contracts Manager and Legal	August 17	It is not cost effective for the voids contractor to recycle locks. This is because there may not be a full set of keys returned by the outgoing tenant. Plus having replacement keys cut is considered to be no more cost effective than changing the locks following the commencement of the void. When practical and provided there will be no detrimental effect on the re-let time, the voids team will approach local charities to see whether they wish to take any items in void properties that are in a reasonable condition. Completed

WAVERLEY BOROUGH COUNCIL

HOUSING OVERVIEW & SCRUTINY COMMITTEE

3 JULY 2018

Title:

TENANT INVOLVEMENT PROGRESS REPORT

[Portfolio Holder: Cllr King]

[Wards Affected: All.]

Summary and purpose:

To provide the Committee with a progress report on the last year's tenant involvement activities and future plans for 2018/19.

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

This report sets out the tenant involvement actions which will contribute towards the Council's priorities of Customer Service, Community Wellbeing and Value for Money.

Equality and Diversity Implications:

The Housing Service welcomes the involvement and contribution of all tenants, and the offer of a range of opportunities to engage is aimed to encourage the involvement of as many as possible.

Financial Implications:

There is an annual budget for the Tenant Involvement service. All proposed activities will be met within this budget.

Legal Implications:

There are no legal implications arising from this report.

Introduction

1. The Tenant Involvement service area continues to develop by seeking best practice, building on success and valuing all volunteers.
2. Tenant involvement is central to the Housing service working together to co-regulate the service to meet regulatory standards. The first Waverley Tenants Panel was formed in February 1995.
3. There are a range of ways to get involved. Tenant volunteers are offered three high level ways to engage with the service these are promoted through the Tenant Involvement Strategy [Tenant Involvement Strategy](#). There are further opportunities for all tenants to be engaged in open workshops, consultations and customer feedback through a variety of surveys.

4. The Tenants Panel, Scrutiny Group and Designated Persons volunteers are offered officer support and bespoke training to empower them in their roles with courses, online resources and awareness sessions. Each volunteer has an annual review to identify capacity, interests and training needs to support their role.
5. Waverley offers a range of in depth and ad hoc ways to get involved. During 2018/19 the Tenant Involvement Officer supported 141 activities ranging from Tenant Panel meetings, Waverley Tenant Scrutiny Group interviews and information gathering, Designated Person training, newsletters, consultations and events. The Tenant Involvement Officer designed and implemented impact assessment forms to identify the cost and outcomes of all activities.
6. From a desk top study of neighbouring local authorities and housing associations in the area Waverley tenants seem to have more opportunity to be directly involved and contribute to service improvements. With engaged tenants having direct access to the Head of Housing Operations and Portfolio Holder for Housing.
7. To develop the service further the Tenant Involvement Officer has attended a number of networking and training events held by Voluntary Action South West Surrey. This has helped to inform good practice and network with other agencies such as NHS CCG (Clinical Commissioning Group). Working with these organisations we now offer a comprehensive induction pack to welcome new volunteers and will look to be recognised with a national award such 'Investors in Volunteers'.

The Tenants Panel

8. The Tenants Panel continues to grow as a group and are actively engaged at all levels with the Housing service.
9. The Chair and Vice Chair met monthly with the Head of Housing Operations and Portfolio Holder for Housing during 2017/18 to discuss operational queries and strategic issues e.g. Housing Customer Service team, review of Sheltered Housing, Housing Strategy, digital inclusion and tenants newsletters.
10. The Tenants Panel Chair and members attended all the 2017 Housing Related Support consultation meetings at the eight Waverley schemes. Members provided support to vulnerable tenants and submitted a detailed report from their findings to the SCC Cabinet in September 2017. Their aim during 2018/19 will be to continue to visit and meet with residents at the eight Senior Living schemes to hear feedback on how the new service is operating.
11. Throughout the Tenancy Agreement review process Tenants Panel members' championed tenants views raising issues at Head of Service meetings and Housing O & S Committee. They also invited officers to present at the Tenants Panel AGM and All Tenants Open Meeting (ATOM).
12. The Tenants Panel Chair is part of the Housing O & S design sub committee helping to give a tenants perspective on design within Waverley's new builds.
13. The Tenants Panel have an independent website [Waverley Tenants Panel | Committed to Tenants & Tenants Views](#). During the last year the website has

received 6,868 visits. These figures have shown a notable rise when postings focus on particular housing issues such as the tenancy agreement review.

Waverley Tenants Scrutiny Group

14. Following a Tenant Member Officer Project Group the Tenants Scrutiny Group was established in December 2013.
15. During the 2017/18 period the Waverley Scrutiny group have conducted two Housing Service reviews focussing on voids and recharges. The findings, recommendations and landlord response have been presented to the Housing O & S Committee, July 2017 and March 2018
16. The service have accepted the majority of recommendations leading to review service area processes, promoting best practice, increasing customer satisfaction and delivering value for money.
17. The group receive officer support but no longer require external support which has made a saving on their budget. With the assistance of the Tenant Involvement Officer they have also created a peer challenge relationship with Paragon Housing Association.
18. The next review will be focussing on the mutual exchange process investigating tenant communication and promoting downsizing. This report will be presented to committee in autumn 2018.

Designated Persons Panel

19. As part of the corporate complaints process for Housing and recognised by the Housing Ombudsman the Designated Persons Panel are a conduit for tenants when their complaint has reached the final stage of the Waverley complaints process. The Panel consider both sides of the case and aim to recommend a local solution rather than refer to the Housing Ombudsman.
20. Consisting of four members the group meet when a case is referred and quarterly to review Ombudsman cases, customer feedback and good practice.
21. The Panel have reviewed six complaints since 2013. Recommendations by the Panel from all of these cases have been agreed by Waverley and the complainant.
22. The Panel will monitor the impact of the change in Corporate Complaints Policy to consider if complaints are comprehensively investigated and responded to. They will also note any trends regarding complaints.

Forward Plans for 2018/19

23. During August 2018 the service will hold four family STARⁱ social events. These activities will provide an informal forum for tenants to feedback on service delivery areas such as quality of home, communal spaces and customer services. There will also be drop in workshops on digital and financial inclusion.

24. In April 2018 the partnership meetings with the Tenants Panel. Head of Service and Portfolio Holder of Housing were reviewed to include all Tenant Panel members. The purpose of the bi-monthly meetings are for the Tenants Panel to support and advise the Head of Housing and Portfolio Holder and for the Panel to receive support for their activities and development.
25. Using data from the STAR survey a review will be undertaken regarding tenant involvement and Tenant Panel communications. This work will provide a platform on which to base the 2019/22 Tenant Involvement Strategy, promote the service and encourage others to become volunteers.
26. Develop and build further network opportunities to compare and share good practice. Although many local housing providers are associations there is an opportunity to work with other housing providers such as Croydon Council and Paragon HA.
27. Raise profile of Waverley TI work through HQN (Housing Quality Network), Tpas -the tenant engagement experts and the Chartered Institute of Housing. This will be achieved by applying for national awards and sharing case studies.

Conclusion

28. The Tenant Involvement service has enabled both the Tenants Panel and Waverley Scrutiny Group to be more empowered and confident. This has been highlighted by their successes noted in this report.
29. During 2018/19 the service will review its communication and seek further recognition with national organisations. This work will also help to inform the 2019 Tenant Involvement Strategy.

Recommendation

It is recommended that the Housing Overview and Scrutiny Committee:

1. notes the Tenant Involvement achievements and support the actions for 2018/19; and
2. acknowledges and thanks those tenants who volunteer for the Housing Service.

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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ⁱ Survey of Tenants and Residents

WAVERLEY BOROUGH COUNCIL

HOUSING OVERVIEW & SCRUTINY COMMITTEE

3 JULY 2018

Title:

HRA ASSET MANAGEMENT STRATEGY 2015 – 2020 - INTERIM REVIEW

[Portfolio Holder: Cllr Carole King]

[Wards Affected: All]

Summary and purpose:

The Council's HRA Asset Management Strategy covers the period 2015-2020. Each year, a review is carried out to assess progress and consider the impact of any external challenges on the strategy, such as financial or changes to Government policy. This report sets out the findings of the latest review and gives an overview of performance against commitments made. Annex 1 gives further detail on the outcome of the review.

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

The HRA Asset Management Strategy supports the Council's Corporate Priorities of Customer Service, Community Wellbeing, Environment and Value for Money.

Equality and Diversity Implications

The HRA Asset Management Strategy supports Waverley's commitment to ensuring that those living in Council housing stock are provided with accommodation that suits their diverse needs.

Financial Implications:

Managing and maintaining the Council's housing stock generates a revenue stream of approx. £29 million each year. In order to ensure that the stock is maintained to a good standard, significant investment is required each year. The HRA Asset Management Strategy complements and informs the 30 year HRA Business Plan and aims to ensure that financial resources are appropriately invested in order to achieve long term sustainability.

Legal Implications:

There are no legal implications arising directly from this report.

Background

The HRA Asset Management Strategy 2015-2020 was produced in 2015 and presented to the Corporate O&S Committee on 23 June 2015. Its aim was to provide a framework in which the Council could co-ordinate and organise all activities that lead to the future viability of the housing stock. The Strategy set out a number of key objectives to achieve its aims. In addition to this, a high level action plan was developed which set out specific

tasks required to be delivered in order to achieve those overall objectives. This report sets out the findings of a periodic review of the HRA Asset Management Strategy and identifies actions to be achieved before the current Strategy expires.

External influences impacting delivery of the Asset Management Strategy

Since the HRA Asset Management Strategy was developed in 2015, the Welfare Reform and Work Act 2016 has imposed a requirement on social landlords to reduce rents by 1% per year for a four year period (commencing April 2016). It also required the sale of high value voids and introduced other welfare reforms which would impact on the Business Plan. As a result, the Council took a risk adverse approach to the setting of budgets. This was because there was a potential reduction in income of £300m for the life of the Business Plan due to there being no indication as to what would happen after the four years. As a result, reductions to Property Services budgets were imposed with the capital budget being worked back from £4m in total. This represented a reduction from the usual budget of approx. £8m to £4m and had an impact on the Council's ability to deliver investment programmes.

In addition to this, the Government imposed budget cuts to supporting people funding. This has impacted on the Easymove and senior living services which has resulted in new ways of working in order to find efficiencies to negate the loss of income.

Following changes to the Right-to-Buy discount in July 2014 and qualifying terms in May 2015, enquiries relating to RTB applications have increased. There has therefore been a slight increase in the number of sales since the changes were brought in: 15 in 2015/16, 23 in 2016/17 and 14 in 2017/18, resulting in a total loss of 52 properties over the three year period.

The potential for Waverley to utilise capital receipts from RTB sales have been impacted by Government directives. A greater share of the receipts need to be passed back to Government meaning a reduction in the amount the Council has available to part fund capital works and the development programme

Internal influences impacting delivery of the Asset Management Strategy

Performance management of contractors has been a key driver in recent years and has resulted in the Council having tighter control of its contracts. This has resulted in an improvement in performance but has required significant staff resource in order to achieve this. The necessary change in focus has meant that other objectives have been impacted upon. This is explained in more detail later in this report.

Due to the specialist nature of compliance management, it has always been difficult to recruit and retain suitably qualified and experienced personnel. In order to achieve continuity of service, the Council has put in place a development progression programme to support existing internal staff to achieve the required level of expertise.

Achievement against key objectives

Strategic Objectives

The Asset Management Strategy included a list of Strategic Objectives. A review of these objectives has been undertaken and performance is summarised in the table below:

Strategic Objective	Status	Comment
Maximise the Councils assets, minimise liabilities and develop a capital programme that meets tenants aspirations	Partially Achieved	Due to the rent reduction implications, the Council has been prioritising investment in the basic maintenance of homes and clearing the backlog of day to day responsive repairs. This has potentially impacted on tenants satisfaction with the quality of their home; the results of the 2017 STAR survey showed a static satisfaction level of 79%. Tenant's aspirations with regard to the capital programme have therefore needed to take a secondary role since 2017
Survey the housing stock every five years on a rolling programme and continue to improve the accuracy of its stock data	Partially achieved	There was a slow start to this objective and a restructure took place to better focus resources and improve performance. One permanent surveyor is now undertaking stock surveys and performance is running at an average of 5 surveys per day with a view to achieving 6 per day
Dispose of property on the open market that is no longer fit for purpose or needing considerable capital investment, where this would not represent good value for money	Achieved	Viability assessments have been undertaken using the Red Amber Green status and 6 properties were disposed of accordingly
Continue to let void properties promptly thereby minimising rent loss and maximising housing availability	Achieved	Progress has been significant in this area. Void turnaround has reduced from 25 days for a normal void in March 2015 to 17 days in March 2018 and 77 days for a long term void in March 2015 to 75 days in March 2018. Rent loss has reduced from approx. £500k in 2015/16 to approx. £290k in 2017/18
Continually review investment decisions to achieve best value for money	Achieved	Comprehensive review of responsive repairs was undertaken which included analysis of value for money and involved the sub-committee in setting future priorities. The findings were included in the re-procurement frameworks
Strive to meet high energy efficiency standards that future-proof council housing and protect tenants from rising energy costs	Not Achieved	Progress has included a robust programme of boiler and window replacement and the installation of low energy lighting in senior living housing. However, the Council has not utilised data available in order to further develop measures which will achieve the target set. Going forward, the Council will take a considered approach enabling a more accurate target, underpinned by a delivery plan

Continue a programme of selective demolition or refurbishment of garages blocks, depending on costs, demand and revenue streams	Partially Achieved	11 blocks have been refurbished to date and a number of garages have been re-let. Furthermore, the team has been restructured in order to adequately resource delivery of the garage strategy so that rental income can be maximised. Progress on this will be reported separately
Give priority to issues relating to the health and safety of its tenants including slips and trips within the home	Partially Achieved	There has been steady progress in this area with a consolidated approach to housing health and safety which has resulted in tighter controls of key risks such as asbestos and legionella. Implementation of Keystone Servicing and Inspection will increase control further. However, better use of data arising from assessments under the Housing Health and Safety Rating System is required going forward and a review of how risk scores are applied is needed to ensure that these are correct and consistently applied
Strive to continually add value to its assets	Achieved	Major regeneration projects such as Ockford Ridge and Nursery Close have sought to add value to the Council's portfolio and improve the quality of affected homes

Strategic 5 Year Action Plan

The strategy also set out a strategic 5 year action plan. This has been reviewed and progress is reported as follows:

Strategic Action Plan Objective	Status	Comment
Carry out stock condition survey of all pre-1945 properties	Achieved	10% of the stock was surveyed and the data extrapolated. A report summarising the findings is being reviewed in order to identify actions required. The majority of findings have been reflected in the stock condition data however, the remainder of issues identified need to be assessed in order to identify an action plan
Develop strategy for tackling dampness across the Council's stock, including developing a policy/procedure for dealing with damp related issues reported by tenant	Not Achieved	Damp related issues continue to be dealt with on an ad-hoc basis which is inefficient and potentially ineffectual. Going forward, there will be a systematic management of cases so that they are monitored and measures assessed for effectiveness
Continue programme of kitchen and bathroom upgrades	Partially Achieved	A robust programme of kitchen and bathroom upgrades was undertaken up until 2017 following rent reduction, see below:

		<i>Year</i>	<i>Bathrooms</i>	<i>Kitchens</i>	<i>Total</i>
		2015	372	405	777
		2016	269	346	615
		2017	135	139	274
		2018 - YTD	15	15	30
		Total	791	905	1696
Undertake review of 7 year 'break-clause' in Maintenance Contract with Mears	Achieved	A review of the contract has been undertaken and the Council has issued notice to Mears to break the contract in March 2019. The procurement of all existing Mears contract lots is fully underway and contractors will be selected shortly			
Continue strategic regeneration of Ockford Ridge and identify other suitable areas for improvement	Achieved	17 units at Ockford Ridge have been refurbished with a further 18 or 19 units planned. The first new build units will be expected during 2018. A number of additional areas have been identified for potential regeneration and options appraisals are planned for these sites			
Monitor and log all noise related complaints	Achieved	Noise related complaints are referred to Environmental Health for investigation through a borough wide approach. This information will be used to determine whether a noise reduction programme is required and a policy setting out the Council's approach to managing this area			
Review effectiveness of estate inspections and walk-about	Not Achieved	A review is currently being undertaken with a view to formalising a process that can be consistently rolled out in accordance with a scoring mechanism			

In support of delivering the strategic objectives listed above, the Strategy includes a number of pledges throughout the document which have also been reviewed. Annexe 1 provides more detail regarding progress and sets out what has been achieved; what is still achievable within the remaining two years of the Strategy and which pledges will require further investment or resources in order to achieve the aim.

The 2015-2020 Strategy also included a list of operational actions which underpin the objectives of the strategy. These have been reviewed and continue to be monitored.

Conclusion

A review of the Strategy has been undertaken which has highlighted that although there has been progress with a number of key objectives; there has been a loss of momentum in delivery of some objectives since the rent reduction directive which required the Council to re-focus where investment would be targeted. Asset management is a critical function for the Council and through the recruitment of the Strategic Asset Manager; any pledges made within the Strategy will be more closely monitored and managed.

Recommendation

The Housing Overview & Scrutiny Committee is asked to review progress against the strategic objectives and strategic 5 year plan actions within the HRA Asset Management Strategy.

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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Headline Successes

Below is a summary of actions that have been achieved during the last three years which support delivery of the Asset Management Strategy:

- Tenants were asked to complete a STAR survey in 2017 and the results compared with the results from 2015 are as follows:
 - Overall condition of property – 2015 = 74%, 2017 = 76%, benchmark with peers = 76%
 - Satisfaction with the way repairs and maintenance dealt with – 2015 = 76%, 2017 = 68%, benchmark with peers = 82%
- Implementation of a 'One Stop Shop' in relation to customer services. Over time, this will improve the way tenants queries are dealt with and resolved
- Capturing customer feedback for responsive repairs has improved and an external agency is used to independently collect this via telephone surveys. Satisfaction in Quarter 4 performance for 2017/18 against Quarter 3 performance for 2015/16 is as follows:
 - 91% satisfied with overall repairs service received on this occasion up from 88% year to date for 2017/18 and up from 83% in 2015/16
 - 94% satisfied with overall quality of work carried out up from 88% in 2015/16
- Satisfaction data discussed at contract meetings with improvements being implemented since Voluntas have been capturing data. These include zero backlog of work over 28 days and better appointment setting
- Improvement in the management of compliance risks; contracts in place for all risk areas with ongoing contractor meetings taking place and Keystone Servicing and Inspection purchased which is being implemented to better manage compliance risks
- Keystone Asbestos Register implemented and data being regularly uploaded
- All properties have smoke detectors where access has been provided
- Carbon monoxide monitors are installed in areas considered high risk such as where boilers are located in bedrooms or near back boilers
- Major component replacement undertaken to assets including lift upgrades, commercial boilers and emergency lighting systems. This has resulted in an extension in lifecycle of up to 20 years for key mechanical and electrical components within senior living sites
- Greater control of long term voids; the number of long term voids in March 2015 were 43 compared to 7 in March 2018
- Comprehensive review of all contracts undertaken, future contractual needs identified and re-procurement of long term contracts underway so that the Council has better tools to manage future contracts and services provided
- Mechanisms for controlling spend in place which ensures probity and improved budget management
- Regeneration of Ockford Ridge will address 67 properties which would have failed the Decent Homes Standard
- 41 high quality, energy efficient new build homes delivered by Waverley in the last 3 years. Approx.144 units are in the pipeline for the next two years
- Objective to achieve 400 new affordable homes within the Borough by 2020-21 is on target. This is being achieved through growth enabled by the Council and Housing Associations. A total of 198 units have been delivered to date and a further 247 units are on site. Planning permission has also been approved for a

further 350 affordable housing units which may be completed within the life of this strategy

- Approx. £327k has been invested in community spaces such as improved car parking, lighting etc.
- 129 cavity extraction/infill works were undertaken to improve the condition of affected homes at an average cost of £2,500 per property
- The Easymove service has resulted in 36 people moving out of larger accommodation
- All central heating boilers installed are A rated boilers which results in energy savings for tenants
- Restructure of Senior Living services to ensure more efficient use of budgets
- Tenancy agreement has been reviewed and issued out to tenants. New clauses clarify tenant and landlord obligations e.g. fencing

Actions to be achieved within next two years in order to meet objectives

With two years remaining of this Asset Management Strategy, a review of pledges previously identified in the Strategy has been undertaken to determine what is deliverable within the remaining term. The following actions will be a priority:

- Target Decent Homes Standard failures (currently running at 85.41% from 99% at year end 2016/17 following reduced investment programmes) and deliver catch up programme in order that the stock provided is of good quality and that stock value is maintained
- Review the Waverley Maintenance Standard which was developed in 2011 in order to set out the minimum standards and specification to be achieved through a range of works, including kitchens and electrical installations. Consider the impact of the standard on budget; determine whether Waverley can afford the standard within existing budget constraints and consider how Waverley's standard compares with other providers. Key questions will be; what does the Council see as the standard to be offered? Should a 'Just in Time' approach be taken? Will the Standard set out a Decent Homes Plus strategy? How does this link to the Void Standard and reducing turn-around times?
- Close the gap between annual investment projections from the stock condition survey data and annual out-turn costs; to be achieved through a one-off survey programme targeting external envelope works
- Develop a 5 year investment plan based on survey findings and produce budget required, smoothed to increase deliverability
- Catch up with backlog of stock condition surveys and ensure that 20% of stock is surveyed on a rolling basis to ensure that data is accurately reflected
- Improve stock data, specifically older data, targeted through stock condition survey programme
- Ensure that future budgets prioritise key component investment so that there is a demonstrable increase in satisfaction in 2019 and again in 2021; 2017 STAR survey results showed tenant's satisfaction with the overall quality of their home remained at 79% against a peer benchmark of 84%.
- Better management of estates by implementing a planned programme of estate visits and risk assessments, linked to formalised KPI's
- Improvements to the way aids and adaptations are managed through the review of the existing policy, mobilisation of the new framework contracts and the internal specifying of minor works

- Consider how fixtures and fittings component information can be captured, stored and utilised to determine whether this can add value and reduce future spend. Work with new contractors to agree how data can influence service provision
- Continue to implement garage strategy, develop new lettings processes, issue tort notices, undertake refurbishment/redevelopment/demolition as part of 10 year plan and minimise void loss
- Continue to deliver Affordable Homes Delivery Plan
- Implement robust process for management of Housing Health & Safety Rating System risks, following up risks as necessary and programming future improvements
- Develop strategy to tackle and reduce risk of slips, trips and falls
- Implement asbestos re-inspection programme
- Agree performance indicators on environmental sustainability with contractors, to include waste management, use of energy and air quality
- Explore the need to install visual aided smoke alarms and carbon monoxide detectors within vulnerable tenants homes

Areas unachievable until additional investment or resources available

There are a number of areas which were identified in the 2015-2020 Strategy however, it is unlikely that they will be achieved within the next two years unless additional funding or resources are available. They are as follows:

- Tenants aspirations driving investment priorities; programmes are currently driven by what is achievable within budget constraints - **if this action is to be achieved, the Council needs to align budgets with tenants feedback captured, such as STAR results**
- Target to increase Net Present Value by 5% until 2020 - **need to analyse existing values to identify reasonableness of existing target and to determine investment programmes required to meet existing or revised target**
- Increase SAP target from an average of 67 to 70 by 2020 and eliminate all properties from Bands F and G by tackling walls, roofs and heating - **a programme of investment is required each year with a view to calculating a SAP (thermal comfort standard) target based on the expected outcome of focused works to affected sites**
- Develop strategy to provide high level of insulation to all properties – **existing insulation levels need to reviewed and measures identified which will achieve this aim, ensuring funding is available to fulfil the commitment (proposed budget of £100k p.a.). Programme of extraction to properties with failing cavity wall insulation needs to be further developed**
- Provide low energy fittings – **review Waverley Standard to consider whether budgets allow for LED's to be installed in dwellings**
- Examine renewable energy options – **consider options and associated costs in reducing the energy demand of homes**
- Regeneration of Ockford Ridge – **identify internal works not included in existing regeneration project to determine impact on Decent Homes Standard failure and identify budget required**
- Develop PIP for cyclical and planned programmes - **continue to explore options to improve internal working practices including the implementation of a specialist module such as Keystone Planned Maintenance**
- Embed the use of stock viability module - **utilise Mapinfo to capture 'Red, Amber, Green' scored stock viability results**

Additional areas for further improvement or consideration

The following are areas for improvement which have been identified as a result of this review and which could either form part of the action plan for 2020 onwards or which could be achieved within the next two years if they are deliverable and funding is available:

- Consider development of a 'Decent Homes Plus' standard which removes the direct impact of key components on Decent Homes assessments and allows non-key components to be replaced on a 'Just in Time' basis. For example, under the current Decent Homes Standard a property could have 'roofing cover' as a failing key component and include a kitchen which is 30 years old. If the roofing cover is remedied, the property would then meet the Decent Homes Standard, meaning that the 30 year old kitchen is not identified for replacement. A Decent Homes Plus approach could identify the 30 year old kitchen for renewal 'Just in Time' of its lifecycle.
- Improve cross team working between the corporate financial planning team and new Strategic Asset Manager. Capitalise on ability to utilise surpluses to increase investment programmes in order to deliver catch up works and increase outputs
- Develop staff so that annual Fire Risk Assessments can be completed in-house
- Undertake a holistic review of the quality of sheltered schemes to include kitchens, bathrooms, aersials, windows/glazing, common space redecorations, electrical installations to dwellings and soft furnishings with a view to providing more desirable accommodation. Blunden Court should be part of phase one of this project due to its poor standard
- Take forward AHR's survey findings of pre-1945 properties to identify a more strategic approach to this portfolio. Undertake quick win works where cost effective
- Continue with remodelling of sites to identify layout issues (often affecting kitchen or bathroom upgrade programme). Ensure suitable resources and budgets available going forward
- Survey properties built within 1946-1964 following reduced satisfaction by tenants of the quality of these homes. Identify options in order to develop a proposed budget
- Enable tenants to access planned investment data online, through a two phased plan following validation of data via the 5 year investment survey programme
- Continue to evolve how satisfaction can be captured and utilised on an ongoing basis to improve services with a view to expanding the Voluntas method of data collection
- Consider how tenants feedback from the STAR survey relating to external property elements can drive future investment programmes, resulting in an improvement to 'kerb appeal'
- Continue with investment in communities to address issues which include parking and lighting
- Extract data from all sources regarding noise related issues in order to undertake options appraisals and identify actions and budget required
- Improve the way boundaries are managed to improve environment within the portfolio and identify garden gain options for redevelopment or disposal
- Continue to deliver 10 year redevelopment plan, feeding in to options appraisals and consider disposal or potential regeneration
- Improve damp management; develop checklist for systematic defect investigation, monitoring remedial works for effectiveness and consider resources needed to achieve this

WAVERLEY BOROUGH COUNCIL

HOUSING OVERVIEW & SCRUTINY COMMITTEE

3 JULY 2018

Title:

ASSET MANAGEMENT STRATEGY 2020 – 2026 – SCOPING REPORT

[Portfolio Holder: Cllr Carole King]

[Wards Affected: All]

Summary and purpose:

The Council's HRA Asset Management Strategy covers the period 2015-2020. The purpose of this report is to set out a pathway to the proposed 2020-26 HRA Asset Management Strategy and to seek the Committee's endorsement of its scope.

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

The new HRA Asset Management Strategy supports the Council's Corporate Priorities of Customer Service, Community Wellbeing, Environment and Value for Money.

Equality and Diversity Implications

The HRA Asset Management Strategy supports Waverley's commitment to ensuring that those living in Council housing stock are provided with accommodation that suits their diverse needs.

Financial Implications:

Managing and maintaining the Council's housing stock generates a revenue stream of approx. £29 million each year. In order to ensure that the stock is maintained to a good standard, significant investment is required each year. The HRA Asset Management Strategy complements and informs the 30 year HRA Business Plan and aims to ensure that financial resources are appropriately invested and which achieves long term sustainability.

Legal Implications:

There are no legal implications arising directly from this report.

Background

The current HRA Asset Management Strategy was developed and approved in 2015. Members were involved in the development of the strategy and a review has taken place to determine progress against objectives.

The Strategy will expire in March 2020 and in order to commence the review process, it is intended that Members views are sought with regard to the elements to be included within the new Strategy.

Waverley's HRA Asset Management Strategy sets out the Council's approach to managing its housing related assets, held in the Housing Revenue Account. Its aim is to ensure that the housing stock meets the needs of the Borough, whilst also ensuring best use of available resources as well as achieving value for money.

The current strategy needs to be updated to ensure it reflects:

- changing needs and demands
- changes in legislation and regulation
- changes in funding regimes and the impact on investment
- changes in corporate objectives
- changes in aspirations and future priorities

As always, the Strategy needs to enable the Council to deliver a balanced approach to investment across both the existing housing portfolio and aspirations for asset growth through new build and regeneration.

Learning From the Previous Strategy

The key learning point from the review of the current Strategy is that it contained a number of pledges setting out what was to be achieved without a plan detailing how they would be delivered. This meant that actions were not adequately monitored and some pledges were not prioritised as they should have been. Going forward, any pledges set out in the Strategy will be pulled into an action plan where responsibilities can be assigned which will engender team ownership. There will be a considered approach to determining priorities and these will be mapped to resources to identify where there are additional needs to enable delivery.

Through the recruitment of the new Strategic Asset Manager, the Council has the opportunity to raise the profile of asset management as a service area and implement a wider, across team strategy to better manage the portfolio and determine future solutions. This role will be responsible for implementation of the Strategy and ensure that pledges are fulfilled.

The Way Forward and Exploring the Scope of the HRA Asset Management Strategy

The Strategic Asset Manager will take forward the development of the 2020-26 HRA Asset Management Strategy. It is suggested that the Committee may wish to have a Member Working Group to have an opportunity to influence the direction and content of the new strategy, as occurred previously with the current strategy.

The following topics have been identified as setting out a possible framework for the new HRA Asset Management Strategy:

INTRODUCTION, VISION, CONTEXT AND EXECUTIVE SUMMARY

To include the following:

- Foreword by the Portfolio Holder for Housing
- Vision for the management of Housing assets
- Executive Summary setting out the Housing priorities

- Links to the Corporate Plan and Financial Business Plan
- Introduction to asset management
 - Purpose and Scope of the HRA Asset Management Strategy, detailing the extent of the strategy
 - Asset management framework; responsive repairs, cyclical and planned, empty homes, compliance, tenants own improvements
 - Setting the scene of the national, local and corporate context
- Achievements against previous strategy
- Monitoring and Reviewing the Strategy
- Governance – Asset Management Group Terms of Reference

DIRECTIONAL STRATEGIES

Sets out:

- Funding position and impact from changes to Government policies
 - Estimated capital resources required for stock investment – 5, 10 and 30 year plans
 - Estimated capital resources required for new affordable homes and stock remodelling
 - Impairment of assets and the impact of this
- The Strategic approach
- Strategic 5 Year Action Plan
- Risk Management and Audit
- Performance Management
- Value for Money

ASSET PROFILE

Includes:

- Housing stock
 - Right-to-Buy
 - Stock movement
 - Stock condition
 - HRA Stock analysis
 - Stock history
 - Decent Homes – to date

HOUSING DEMAND AND DELIVERY

Sets out:

- Demand
 - Choice Based Lettings
 - Localism
 - Introductory and flexible tenancies
 - Easy Move Scheme
- Delivery
- New Affordable Homes Programme
 - Development sites
 - Garages

DIRECTIONAL OBJECTIVES – DELIVERING THE STRATEGY

Includes objectives relating to:

- Stock viability, options appraisals and disposals
- Stock survey, collection and data management
- The future of Decent Homes – Decent Homes Plus aspirations
- Responsive Repairs
- Voids
- Planned and Cyclical
- Senior Living Accommodation
- Health and Safety
 - Housing Health and Safety Rating System
 - Asbestos
 - Legionella
 - Fire Safety
 - Gas, Smoke Alarms and Carbon Monoxide Detectors
 - Electrical checks
 - Estate and Common part risk assessment inspections
 - Slips, trips and falls
- Disabled Adaptations
- Re-investment Priorities
 - Waverley Standard
 - Regeneration
 - Refurbishment/remodelling
- New Homes Standard
- Security
- Component Lifetimes
- Energy Efficiency and Standard Assessment Procedure (SAP)
- Procurement

FUTURE ASPIRATIONS

Details:

- Investment priorities, community investment
- Technology
- Tenant communication, consultation and involvement

APPENDICES

Will include the following appendices:

- HRA Capital Programme
- HRA Capital 5, 10 and 30 year Projection
- 30 year Business Plan
- Asset Management links to other areas, planned, responsive etc.
- Waverley Standard Summary
- Void Standard Summary
- Procurement Strategy
- Housing Service Staff Structure
- Stock Viability Model Summary Sheet
- Risk Register
- HRA Asset Management Strategy Action Plan

Recommendation

The Housing Overview & Scrutiny Committee is asked to endorse the proposed scope of the new HRA Asset Management Strategy.

The Committee is invited to consider how it wishes to be involved in the development of the new Strategy.

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 AND SCRUTINY COMMITTEE

3 JULY 2018

Title:

HOUSING DESIGN STANDARDS WORKING GROUP REPORT

**Portfolio Holder: Cllr King
Wards Affected: All**

Summary and purpose:

The attached report sets out the work undertaken and recommendations made by the Member Scrutiny Review Working Group into Housing Design Standards for New Council Homes. Good quality homes consist of well thought out and spacious internal design, provide adequate and well designed external amenity space and are high performing in terms of energy performance and sustainability. It is expected that the recommendations of this Scrutiny Review will inform the design proposals for Site C at Ockford Ridge and future housing development schemes.

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

This report relates to the Council's Community Wellbeing Priority with the objective of continuing to invest in the Council's housing stock to maintain decent homes and to deliver affordable housing across the Borough.

Equality and Diversity Implications:

Recommendations that reflect the Working Group's consideration of accessibility and adaptability standards have been made within the report.

Financial Implications:

Changes in design standards might have financial and viability implications on any future development schemes. If standards are increased they may increase development costs. Financial appraisals are completed for each new scheme as part of the budget approval process. This will include Site C Ockford Ridge when the scheme has been developed and the impact of changes can be measured in the first instance on this scheme.

Legal Implications:

In March 2015, the government published the "Technical Housing Standards – Nationally Described Space Standard" (amended in 2016). These standards replaced the different space standards previously used by local authorities. The technical standards remain within the planning system as a form of technical planning standard.

The standard was one of a wider housing standards review package. There are also optional building regulations requirements for access and water efficiency. Powers to introduce these optional requirements are included in the Building Act 1984 (as amended). The optional regulations and space standard can only be applied where there

is a local plan policy based on evidenced local need and where the viability of development is not compromised. The review also clarified statutory building regulation guidance on waste storage to ensure it is properly considered in new housing development.

1. Background

- 1.1 The Council adopted the current Housing Standards and Specifications in April 2014. When this report was brought to full Council it was recommended that as government guidance, building standards and best practice change, current standards and specifications should be regularly reviewed to reflect these changes.
- 1.2 Since the Council adopted the new Design Standards and Specifications in 2014 the Government has concluded a Housing Standards Review (2015) that aimed to simplify government regulations and standards within a set of Building Regulations. The Government also provided further guidance on Housing Standards by introducing a new Technical Housing Space Standard.¹
- 1.3 The Housing Standards Review gave local authorities the optional requirement to require developers to build to higher standards than the minimum requirements in the Building Regulations Part M (access to and use of buildings) and Part L (water usage). In addition the Government no longer requires local authorities to adopt the Code for Sustainable Homes as a planning condition for new developments.
- 1.4 The opportunity to review the Council's Design Standards for new Council Homes is therefore timely and will provide an opportunity to collect and review feedback from tenants in recent new builds to learn what aspects of design works well and what could be improved.
- 1.5 Waverley completed a review of its tender specification, which included some elements of design. The latest tender specification was produced in 2017 and is referenced in this report as the 'Draft Waverley General Design and Information Requirements 2017' (GDI). Any approved changes to the Design Standards will be incorporated into this tender specification.
- 1.6 Four councillors and one member of the Tenants' Panel, all members of the Housing O&S Committee, were assigned to form a Task Group to conduct a Scrutiny Review prior to the drafting of updated standards and specifications
- 1.7 The Scrutiny Review focussed on:
 - new homes developed and funded by Waverley Borough Council including general needs and affordable housing for rent
 - Internal design (space) standards, including internal storage space provision and potential use of roof space
 - Accessibility and adaptability standards
 - External space standards / gardens / amenity space
 - Parking provision

¹ <https://www.gov.uk/government/publications/technical-housing-standards-nationally-described-space-standard>

- Materials – e.g shaver sockets/towel rails
 - Opportunities for future proofing and adaptation to changing circumstances.
-

Recommendation

For the Housing Overview and Scrutiny Committee to note the review undertaken by the Working Group, consider the report and endorse the recommendations contained within it.

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 Scrutiny Review

Housing Design Standards for New Council Homes

A Review Report of the Housing Overview & Scrutiny Committee

July 2018

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Housing Design Standards Scrutiny Review

Task Group Members:

Councillor Richard Seaborne (Chairman)
Councillor Liz Townsend
Councillor Patricia Ellis
Councillor Tony Gordon Smith
Adrian Waller (Tenants' Panel)

Sponsor:

Councillor John Ward (Chair of Housing Overview and Scrutiny Committee)

Chairman's Foreword

Waverley Borough Council (the Council) last published standards for Council House design in 2014. This report documents the detailed scrutiny work carried out by a task group of the Housing Overview and Scrutiny Committee between November 2017 and May 2018 to support the scheduled review of those standards, which are due to be brought to Council for approval in Autumn 2018.

Not all borough councils maintain a stock of council housing or build new houses. The Council is proud to both maintain a large stock of council owned accommodation and to augment that stock by renovating older properties, and building new properties when funding allows.

In April 2018 the Council published a new Five Year Housing Strategy. The timing of the design standards review work fits well with the release of the new Housing Strategy in that two of the four key pillars of that strategy are to *Increase delivery of well designed, well built affordable housing*, and to *make best use of existing homes*. The first of these two pillars talks explicitly of good design. The second implicitly requires good design if it is to be delivered.

Notwithstanding the pre-determined requirement to periodically update the design standards, in addition to the publication of the Housing Strategy, several other events have happened since 2014 that warrant a thorough review. The Code for Sustainable Homes (CfSH) was replaced by the National Technical Standards in 2015. In 2017 the Grenfell Tower tragedy occurred, the enquiry into the causes of which is ongoing. The updated Waverley standards need to incorporate changes and learnings from these events.

In conducting the review, members of the task group (the Group) have consistently challenged officers to ensure that the new standards are current in terms of legislation and good building practice, that properties to be constructed using the new standards will blend with market housing, and that any improvements to the standards have minimal cost impact, thus enabling the Council to deliver as many new properties as possible for the available budget. The review has looked to the

future and sought to include good levels of provision for existing technology such as power points and internet connection as well recognising the need to accommodate emerging technology such as making provision for external electric car charging points. Wherever possible, flexibility has been built into the standards to allow for future adaptation of properties to accommodate more challenged tenants.

Design aspects to be improved have been identified by interacting with residents, and site visits to a variety of recently completed, newly completed and under-construction properties have been used to sense check the decisions that have been made. The purpose was to gauge what the proposed minimum bedroom sizes look like in reality; how much garden space is appropriate; and how much storage space a family needs.

The members of the Group have tackled the review with considerable commitment and enthusiasm, supported ably by the excellent co-operation, hard work and diligence of Officers from Scrutiny, Democratic Services and the Housing Development team. A shared commitment to making the next generation of Waverley Council properties even better than those built in recent years has driven the effort that has gone into this review.

Councillor Richard Seaborne,

Chairman of the Housing Design Standards Task Group

1. EXECUTIVE SUMMARY

Background

- 1.1 Waverley Borough Council (the Council) maintains Housing Design Standards for New Council Homes, which it sets out to review and update every 3 years. This report sets out the findings from the Member Scrutiny Review of the 2018 update of these standards.
- 1.2 Good quality homes consist of well thought out internal design with optimised use of internal space, provide adequate and well designed external amenity space and are high performing in terms of energy performance and sustainability.
- 1.3 Members reviewed 3 aspects of Housing Design: internal design (space) standards, external space standards and building regulations and sustainability.
- 1.4 Particular attention was paid to relevant changes in regulations and to other relevant factors occurring since the 2014 standards was written. These include:
 - the replacement of the Code for Sustainable Homes in 2015;
 - updates to Building Regulations; and
 - safety concerns arising from the 2017 Grenfell Tower disaster.
- 1.5 It is expected that the recommendations of this Scrutiny Review will inform the design proposals for Site C at Ockford Ridge and future housing development schemes.

2. CONCLUSIONS

- 2.1 The Group recognised the huge importance to tenants' well-being of a well-designed and comfortable home. Undertaking this review allowed the Housing Design Standards task and finish group to take a step back from the day-to-day housing role of the Council and examine the nuts and bolts of Waverley new builds.
- 2.2 The review has made every effort to ensure that the updated standards are current and complete in terms of incorporating changes to housing design practice that have emerged since 2014. The review greatly benefited from the knowledge and understanding of visiting officers with expert understanding in their particular and relevant field and from site visits which were very helpful.
- 2.3 The Council has an ambitious and exciting aim to build new affordable social rent homes that are well-designed, sustainable and support strong and vibrant communities. The aim is to provide homes in attractive

neighbourhoods with the space and layout required for modern day living, with adaptability built in from the start to meet the changing physical needs of tenants throughout their lives.

- 2.4 As part of the review process the Group visited newly built houses in the borough as well as homes occupied by tenants. The Group would like to thank tenants who invited them into their homes and provided this invaluable opportunity. The Group listened to their experiences of every day living in our properties and through this identified areas for improvement as well as discovering what was working well.
- 2.5 The Group considered the fact that housing needs change over a period of time that is relatively short compared to the expected life of properties, necessitating future-proofing through careful design of the standards.
- 2.6 In order to achieve best value for money for tenants, building costs were always considered. Visiting existing properties allowed the Group to learn from current practice and make suggestions for improved value for money which were then reflected in the standards.
- 2.7 The proposals recognise the changes in residents' expectations and the Council's need to comply with legislation in many areas and requirements associated with climate change, building regulations and sustainability.
- 2.8 The Council wants to ensure resources are used as efficiently and effectively as possible. Subject to confirmation of cost, the review aspires to achieve a target improvement of 35% in Dwelling Emission Rate (CO₂) prioritising 'fabric first'¹ principles. This will also assist in delivering lower energy bills and water consumption for tenants. The proposed standards ensure that homes are future-proofed for the increasing use of electric vehicles, with the installation of easily accessible charging point wiring.
- 2.9 Incorporation of new design technology in terms of insulation and roof design should lead to significantly more energy efficient homes and better use of roof space.
- 2.10 The Group paid great attention to the differing needs of modern family units in terms of design, space (including outside space), noise pollution and car parking. The Group has been scrupulous in not only taking into account associated costs and land availability but the comfort, pride and enjoyment of future residents and their future needs.
- 2.11 The proposed space standards meet, and in some areas exceed, those set nationally, including those for storage.

¹ According to [Design Buildings Wiki](#) 'a 'fabric first' approach to [building design](#) involves maximising the performance of the [components](#) and [materials](#) that make up the [building fabric](#) itself, before considering the use of mechanical or electrical [building services](#) systems. This can help reduce capital and [operational costs](#), improve energy efficiency and reduce carbon emissions. A fabric first method can also reduce the need for [maintenance](#) during the building's life'.

2.12 This review of the design standards will assist Waverley to deliver quality homes that fit in with the character of the area and support the health, safety and well-being of the occupants.

3. RECOMMENDATIONS

The Portfolio Holder for Housing and the Executive are asked to consider the following recommendations:

RECOMMENDATIONS FOR INCLUSION IN THE REVISED 'DESIGN STANDARDS FOR NEW COUNCIL HOMES' AND;

FOR DWELLINGS ON SITE C AT OCKFORD RIDGE TO MEET THE FOLLOWING RECOMMENDED MINIMUM m² DESIGN STANDARDS:

Design Principles

1. To expand the text describing the principle 'Future Proof' to reflect emerging new technologies as suggested in paragraph 4.8 of this report.
2. To include the words 'Safe' in front of the principle 'Secure' to safeguard tenants against the risk of fire hazards; flooding, and trips, slips and falls.
3. That a statement outlining Waverley's commitment to meeting all building regulations is made explicit in the revised design standards.
4. That the principle 'Sound: Homes that meet all building regulations to minimise noise pollution' is adopted.
5. For Officers to incorporate the relevant findings from the inquiry into the Grenfell Fire disaster into the revised 'Housing Design Standards for new Council Homes' when they become available and to adopt the regulatory framework as a package, as outlined in the [Building a Safer Future – Independent Review of Building Regulations and Fire Safety: Final Report](#) May 2018.

Ockford Ridge Proposed Site Layout Options:

6. Site 'C' Ockford Ridge development is delivered in accordance with the recommendations of the Group.

Internal Design Standards

7. For new builds to meet the minimum gross internal area² requirements per property type:

	1 bed/2 person Flat (m ²)	2 bed/4 person Flat (m ²)	2 bed/4 person House (m ²)	3 bed/5 person House (m ²)
RECOMMENDATION: Proposed new Waverley Standard	50	70	83	86 (1 storey) 96 (2 storey) 102 (3 storey)

8. For the minimum size of a single bedroom to be no less than 7.5m², for a double bedroom to be no less than 12.5m² and a twin room to be the equivalent of two single rooms of 7.5m², and for all to have the below corresponding widths:

	Single Bedrooms (m)	Double Bedrooms (m)	Twin rooms (m)
RECOMMENDATION: Proposed Waverley Standard	2.15	2.75	2.75

9. For ceilings to be a maximum of 2.4m in height, excluding rooms with sloped ceilings³.

10. For new builds to meet the minimum living space requirements per property type:

	1 bed/2 person Flat (m ²)	2 bed/4 person Flat (m ²)	2 bed/4 person House (m ²)	3 bed/ 5 person House (m ²)
RECOMMENDATION: Proposed new Waverley Standard	23	27	27	29

² Gross internal area of a dwelling is defined as the total floor space measured between the internal faces of perimeter walls that enclose the dwelling.

³ In rooms with sloping ceilings, at least 50% of the floor area should have a floor to ceiling height of 2.1m

11. For new builds to meet the minimum storage space per property type:

	1 bed/2 person Flat (m ²)	2 bed/4 person Flat (m ²)	2 bed/4 person House (m ²)	3 bed/5 person House (m ²)
RECOMMENDATION: Proposed new Waverley standard	2.5	3.0	3.0	3.5

12. The revised standard should reflect the space standards contained in table 4 (page 20) and should specify separate floor to ceiling ventilated airing cupboard of a minimum area of 1m² with a heat source.

13. For the design standards to include a covered porch at the main defined entrance point (either at the front of the house, but not necessarily enclosed, or where there is a defined rear access), with the additional optional provision of a reception area adjacent to the main defined entrance point.

External Appearance

14. That the number of car parking spaces per dwelling meets the requirements set out in the current Waverley parking guidelines⁴.

15. To continue to make the distinction between the number of spaces in urban and rural settings by following the existing Waverley Parking Guidelines.

16. Continue to provide 4.8m x 2.4m for C3⁵ general needs in-curtilage parallel / bay car parking with at least one space that can be widened to 3.3m.

17. Continue to provide 6.1m x 2.4m for C3 general needs 0°/linear car parking with at least one space that can be widened to 3.3m.

18. For group parking specify disabled parking dimensions and ensure spaces are no less than 4.8m x 3.6m, with an additional demarcated area of 1.2m at the rear to enable wheelchair access; and in grouped parking situations where 10 or more spaces are provided, for 10% of spaces to meet the minimum

⁴ At the time the report was written the parking guidelines in use were the Waverley Parking Guidelines 2013.

⁵ C3 is a classification within 'Use Classes'. Use Class C3 refers to Dwelling Houses, which is covered by three parts (a, b and c). See link for more information:
https://www.planningportal.co.uk/info/200130/common_projects/9/change_of_use

disabled parking dimensions. For grouped parking situations with fewer than 10 spaces one space shall meet the minimum disabled parking dimensions.

19. To include provision of wiring for one electrical charging point per residential property with in-curtilage parking, and provision of wiring for one electrical charging point per 10% of group or undedicated parking spaces with a minimum of one space.
20. Continue to provide per dwelling a 6' x 4' shed with a secure locking cycle point within the rear private garden.
21. Where a communal play area is part of the design in a development, for 'A' frame stands to be included to accommodate secure visitor and children's cycle parking.
22. New builds should aim to meet the recommended garden space size per property type, whilst seeking to utilise the site's full development potential:

	1 and 2 bed flat (m ²)	2 bed house (m ²)	3 bed house (m ²)	4 bed house (m ²)	5 bed house (m ²)
RECOMMENDATION: Proposed new Waverley Standard	25m²	50m²	60m²		

23. To continue to ensure paths within the curtilage of individual dwellings are a minimum 900mm (0.9m) in width.
24. To continue to ensure building entrances with communal paths are a minimum 1.2m in width.
25. Gateways should be a minimum of 850mm wide.
26. For significant developments, particularly where planning and construction are carried out in distinct phases, to include an integration and whole site design plan; and
27. For significant developments to include an infrastructure needs assessment, which includes broadband, mobile phone coverage and fifth generation wireless (5G).

Building Regulations and Sustainability

28. For new builds to achieve a minimum of 9 out of the 12 Building for Life 12 criteria in order to secure Built for Life™ accreditation.
29. Depending on the outcome of the ongoing cost analysis referred to in paragraph 4.66, Waverley should aspire to adopt the standard set out in the 2016 London Plan Policy 5.2, with a target of achieving a 35% improvement in Dwelling Emission Rate (CO₂) on site relative to Part L of the 2013 Building Regulations.
30. For new builds to continue to achieve <105 litres of water per person per day.
31. For the level of access and adaptability (M4)⁶ to be defined by type of building and specify the following:
 - Flats/maisonettes: M4 level 2 standard for ground floor accommodation. Accommodation on upper floors would require installation of a lift or its own staircase to meet M4 level 2 standard.
 - General need dwelling: M4 level 2.
 - Wheelchair user dwelling: M4 level 3.

Roof space

32. That the revised Design Standards include a design element for loft space to incorporate a habitable bedroom; and that this should only apply to house types with 3 + bedrooms and would therefore vary scheme to scheme.
33. Building into the roof to create a habitable bedroom should be considered per scheme as a cost effective solution for creating additional bedroom space in 1 and 2 bed homes without increasing the building's footprint.

⁶ M4 refers requirement 'M' in Building Regulations on Access to and use of Buildings. M4 is divided into 3 categories: M4(1), M4(2) and M4(3). M4 (1) is the a minimum requirement for all visitable dwellings and is achieved when a dwelling makes reasonable provision for most people, which includes wheelchair users able to access and enter the dwelling, including habitable rooms. M4(2) and M4(3) are 'optional requirements' as defined in the Building Regulations and are only required if specified in planning permission, otherwise dwellings only need to meet M4(1). M4(2) is a requirement for accessible and adaptable dwellings and M4(3) is a requirement for wheelchair user dwellings. For more information on M4 categories, see either figure 2 of this report (page 27), or visit: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/540330/BR_PDF_AD_M1_2015_with_2016_amendments_V3.pdf

4. REPORT

Conduct of the Review

- 4.1 **Four councillors and one member of the Tenants' Panel from the Housing O&S Committee were assigned to form a Task Group⁷ to conduct a Scrutiny Review prior to the drafting of updated standards and specifications. Members received the scoping report which sets out the terms of reference for the task group (Appendix B) in November 2017.**
- 4.2 The Group reviewed internal design (space) standards, external space standards and building regulations and sustainability. Members have also been on site visits to a number of council housing sites, including Wey Court, Godalming (WBC scheme), Church View, Station Road, Godalming (WBC scheme) and Furze Lane, Farncombe (Croudace / Mount Green Housing Association), Site B at Ockford Ridge.

BACKGROUND

- 4.3 The Council adopted the current Housing Standards and Specifications in April 2014. When this report was brought to full Council it was recommended that as government guidance, building standards and best practice changes, current standards and specifications should be regularly reviewed to reflect these changes.
- 4.4 Since the Council adopted the new Design Standards and Specifications in 2014 the Government has concluded a Housing Standards Review (2015) that aimed to simplify government regulations and standards within a set of Building Regulations. The Government also provided further guidance on Housing Standards by introducing new Technical Housing Standards.⁸
- 4.5 The Housing Standards Review gave local authorities the optional requirement to require developers to build to higher standards than the minimum requirements in the Building Regulations Part M (Access to and use of buildings) and Part L (water usage). In addition the Government no longer requires local authorities to adopt the Code for Sustainable Homes as a planning condition for new developments.
- 4.6 Members of the Housing Overview and Scrutiny Committee went on a site visit around Ockford Ridge, a Council-owned housing estate in Godalming, in August 2017 to look at the new social homes being built. Members observed that the loft space in the show homes on site 'A' appeared much larger than

⁷ The notes of the Group's meetings are available on request from officers.

⁸ <https://www.gov.uk/government/publications/technical-housing-standards-nationally-described-space-standard>

is normally the case. Furthermore Waverley's standard tenancy agreement specifies that the loft space is not accessible to tenants. The observation that use of loft space for additional accommodation of storage may represent an opportunity provided increased impetus for members to review the Council's design standards for new builds. The opportunity to review the Council's Design Standards for new Council Homes is therefore timely. It also provided an opportunity to collect and review feedback from tenants in recent new builds to learn what aspects of design worked well for them and what they would like to see improved.

4.7 The existing standards⁹ for new Council homes had been prepared in 2013 (adopted 2014) and had taken account the following set of standards: Design and Quality Standards, HCA (2007); the Housing Quality Indicators, HCA (2011); Consultation by the DCLG on Housing Standards; Waverley's Parking Standards (2013); and feedback from residents who live in new housing association homes.

4.8 Members met to discuss the scope of the scrutiny review design principles:

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

4.9 Members felt that the principle 'Future Proof' should also make reference to new technologies, such as electric charging for bikes and cars.

RECOMMENDATION: To expand the text describing the principle 'Future Proof' to reflect emerging new technologies as suggested in 4.8.

4.10 Members agreed that 'Secure' should become 'Safe and Secure' to reflect the need to minimise through design the risk of fire, flood and trips, slips and falls.

⁹http://www.waverley.gov.uk/downloads/download/1841/design_standards_and_specifications_for_new_council_homes

RECOMMENDATION: To include the words ‘Safe’ in front of the principle ‘Secure’ to safeguard tenants against the risk of fire hazards; flooding, and trips, slips and falls.

4.11 The Grenfell fire disaster in Kensington on 14 June 2017 brought into question the safety standards of building control regulations, but also implications on housing design.

RECOMMENDATION: For Officers to incorporate the relevant findings from the inquiry into the Grenfell Fire disaster into the revised ‘Housing Design Standards for new Council Homes’ when they become available and to adopt the regulatory framework as a package, as outlined in the [Building a Safer Future – Independent Review of Building Regulations and Fire Safety: Final Report](#) May 2018.

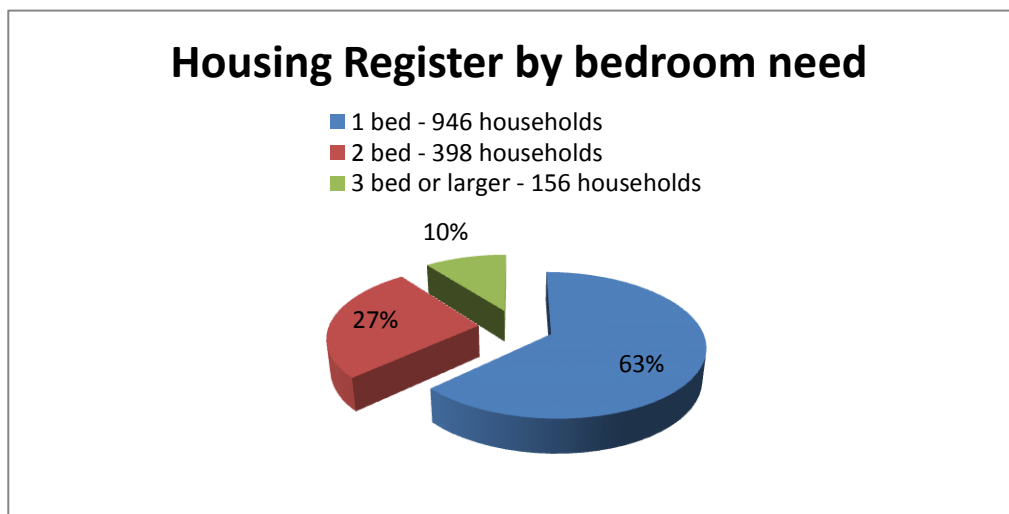
4.12 Members also felt that whilst it was a given that all Waverley developments would meet building regulations, this should be explicitly stated in the principles, including the addition of the management of sound so as to minimise noise pollution.

RECOMMENDATION: That a statement outlining Waverley’s commitment to meeting all building regulations is made explicit in the revised design standards.

RECOMMENDATION: That the principle ‘Sound: Homes that meet all building regulations to minimise noise pollution’ is adopted.

4.13 Members felt an analysis of housing need based on the Council’s housing register gives a better indication of the type and size of properties on which the Group should focus its attention.

Figure 1: Housing Register applicants housing need as of 1 April 2017



4.14 It is clear from data shown in figure 1 that there is a predominant need in Waverley for 1 bed homes. However, members were informed that the greatest demand currently is for 2-bed, 4-person homes rather than 1-bed

homes, as outlined in the West Surrey Strategic Housing Market Assessment (SHMA) 2015 This was because a 2-bed home is more flexible for couples who want to have a family and is more practical as a 2-bed could have slightly larger bedrooms that could be divided if necessary to accommodate two children of different sexes. Members were informed that housing need changes periodically and that 10 years ago the greatest need was for 3-4 bed homes. Members subsequently agreed to review the design standards for 1 bed / 2 person flat; 2 bed / 4 person flat; 2 bed / 4 person house; and 3 bed / 5 person house.

4.15 In order to get a better understanding of the design standards Waverley were working to, members went on a site visit to view new build social housing being developed in partnership with the Council. These were Wey Court (WBC scheme), Godalming, Church View (WBC scheme) and Godalming and Furze Lane, Farncombe (Croudace / Mount Green Housing Association Scheme). Observations made by members were:

- Some fitted cupboards are beneficial.
- Large windows provided a good level of natural light into the property.
- Bathroom storage (e.g. vanity unit or bathroom cabinet) would be nice to provide for tenants.
- In mixed market and affordable developments, the different tenures should not be obvious from the external appearance.

4.16 Members also had the opportunity to speak to some tenants who had moved into newly developed homes. The feedback from tenants was that:

- Rear parking led to the front door not being sufficiently used.
- Carpets in the kitchen are not practical.
- Insufficient provision of storage space was a challenge.

4.17 Members heard how Housing Design Standards acted as guidance for developers and were not currently adopted Council policy. Designs were assessed on a site-by-site basis in order to strike balance between financial and practical constraints. Housing standards could only be enforced if they were included in a local planning document. As a result, numerous national examples of design standards exist, for example: The Housing Manual (1949); Parker Morris dwelling space standards (1961); Homes and Communities Agency Design and Quality Standards (2007); Standards and Quality in Development, HATC (2008); The London Plan (2011: including the London Housing Design Guideline SPD 2012, London Plan 2016 & 2017); Building for Life 12 (2016). In 2015 the Government set out the nationally described space standard to try to standardise minimum gross internal floor areas for developers to work to (enforceable through local planning documents). In addition the Group reviewed a handful of design standards that Local Authorities work to in order to compare and judge Waverley's current standards (2014).

4.18 The Scrutiny Review applies to new homes developed and funded by Waverley Borough Council, and focussed on:

- general needs affordable housing for rent;
- internal design (space) standards, including internal storage space provision and potential use of roof space;
- accessibility and adaptability standards;
- external space standards / gardens / amenity space;
- parking provision;
- materials – e.g. shaver sockets/towel rails; and
- opportunities for future proofing and adaptation to changing circumstances.

4.19 External expertise was brought in to inform discussions of sustainability and the use of roof space.

4.20 During the same time as the scrutiny review, Waverley completed a review of its tender specification, which included some elements of design. The latest tender specification was produced in 2017 and is referenced in this report as the 'Draft Waverley General Design and Information Requirements 2017' (GDI). Any approved changes to the Design Standards as a result of this scrutiny review will be incorporated into the next update of this tender specification.

EVIDENCE TO THE TASK GROUP

INTERNAL DESIGN STANDARDS

4.21 Members reviewed four aspects of internal design: gross internal area, bedroom size, living spaces and design layouts; and internal storage. Desktop research was conducted to showcase a range of space standards to compare with Waverley's current (2014) standard in order to make a judgement whether to increase or decrease the space standard. This can be found in Appendix C¹⁰. To help make this judgement, members were informed about the cost implications of any proposed changes and were mindful of the need to balance relative design quality with the number of homes that can be built for a given specification. This exercise was repeated for each design standard throughout the duration of the review.

Gross internal area

4.22 Members reviewed the comparison of gross internal areas between Waverley's 2014 standards, the National Standards, other written guidance and a handful of examples from local authorities. Whilst Waverley's 2014 standards were not too dissimilar from the Nationally Described Space Standard (2015), members agreed that the standards set out in the London Plan (2011) were a good standard to follow as the London Plan (2011) corresponded to the 2015 standards except for 2 bed/4 person house and the 3 bed/ 5 person house (2 and 3 storey) where it was slightly more generous.

4.23 Members were informed that the standards in the London Plan (2011) would have been considered carefully in the context of cost of land, and the marginal increases in gross internal area over the Nationally Described Space Standard were not extravagant. The proposed new standards are presented in Table 1.

¹⁰ Please note, information contained in appendix C was obtained before the report was published and developments since publication may mean this information is no longer correct.

Table 1: Gross Internal Area

	1 bed/2 person Flat (m ²)	2 bed/4 person Flat (m ²)	2 bed/4 person House (m ²)	3 bed/5 person House (m ²)
Waverley 2014	48	70	83	96
National Standards 2015	50	70	79	86 (1 storey) 93 (2 storey) 99 (3 storey)
London Plan 2011	50	70	83	86 (1 storey) 96 (2 storey) 102 (3 storey)
RECOMMENDATION: Proposed new Waverley Standard	50	70	83	86 (1 storey) 96 (2 storey) 102 (3 storey)

4.24 The incremental costs of increasing gross internal area by 10%, for example on a two bed house from 48m² to 52.8m², are £9,600. The increase from 48m² to 50m² increases the cost build cost by £4,000 based on a build cost rate per m² of £2,000.

Table 2: Cost comparison of house types

Unit Type	1-bed/2 person flat	2-bed/3 person flat	2-bed/4 person flat	2-bed/4 person house	3-bed 5/ person house
Floor area of unit in m ²	48	61	70	83	96
Addition of 10% *	4.8	6.1	7	0	0
Total floor area in m ² *	52.8	67.2	77	83	96
Works cost per m ²	£2,000	£2,000	£2,000	£2,000	£2,000
Works cost only	£105,600	£134,400	£154,000	£166,000	£192,000
Total scheme cost per m ² **	£2,412.48	£2,408.88	£2,412.48	£2,653.72	£2,653.71
Total cost per unit **	£127,379	£161,877	£185,761	£220,259	£254,757

* To allow for communal and circulation space in flats

** The total cost per unit is inclusive of works, professional fees, contingency and interest costs within the development appraisal.

Bedroom Size

4.25 Waverley's current 2014 design standard (m²) at level 2 for minimum bedroom space is 7.5m² for a single bedroom and 12.0m² for a principle double bedroom. The Waverley General Design and Information Requirements (GDRs) specify that the minimum size of a single room should be 7.5m² and the minimum size for the main double room should be 12.0m² with other double bedrooms being at least 11.5m².

4.26 Members reviewed a range of bedroom size examples for a principle double bedroom (details can be found in Appendix C). Across the majority of examples reviewed, 12m² appeared to be the accepted standard for a double bedroom.

4.27 Members agreed that the minimum size for a single room should be 7.5m² (with a minimum width of 2.15m), and 12.5m² for a double bedroom (with a minimum width of 2.75m). Members noted that a twin room should be the equivalent of two single rooms of 7.5m² to allow for sub-division.

RECOMMENDATION: For the minimum size of a single bedroom to be no less than 7.5m² for a double bedroom to be no less than 12.5m² and a twin room to be the equivalent of two single rooms of 7.5m², and for all to have the below corresponding widths:

	Single Bedrooms (m)	Double Bedrooms (m)	Twin rooms (m)
RECOMMENDATION: Proposed Waverley Standard	2.15	2.75	2.75

4.28 Some members of the Housing Overview and Scrutiny Committee went on an additional site visit to Site D at Ockford Ridge in March 2018 to review progress with the development. During the visit, members observed the high ceiling heights in some of the properties they visited (2.7m – 2.8m). Members noted that whilst the minimum floor to ceiling height is 2.1m, the practical maximum standard ceiling height (2.4m) should be adopted in the revised set of design standards.

RECOMMENDATION: For ceilings to be a maximum of 2.4m in height, excluding rooms with sloped ceilings.¹¹

¹¹ In rooms with sloping ceilings, at least 50% of the floor area should have a floor to ceiling height of 2.1m

Living Spaces and Design Layouts

4.29 The Living area is defined as the lounge, kitchen and dining area. Waverley's preference is for kitchen/diners rather than a separate dining and living room as this is more convenient for modern living, and more practical for families and older people with mobility issues.

4.30 Members felt that the living areas set out in the Waverley GDR 2017 were low (18.5m² combined living/dining and kitchen area) when compared to other design standards adopted by Councils, and that this did not allow for additional living space needed when there are more people in the home. NB: In Appendix C 'Living area size comparison' shows for the majority of examples combined living / dining and kitchen space. When this is the case it is specified in the footnotes.

4.31 The London Plan 2011 standard increased the living area by 2m² for each additional person; members felt this was a reasonable approach and should be incorporated into the revised set of design standards.

Table 3: Living space area

	1 bed/2 person Flat (m ²)	2 bed/4 person Flat (m ²)	2 bed/4 person House (m ²)	3 bed/ 5 person House (m ²)
Waverley General Design and Information Requirements 2017	18.5	18.5	-	-
London Plan 2011	23	27	27	29
RECOMMENDATION: Proposed new Waverley Standard	23	27	27	29

Internal Storage

4.32 Storage space is defined useable space in an airing cupboard with the addition of kitchen cupboards (i.e. built in storage space excluding furniture). Members felt that having an airing cupboard was a useful facility for airing laundry as well as a useable storage space. In addition, the airing cupboard should be provided with a heat source.

4.33 Waverley's current 2014 standard specify 2.5m² of internal storage for a 1 bed / 2 people flat and a 2 bed / 4 person home. This increases to 3.0m² for a 3 bed / 5 person home. Members felt that the amount of storage space should increase in line with the number of bed-spaces in the home and should reflect the measurements and criteria outlined in the Waverley 2017 GDRs (see table 4).

4.34 Members also commented that it would be helpful to define storage space as volume m³ as well as prescribing inclusion of some storage to accommodate bulky items such as ironing boards, upright vacuum cleaners and brooms.

Table 4: Storage space

	1 bed/2 person Flat (m ²)	2 bed/4 person Flat (m ²)	2 bed/4 person House (m ²)	3 bed/5 person House (m ²)
Waverley 2014	2.5	-	2.5	3.0
Waverley General Design and Information Requirements 2017	2.5	-	3.0	3.5
RECOMMENDATION: Proposed new Waverley standard	2.5	3.0	3.0	3.5

RECOMMENDATION: The revised standard should specify a separate floor to ceiling ventilated airing cupboard space of 1m² with heat source.

Porches

4.35 Members discussed the exterior of homes and whether the design standards should include provision of a covered porch area situated at the front of the house, and / or a reception area towards the front of the property to avoid having to enter through the front door directly into the living room.

RECOMMENDATION: For the design standards to include a covered porch at the main defined entrance point (either at the front of the house, but not necessarily enclosed, or where there was a defined rear access), with the additional optional provision of a reception area adjacent to the main defined entrance point.

EXTERNAL APPEARANCES

4.36 Members reviewed a handful of external design standards, such as car parking (including disabled parking), cycle storage provision and garden size.

Car Parking

4.37 Members looked at both general needs car parking as well as disabled user parking and reviewed both the number of parking spaces provided, and the size of the spaces. As there are many use classifications, members focused on car parking standards for use class C3: dwelling houses / residential development (family houses, up to 6 residents living as a single household, including households where care is provided). Members noted that homes provided by Waverley had always provided in-curtilage parking and did not rely on the availability of on-street parking. Members proceeded to discuss parking space numbers and dimensions with this in mind.

4.38 The Waverley Parking Guidelines (2013) sets out standards for general use car parking. The guidance is based off 'Vehicular and Cycle Parking Guidance' Surrey County Council (January 2012) and supersedes the County Councils 2003 parking guidelines.

4.39 The number of spaces per dwelling as set out in the Waverley Parking Guidelines (2013) for residential development (C3) is presented below:

Table 5: Number of car parking spaces per dwelling

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

4.40 Members agreed that the number of spaces provided would need to follow the adopted Waverley Parking Guidelines (2013) and expressed a preference for there to be a continued distinction between the number of spaces in urban and rural settings.

RECOMMENDATION: That the number of car parking spaces per dwelling meets the requirements set out in the current Waverley parking guidelines.

RECOMMENDATION: To continue to make the distinction between the number of spaces in urban and rural settings by following the existing Waverley Parking Guidelines.

- 4.41 The current Waverley Design Standards for new Council Homes (2014) adopted the guidance presented in table 5, however was silent on technical standards (dimensions). However, members were informed that Waverley had defined the dimensions of car parking spaces within the 2017 Employer’s Requirements; these were slightly larger than the Department of Transport Manual for Streets Guidance (2007).
- 4.42 The Waverley 2013 Parking Guidelines also references ‘Surrey Design’ (2002), which provides guidance for technical specifications and design for parking standards. Surrey Design (2002) recommends the following dimensions for parking spaces:

Table 6: Surrey Design (2002) car parking dimensions

Access from the end	2.4m x 4.8m
Access from the side	2.4m x 4.8m
Disabled parking bay	At least 3m x 4.8m

- 4.43 Members also considered the draft Waverley 2017 GDRs, which outline that individual parking spaces shall have minimum dimensions 4.8m x 2.4m for parallel / bay parking, and 6.1m x 2.4m for 0°/linear parking (nose to tail). In addition the GDRs provide guidance for disabled parking bays: in a grouped parking situation where 10 or more spaces are provided, 10% of spaces must have a minimum dimension of 4.8m x 3.3m to account for disabled car users. For grouped parking situations with fewer than 10 spaces one space shall meet the minimum disabled parking dimensions.

- 4.44 Members were satisfied with the requirement of 4.8m x 2.4m for general needs in-curtilage parking and 6.1m x 2.4m for 0°/linear parking. However, members felt that for disabled parking spaces there should be a minimum width of 3.6m with an additional demarcated area of 1.2m at the rear to enable wheelchair access. This is in accordance with the Building for Life standard.

RECOMMENDATION: Continue to provide 4.8m x 2.4m for C3 general needs in-curtilage parallel / bay car parking with at least one space that can be widened to 3.3m; and

RECOMMENDATION: Continue to provide 6.1m x 2.4m for C3 general needs 0°/linear car parking with at least one space that can be widened to 3.3m.

RECOMMENDATION: For group parking specify disabled parking dimensions and ensure spaces are no less than 4.8m x 3.6m, with an additional demarcated area of 1.2m at the rear to enable wheelchair access; and in grouped parking situations where 10 or more spaces are provided, for 10% of spaces to meet the minimum disabled parking

dimensions. For grouped parking situations with fewer than 10 spaces one space shall meet the minimum disabled parking dimensions.

- 4.45 Members also discussed the future proofing of new homes by specifying built in wiring for electric car charging points to be installed on site. Members expressed concern about the need to reduce CO₂ emissions and gave a preference for the exterior design to permit the installation of an electric car charging point.

RECOMMENDATION: To include provision of wiring for one electrical charging point per residential property with in-curtilage parking, and provision of wiring for one electrical charging point per 10% of group or undedicated parking spaces with a minimum of one space.

Cycle Parking

- 4.46 The standard for cycle parking spaces across the examples presented to members (see Appendix C) was one traditional Sheffield hoop-stand per dwelling. Waverley has traditionally provided a 6' x 4' shed with a secure locking point inside for each dwelling with private amenity (garden) space.

- 4.47 The Waverley 2017 GDRs provide provision of one cycle storage place per dwelling, provided communally for apartments or on an allocated basis within curtilage for houses.

- 4.48 Members had reservations about providing sheds with secure locking points on the presumption that they were underused. However, members recognised there ought to be some provision for cycle parking to promote active lifestyles, and there was no harm in continuing the current approach. It was further recognised that the increase in use of e-bikes may, in future, justify secure cycle parking.

RECOMMENDATION: Continue to provide per dwelling a 6' x 4' shed with a secure locking cycle point within the rear private garden.

- 4.49 Members also discussed the provision of cycle parking for visitors, and it was agreed that if visitors choose to travel by bike, visitors' cycles should be stored in their host's private garden.

- 4.50 Members heard that Waverley's flatted blocks were provided with 1 hoop stand per dwelling in a communal area. Members felt that there should be capacity for visitors, and if play areas are provided in a development, 'A' frame stands should be incorporated.

RECOMMENDATION: Where a communal play area is part of the design in a development, for 'A' frame stands to be included to accommodate secure visitor and children's cycle parking.

Garden Size

4.51 Members focused on rear private garden space when discussing garden sizes. The current Waverley Design Standards for New Council Homes (2014) and the Waverley GDRs (2017) specify a minimum private garden space (rear) of 50m². Across a range of examples from other local authorities members reviewed, 50m² was a common size for rear private garden space.

4.52 Members felt that 50m² was generous for a 1-bed/2 person home as previous experience from tenants who live in new builds at Ockford Ridge found the large gardens difficult to manage. Members agreed to reduce the garden size for all 1 and 2 bed flats to a minimum of 25m². Members felt however, that 25m² would be too small for a family home with children, and agreed that a range of minimum sizes starting at 25m² for a 1-bed/2 person home ranging up to 60m² for a 3 or 4 bed home was more appropriate guidance for the Design Standards.

Table 7: Garden space size

	1 and 2 bed flat (m ²)	2 bed house (m ²)	3 bed house (m ²)	4 bed house (m ²)	5 bed house (m ²)
Waverley 2014 and GDR 2017	50m ²				
RECOMMENDATION: Proposed new Waverley Standard*	25m²	50m²	60m²		

*** whilst seeking to utilise the site's full development potential.**

4.53 Members also briefly discussed provision of communal amenity space for flats, and were informed planning guidance exists on the minimum measurement. In the Waverley GDR 2017, for schemes which include apartments should have a communal garden area of 10m² per dwelling.

Landscaping (pathways)

4.54 Members briefly discussed landscaping and were informed that the Lifetime Home Standard provided good guidance on the topic. Waverley's 2017 GDI's specify that paths are to be, as a minimum, 900mm wide (0.9m), and entrance points should be a minimum of 1.2m wide (Accessible and Lifetime Home Standard).

4.55 The Lifetime Homes Standard specifies the width of the path between the parking and the dwelling within the curtilage of individual dwellings should be a minimum width of 900mm (0.9m) and recommends increasing the width to 1.2m.¹² Furthermore the standard specifies that communal paths should have a minimum width of 1.2m, and recommends increasing the width to 1.8m¹³.

4.56 The Group agreed that it was important to also specify a minimum width for gateways. The Lifetime Homes Standard specifies that the minimum width of all dwelling entrance doors should be 800mm. Members felt that it was reasonable to exceed this by a small amount in order to improve access

RECOMMENDATION: To continue to ensure paths within the curtilage of individual dwellings are a minimum 900mm (0.9m) in width.

RECOMMENDATION: To continue to ensure building entrances with communal paths are a minimum 1.2m in width.

RECOMMENDATION: Gateways should be a minimum of 850mm wide.

4.57 Members briefly discussed the desire for a development that is conducted in a phased manner, like Ockford Ridge, to be well integrated and cohesive, both in design and in its exterior appearance in relation to other dwellings on site. Additionally, members mentioned that new developments of this scale should include an infrastructure needs assessment to inform broadband infrastructure and mobile phone coverage.

RECOMMENDATION: For significant developments, particularly where planning and construction are carried out in distinct phases, to include an integration and whole site design plan; and

RECOMMENDATION: For significant developments to include an infrastructure needs assessment, which includes broadband, mobile phone coverage and fifth generation wireless (5G).

Refuse Bin Storage

4.58 Members discussed provision for storing refuse bins when not in use at the property and were informed that planning required a defined space for refuse bin storage to be shown in block plans, but there was no prescription on the location or materials required. Members were informed that it was common practice to provide an area behind the garden shed or on the patio for home with a private rear garden to store the refuse bins. Members looked at 'Bindock' as an option to disguise refuse bins at the front of the property. However, members came to the conclusion that for the time being there was

¹² <http://www.lifetimehomes.org.uk/pages/3-approach-to-all-entrances.html>

¹³ Ibid.

suitable provision to store refuse bins in the designated space behind the garden shed provided, or on the patio in the rear private garden.

BUILDING REGULATIONS AND SUSTAINABILITY

Background

4.59 The Code for Sustainable Homes (CfSH) was replaced with the introduction of the National Technical Standards in 2015. As a result, many of the CfSH requirements were consolidated into a national framework centred on building regulations.¹⁴ Furthermore the National Technical Standards (2015) also included higher optional building regulations regarding access (part M) and water (part G). These optional requirements were comparable with the former requirement Code level 4. Members reviewed both of these optional requirements.

4.60 Waverley's 2014 Design Standards reflected CfSH Level 4 as a target. Members were informed that where this was not achievable, at least the energy, CO₂ and water standards of the CfSH Level 4 had to be met.¹⁵

4.61 The former CfSH now only existed for legacy projects and, or specific funding streams; otherwise there was no requirement to meet the standards in excess of what was required by the revised set of building regulations. Officers and members therefore had a desire to describe both a minimum and desired standard for all categories previously used by the CfSH. In the scope of this review, members looked at energy and CO₂ requirements and water requirements.

4.62 The 'Building for Life 12 is a government-endorsed industry standard for well-designed homes and neighbourhoods'¹⁶. There are twelve criteria set out by the standard, including standards regarding public transport and car parking. In order to achieve the Built for Life 12™ accreditation, a development must secure 9 'greens' against the individual criteria. Members considered this standard and recommended its adoption.

RECOMMENDATION: For new builds to achieve a minimum of 9 out of the 12 Building for Life 12 criteria in order to secure Built for Life™ accreditation.

Energy and CO₂ emissions

¹⁴ <https://www.gov.uk/government/collections/approved-documents>

¹⁵ Categories of the former CfSH include: energy and CO₂ emissions, water, materials, surface water run-off, waste, pollution, health and wellbeing and management ecology.

¹⁶

https://www.designcouncil.org.uk/sites/default/files/asset/document/Building%20for%20Life%2012_0.pdf

- 4.63 Waverley Current Design Standards (2014) worked to the equivalent of Code level 4 (deliver a minimum 25% improvement in energy preservation and CO₂ emission reduction for the dwelling emission rate (DER) 2010. To understand how the former CfSH, Part L of the Building Regulations 2013, London Plan 2016 and the Passivhaus standards perform against each other, members met with a representative of Stephen Taylor Architects, who provided a comparison of the energy and CO₂ requirements in each of these standards. The papers can be found in Appendix D.
- 4.64 The former CfSH required a minimum 19% improvement in CO₂ emission relative to Part L of the 2013 Building Regulations. However, the London Plan 2016 set out CO₂ emission reductions in excess of Part L in order to achieve zero carbon homes. This translates into a 35% improvement in CO₂ emissions on site relative to Part L of the 2013 building regulations.
- 4.65 Passivhaus housing on the other hand is a voluntary certification that demonstrates a high level of energy performance. Members were informed that homes would still have to meet the Part L requirement in building regulations, but the standard is focussed on achieving zero energy use for heating: buildings are very highly insulated, with air-tight triple-glazed windows, and air-tight construction with very efficient mechanical heat recovery ventilation. The representative of Stephen Taylor Architects advised that according to Passivhaus Trust¹⁷ the estimated increase in building costs to achieve the Passivhaus standard over the minimum requirements set out in the building regulations was around 17%; and achieving the equivalent of CfSH Level 4 was estimated to add an additional 5% to the costs¹⁸.

Table 8: Comparison of CO₂ and energy performance relative to Part L Building Regulations 2010.

Standard	Energy performance
Part L Building Regulations 2013	6% CO ₂ improvement relative to Part L 2010
CfSH Level 4	19% improvement relative to Part L 2013
London Plan 2016	35% improvement on site relative to Part L 2013
Passivhaus	30-45% improvement in carbon emissions relative to Part L 2010.

- 4.66 Members were advised by the representative of Stephen Taylor Architects that whilst the London Plan 2016 requirements were higher than Part L 2013

¹⁷ Passivhaus Capital Cost Research Project:
<http://www.passivhaustrust.org.uk/UserFiles/File/Passivhaus%20Capital%20Cost%20Research%20Project%20-%20Passivhaus%20Trust,%20January%202015.pdf>

¹⁸ Cost of building to the Code for Sustainable Homes:
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/6378/1972728.pdf

building regulations, schemes would be financially viable with outcomes broadly comparable to Passivhaus standard. Members requested that officers established the cost associated with achieving the London Plan 2016 requirements in comparison to the former CfSH Level 4 and Part L 2013 building regulations.

4.67 Members concluded that the Passivhaus standard would be too costly to achieve (a 17% uplift in costs compared to the CfSH level 4) and that it also relied on a high degree of adherence to operational requirements by tenants, e.g. keeping windows closed, which could not be guaranteed. There would also be additional costs in the use of land due to thicker walls required – this would have a direct impact on the number of homes that could be built per site. Members did however, agree that going beyond the Standards set out in Building Regulations (minimum 6% carbon dioxide saving relative to Part L 2010) and the Code for Sustainable Homes (minimum 19% relative to Part L in 2013) was desirable. The aspiration of achieving 35% will depend on the outcome of an analysis of cost of achieving the various levels of CO₂ Dwelling Emission Rates, which was ongoing at the time this report was generated but will be incorporated into the final updated standards.

RECOMMENDATION: Depending on the outcome of the cost analysis referred to in paragraph 4.66, Waverley should aspire to adopt the standard set out in the 2016 London Plan Policy 5.2, with a target of achieving a 35% improvement in Dwelling Emission Rate (CO₂) on site relative to Part L of the 2013 Building Regulations.

Optional Requirement (Water)

4.68 Members reviewed part G, the optional requirement for water, in building regulations. Waverley currently achieves <105 litres of water per person per day, which is equivalent to former CfSH levels 3 and 4. This standard was already being achieved at no additional cost through specification of restricted water flow. Members felt this was a good standard to achieve as it was less the standard set out in building regulations; <125 litres per person per day (<115 litres per person per day for the higher optional requirement).

Table 9: Building Regulations: Water usage

Legislation	Water
Code for Sustainable Homes Level 4 / Waverley 2014	< 105 litres of water per persons per day equates to levels 3 and 4
Building Regulations	<125 litre's per person per day (115 litre's per person per day for optional requirement)
RECOMMENDATION: Proposed new Waverley Standard	< 105 litres of water per day per person

Building Regulations Requirement (Access to and use of Building)

4.69 Members considered part M, the requirement for access to and use of buildings. For context, see figure 2 which outlines the levels of categories for access to and use of buildings.

Figure 2: M4 Categories for access to and use of buildings

- Requirement M4 (1): Category 1 – Visitable dwellings.
 - Compliance with this requirement is achieved when a new dwelling makes reasonable provision for most people, which includes wheelchair users to access and enter the dwelling, and access habitable rooms and sanitary facilities on the entrance level.
- Requirement M4 (2): Category 2 – Accessible and adaptable dwellings.
 - Step free access from parking to the dwelling, and to a ground floor WC, with provision for wheelchair users and the elderly.
 - Wall mounted switches and sockets at a height suitable for occupants with reduced reach.
 - Capability for adaptations in later life or for disabled occupants.
- Requirement M4 (3): Category 3 – Wheelchair user dwellings.
 - Fully adapted or adaptable dwellings for wheelchair users. The requirements of this option are more comprehensive and supersede those above.

4.70 Members agreed that M4 (2) should be further defined to specify that for flats to be M4 (2) compliant, the property would need to have a lift or its own staircase. All properties must be compliant with M4 (2), as adopted in Local Plan Part 1.

Waverley 2014	M4 level 2 for of the accessible and adaptable requirements for all general use dwellings. M4 level 3 for wheelchair user dwellings.
RECOMMENDATION: Proposed new Waverley Standard	All dwellings must comply with M4 level 2 for of the accessible and adaptable requirements for all general use dwellings. M4 level 3 for wheelchair user dwellings.

ROOF SPACE

- 4.71 Members of the Housing Overview and Scrutiny Committee went on a site visit around Ockford Ridge, a housing estate in Godalming, in August 2017 to look at the new social homes being built. Members observed that the loft space in the show homes on site 'A' appeared much larger than is normally the case. Furthermore Waverley's standard tenancy agreement specifies that the loft space is not accessible to tenants. However, the design for Site A does include scope to build into the roof space on some of the properties if required in the future through the specifications for adaptability by design.
- 4.72 Whilst Members recognised the benefit of having the potential to extend properties in to the roof, they also felt that by not designing built in habitable use of the roof space would be a missed opportunity. Members rejected the idea of converting lofts for the sole use of creating additional storage space, but instead gave preference to incorporating a habitable room within the space of the loft. This would provide an additional bedroom without increasing the buildings footprint and it would also provide additional storage capacity within the eaves of the loft.
- 4.73 Members and Officers were therefore keen to explore a design whereby a habitable room built into the loft space could be provided. The representative of Stephen Taylor Architects provided information and guidance on the matter, including some examples of schemes where houses had included a room in the roof. This highlighted a number of issues for members to consider, including: roof pitch height; whether to create space for a habitable room or primarily for storage space; insulation requirements and type, cost etc.
- 4.74 The representative of Stephen Taylor Architects provided examples of schemes where some houses had included a habitable room in the space of the roof. This illustrated the difference in room pitch needed. Members thought the mix of dwellings with and without the use of the additional bedroom in the roof added visual interest to the street scene by varying height and pitch of the roofline. The representative also showed an example of a development where the bedroom ceiling had been removed to give upper first rooms with high, pitched ceilings. This used the roof space effectively and allowed for the roof line to be kept low.
- 4.75 The representative also informed members that whilst it was a little more costly to insulate the roof to make a habitable roof space, it was not difficult to do and the benefit would be an additional bedroom for marginal increase in the footprint. Members heard that creating capacity to build into the roof space, then not doing so, was costly.
- 4.76 Figure 1, page 13, shows housing applicants housing need. It is clear from the data that there is a need in Waverley for 1 and 2 bed homes. In the context of building into the roof space, there is less of a need to build into the roof space of 1 and 2 bed homes to provide an additional bedroom.

However, building a habitable room into the loft space would provide a cost effective solution and be a better use of space if a family wishes to upsize.

RECOMMENDATION: That the revised Design Standards include a design element for loft space to incorporate a habitable bedroom; and that this should only apply to house types with 3 + bedrooms and would therefore vary scheme to scheme.

RECOMMENDATION: Building into the roof to create a habitable bedroom should be considered per scheme as a cost effective solution for creating additional bedroom space in 1 and 2 bed homes without increasing the buildings footprint.

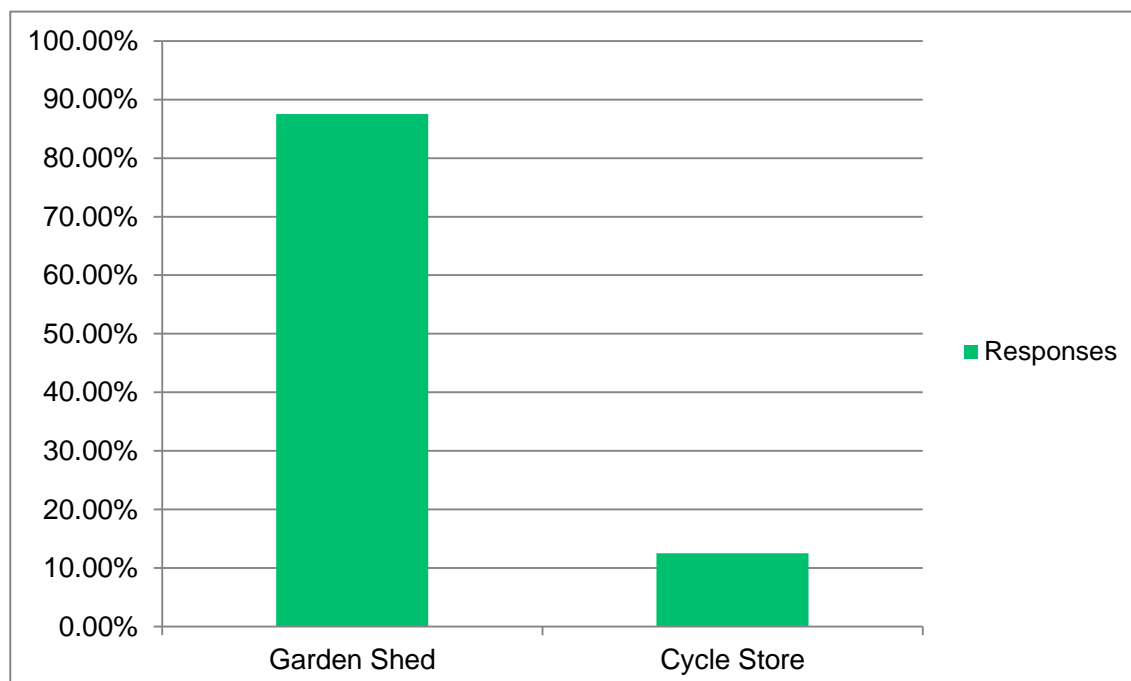
‘DO YOU LIKE WHERE YOU LIVE’ SURVEY RESULTS

4.77 Members issued a survey¹⁹ to tenants who reside in Waverley’s new homes. The Group was keen to understand tenant’s opinion about the design of their home and what could be improved in the future.

4.78 The survey was sent to 28 tenants. 10 people (36%) answered the survey. Out of the 10 total responses, 8 completed the survey and 2 partially completed the survey. Common themes were made by observing the survey data trends. While these themes were common among the responses, it is not possible to make inferences due to the small sample size. Tenants generally commented that there was a lack of space in the property, as well as a lack of space in the kitchen and lounge; criticism to the open plan design; and the property not being suitable for families with children in pushchairs, which has led to issues with accessibility. However, tenants did praise the availability of car parking onsite; improved health; lower energy bills; lower rent costs; improved environment for children (e.g. garden, own bedroom); general design of the home and good natural lighting.

4.79 Below is a snapshot analysis of the questions that received the most vocal and informative feedback.

Question 5: If cycle storage was selected, do you store your cycle in the designated space within the garden shed or cycle store?



¹⁹ The full results of the survey are available from officers on request.

Answer Choices	Responses	
Garden Shed	87.50%	7
Cycle Store	12.50%	1
Other (please specify)		1
	Answered	8
	Skipped	2

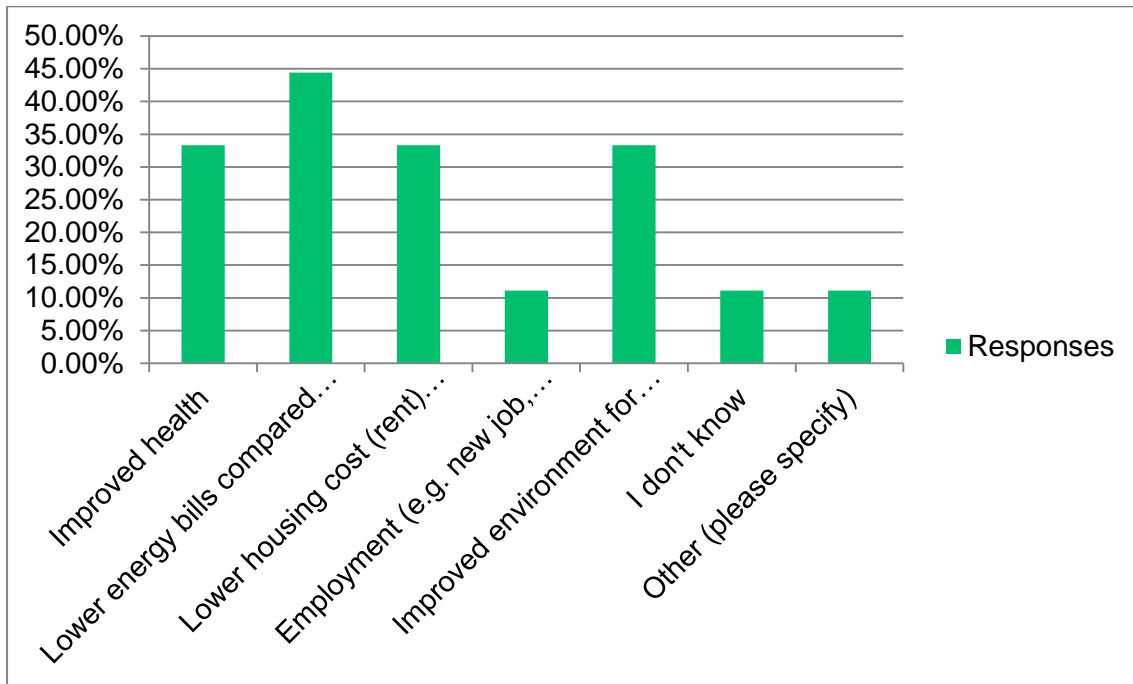
Question 9: Looking specifically at your home, is there anything you particularly like about it?

Responses
<p>How much storage space there is.</p> <p>I like the garden and that there is parking. My house is cosy and I like that it is energy efficient.</p> <p>The look of the house as it's a new build.</p> <p>Apartment design, location, accessibility.</p> <p>Am happy.</p> <p>Lots of light into the house and space to park car.</p> <p>The bedrooms are both a good size. I like having an energy efficient home with solar panels etc. I like having private parking at the back.</p> <p>I have a lot of windows that allows a lot of natural light.</p>

Question 10: Is there anything you particularly dislike about your home?

Responses
<p>Mould on walls, doors and windows keep dropping and people prams etc. out by my door not giving me enough room to get my own pram out.</p> <p>Layout/design is bad and no built in storage. Rooms are small and the house always looks cluttered.</p> <p>Our front driveway.</p> <p>It's become too small for my family, I am also on the second floor without a lift and have two toddlers and a baby. It's a struggle getting in and out and I have also broken two pushchairs trying to get it up the stairs. Also the rent is ridiculous and it's putting quite a big financial strain on me. I can't stand it here.</p> <p>The kitchen is so small it is very hard to fit a dining table. The lounge is also too small. We were told it would fit if we didn't have a dryer. Without a dryer I would never be able to dry all their clothes quickly enough. I have had to take off two internal doors downstairs to create space. The car park could have been designed more sensibly there are two areas that are meant to be planted, one got shrubs but the other has just been left to overgrow with weeds.</p> <p>Yes would like balcony bigger. Do not think there should be very light cream carpets through out as all of my block have children don't like open plan kitchen/lounge I think we should be allowed to have pets in our properties Walls are so thick we can all hear each other. We need a pram storage cupboard on ground floor as our prams keep braking.</p>

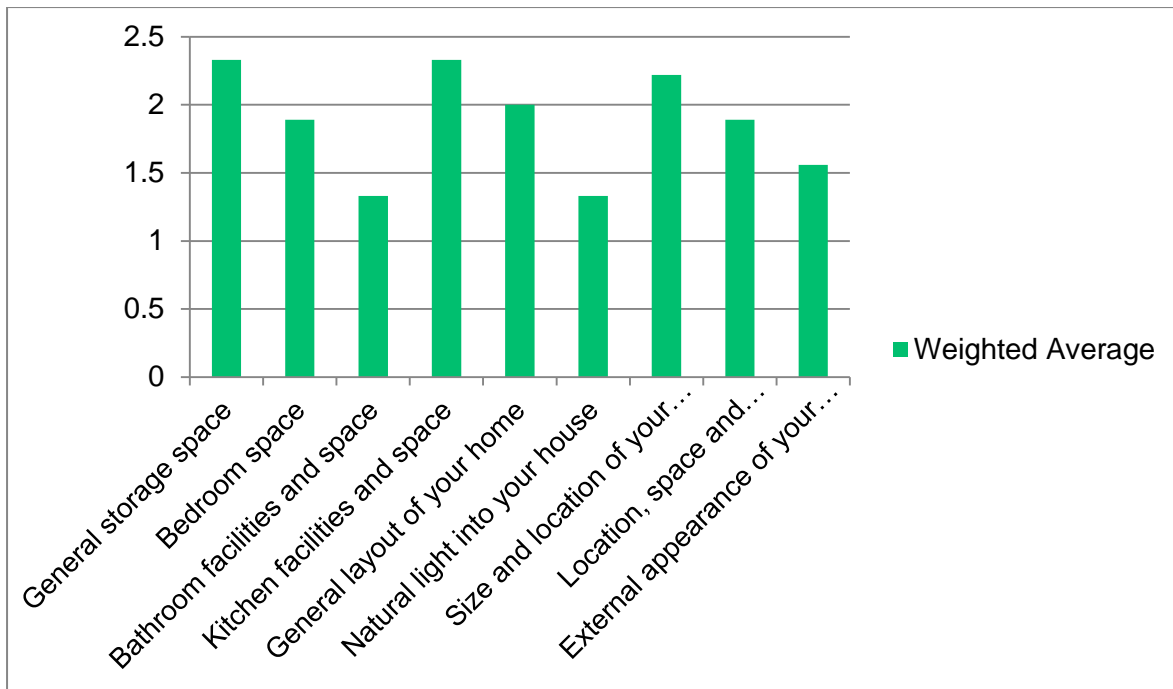
Question 12: Has moving to your new home had any of the following benefits for you or members of your family?



Answer Choices	Responses	
Improved health	33.33%	3
Lower energy bills compared with previous home	44.44%	4
Lower housing cost (rent) compared with previous home	33.33%	3
Employment (e.g. new job, closer to work, increased chance of finding work)	11.11%	1
Improved environment for children (e.g. garden, own bedroom)	33.33%	3
I don't know	11.11%	1
Other (please specify)	11.11%	1
	Answered	9
	Skipped	1

Question 13: More specifically, how satisfied / dissatisfied are you with the following:

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied
General storage space	33.33% 3	33.33% 3	11.11% 1	11.11% 1	11.11% 1
Bedroom space	33.33% 3	44.44% 4	22.22% 2	0.00% 0	0.00% 0
Bathroom facilities and space	66.67% 6	33.33% 3	0.00% 0	0.00% 0	0.00% 0
Kitchen facilities and space	33.33% 3	33.33% 3	0.00% 0	33.33% 3	0.00% 0
General layout of your home	44.44% 4	22.22% 2	22.22% 2	11.11% 1	0.00% 0
Natural light into your house	66.67% 6	33.33% 3	0.00% 0	0.00% 0	0.00% 0
Size and location of your private outdoor space	44.44% 4	22.22% 2	11.11% 1	11.11% 1	11.11% 1
Location, space and convenience for refuse and recycling containers	55.56% 5	22.22% 2	11.11% 1	0.00% 0	11.11% 1
External appearance of your house	55.56% 5	33.33% 3	11.11% 1	0.00% 0	0.00% 0

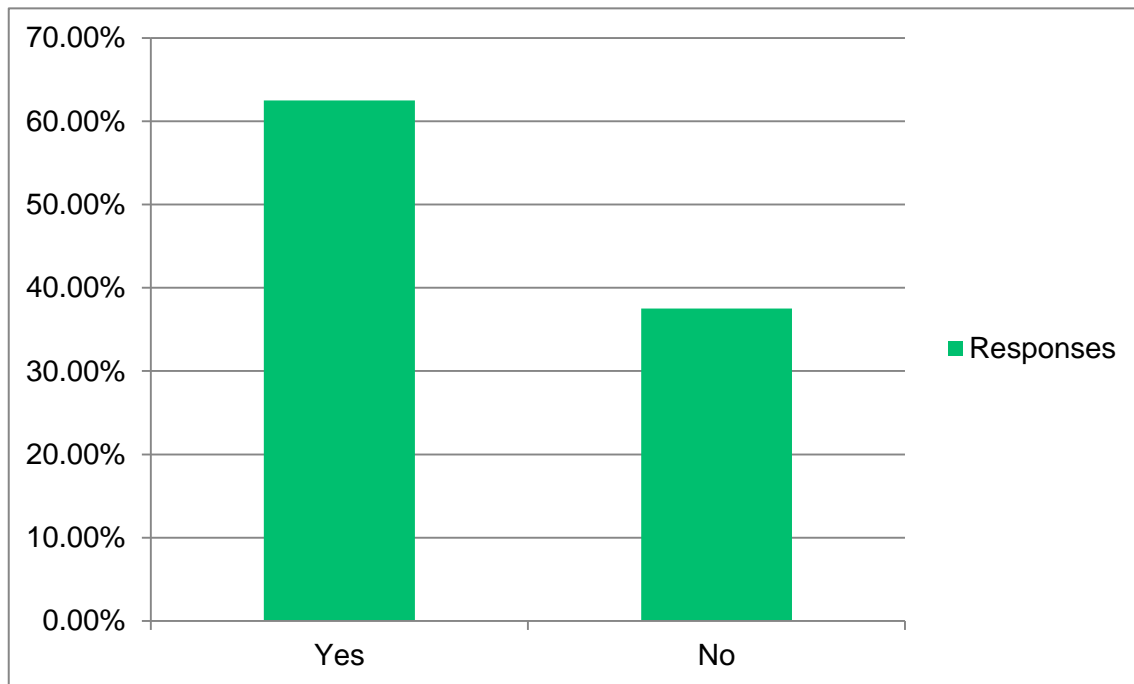


Question 14: If you are particularly dissatisfied with any of the above points, please provide additional information:

Responses

As stated previously the rooms have not been designed well, they lack space and the house generally looks cluttered. No built in storage. Downstairs toilet is huge and could have easily made it much smaller which would have allowed room for a cupboard behind. There is nowhere for the bins. I have put them in the carpark. Disappointed in kitchen there's no space for a tumble dryer or a dishwasher it's also open plan that is awful makes my lounge furniture smell of cooking

Question 19: When you have visitors, can they easily find somewhere to park?

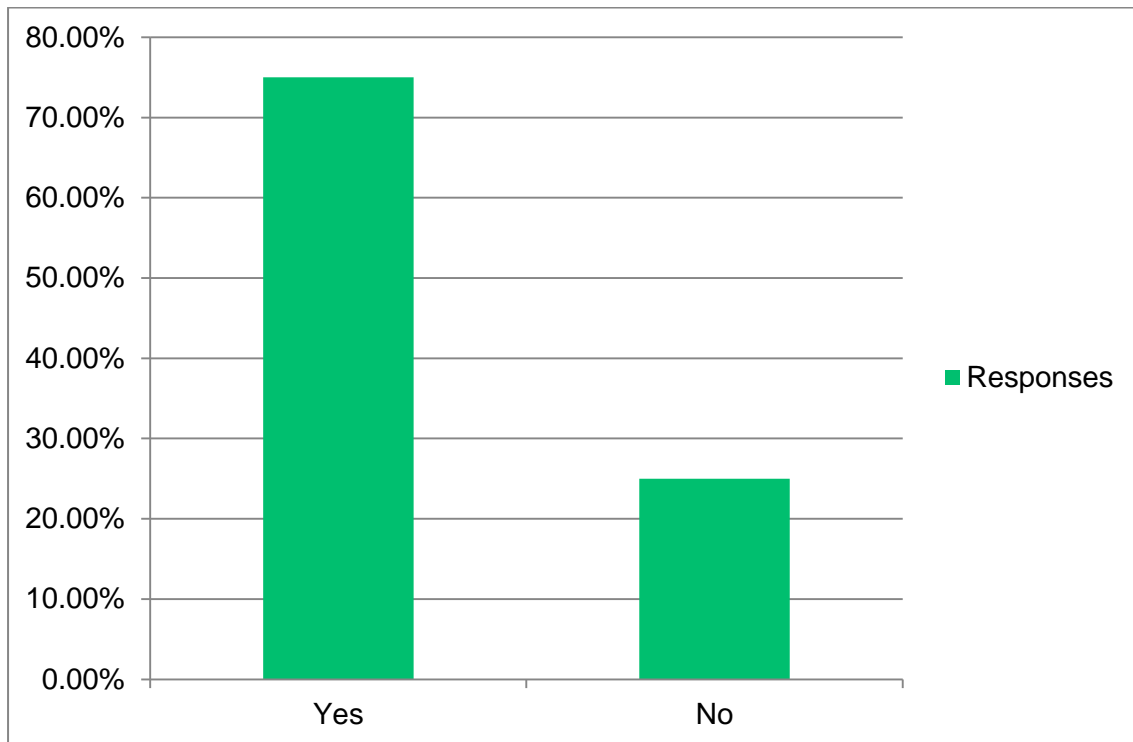


Answer Choices	Responses	
Yes	62.50%	5
No	37.50%	3

Question 20: Please state any additional comments you may have in relation to car parking

Responses
<p>Some times can't get in my space when people want to come round</p> <p>Car park is a great help. A big plus for moving here</p> <p>I have my own allocated parking space but don't have car, everyone seems to park in space. No one has any consideration, when family visits my space has usually been taken by someone else do the struggle to park here</p>

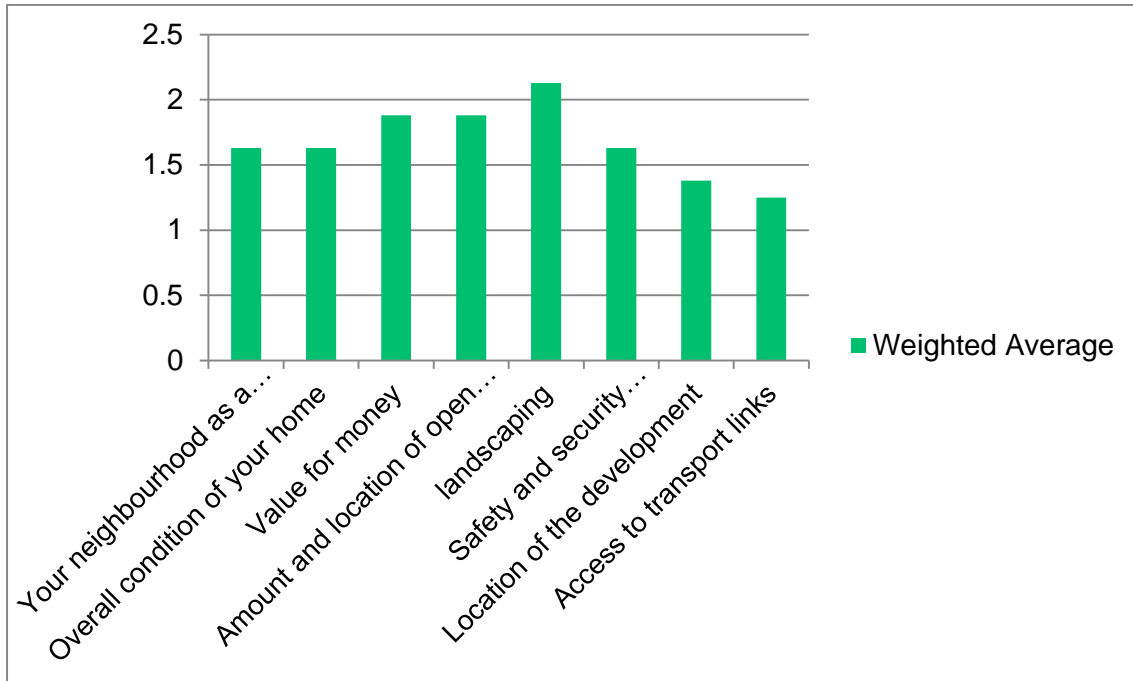
Question 23: Do you think your home is well designed and looks good?



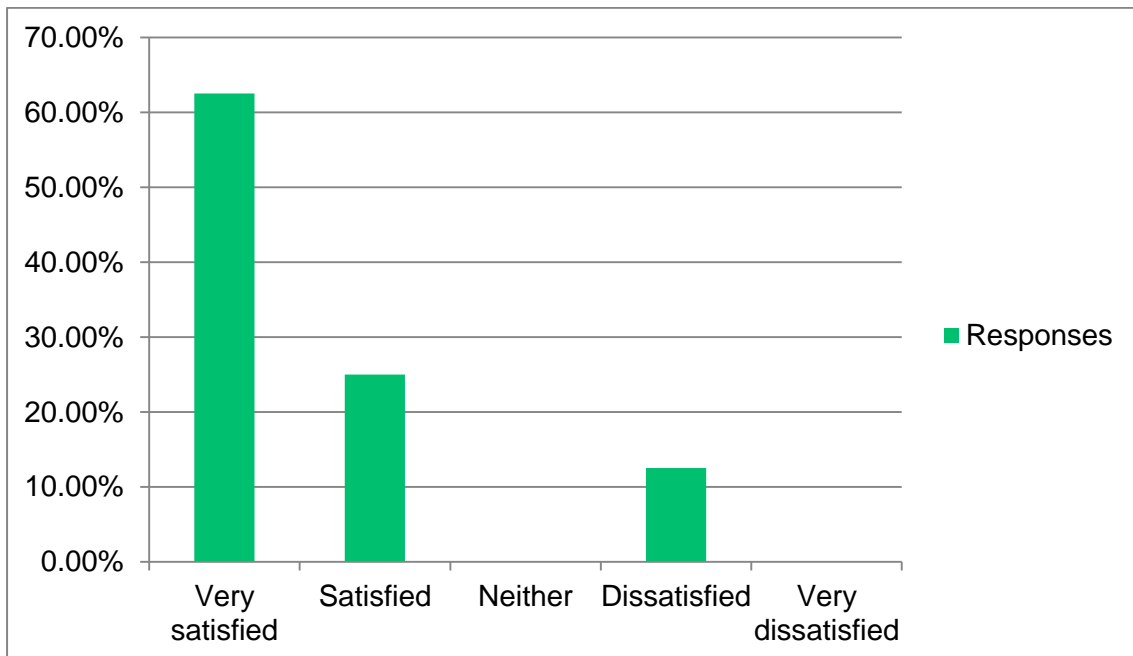
What are the reasons for your answer?
More space.
I think it looks nice but that's design isn't great, like one tiny window at the front and a larger one. Very difficult to find curtains/blinds.
Modern and spacious layout.
It's not right to raise children with no table to sit at for meals. The kitchen is too small for a table, likewise the lounge.

Question 27: How satisfied / dissatisfied are you with the following?

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied
Your neighbourhood as a place to live	62.50% 5	25.00% 2	0.00% 0	12.50% 1	0.00% 0
Overall condition of your home	37.50% 3	62.50% 5	0.00% 0	0.00% 0	0.00% 0
Value for money	50.00% 4	37.50% 3	0.00% 0	0.00% 0	12.50% 1
Amount and location of open space	50.00% 4	25.00% 2	12.50% 1	12.50% 1	0.00% 0
landscaping	50.00% 4	12.50% 1	12.50% 1	25.00% 2	0.00% 0
Safety and security throughout the development	37.50% 3	62.50% 5	0.00% 0	0.00% 0	0.00% 0
Location of the development	62.50% 5	37.50% 3	0.00% 0	0.00% 0	0.00% 0
Access to transport links	75.00% 6	25.00% 2	0.00% 0	0.00% 0	0.00% 0



Question 29: Overall, how satisfied are you with your home and development as a whole?



Answer Choices	Responses	
Very satisfied	62.50%	5
Satisfied	25.00%	2
Neither	0.00%	0
Dissatisfied	12.50%	1
Very dissatisfied	0.00%	0

5. Financial, Legal and Other Implications

5.1 Financial Implications

Changes in design standards might have financial and viability implications on any future development schemes. If standards are increased they may increase development costs. Financial appraisals are completed for each new scheme as part of the budget approval process. This will include Site C Ockford Ridge when the scheme has been developed and the impact of changes can be measured in the first instance on this scheme.

5.2 Legal Implications

In March 2015, the government published the “Technical Housing Standards – Nationally Described Space Standard” (amended in 2016). These standards replaced the different space standards previously used by local authorities. The technical standards remain within the planning system as a form of technical planning standard.

The standard was one of a wider housing standards review package. There are also optional building regulations requirements for access and water efficiency. Powers to introduce these optional requirements are included in the Building Act 1984 (as amended). The optional regulations and space standard can only be applied where there is a local plan policy based on evidenced local need and where the viability of development is not compromised. The review also clarified statutory building regulation guidance on waste storage to ensure it is properly considered in new housing development.

5.3 Equality Implications

Recommendations that reflect the Working Group’s consideration of accessibility and adaptability standards have been made within the report.

6. Summary of Appendices

Appendix A – Executive Response to Scrutiny

Appendix B – Scoping report

Appendix C – Research to support task group meetings

Appendix D – Stephen Taylor Architects: comparison of energy and carbon standards

7. Officers to Contact

Yasmine Makin
Policy Officer – Scrutiny
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Louisa Blundell
Housing Development Manager
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Appendix A: Executive Response to Scrutiny

The following table sets out the Executive's response to the Overview and Scrutiny report

Introduction

Scrutiny Recommendation	Executive Decision	Progress/Action	Timescales

Waverley Borough Council

Scrutiny Review

Review of Housing Design Standards and
Specifications

November 2017

SCOPING A SCRUTINY REVIEW

Background

Overview and Scrutiny by definition of the Local Government Act 2000 has the power to investigate and review an issue or concern by conducting an in-depth scrutiny review. Choosing the right topic for an in-depth scrutiny review is the first step in guaranteeing that the work of scrutiny adds value to the corporate priorities and benefits the Borough's residents. The Overview and Scrutiny Committee may wish to appoint a members task and finish group to undertake a majority of the research and to evaluate the evidence.

What makes an effective scrutiny review?

An effective scrutiny review must be properly project managed. The review must clearly state the aims & objectives, rationale and how the review will contribute to policy development / improve service delivery. To ensure the review goes well it is vital that the scope is robust and thorough and is treated as a project plan. The review should be SMART (Specific, Measurable, Achievable, Realistic & Time-bound) in its scope in order to have the most impact. The scoping template is designed to ensure that the review from the outset is focused exactly on what the members hope to achieve.

The scoping document should be treated as the primary source of information that helps others understand what the review inquiry is about, who is involved and how it will be undertaken. Once the scoping document is complete it should be circulated to relevant officers and key members of the Executive for comment before being agreed by the relevant Overview & Scrutiny Committee. The scrutiny review will be supported by the Scrutiny Policy Officer.

What happens after the review is complete?

It is important that the relevant Overview & Scrutiny committee considers whether an on-going monitoring role is appropriate in relation to the review topic and how frequent progress is reported back to the Overview & Scrutiny committee after completion. Overview & Scrutiny should be monitoring the progress and reviewing the changes that have been made as a result of a scrutiny review to ensure the work undertaken has been effective in achieving its objectives.

FOR COMPLETION BY MEMBERS PROPOSING THE REVIEW

Topic		
1.	Title of proposed review:	Housing Design Standards and Specifications
2.	Proposed by:	Cllr John Ward

Who is involved?		
3.	Chair of the task and finish group:	
4.	Members on the task group:	Cllr John Ward Cllr Richard Seaborne Cllr Liz Townsend Cllr Gordon-Smith Cllr Patricia Ellis Adrian Waller – Waverley Tenants Panel
5.	Scrutiny Policy Officer:	Alex Sargeson

Research programme	
6.	<p>Rationale / background to the review: Why do you want to undertake this review? What has prompted the review? E.g. legislation, public interest, local issue, performance information etc</p> <p>The Council adopted the current housing standards and specifications in April 2014 at full Council and as part of the guidance notes it was recommended that these standards should be reviewed two years time after adoption. In the meantime, in March 2015, the Government reviewed the national space standards and has removed the code for sustainable homes in a move to embed energy targets within building regulations as part of the Deregulation Bill within the new standards.²⁰ Therefore these two circumstances provide a timely opportunity to review the design standards and specifications for social housing provided by Waverley. It is intended that the outcome of this review will inform proposals for Site C at Ockford Ridge and other Waverley Borough Council housing development schemes.</p>
7.	<p>Terms of reference: What are your desired outcomes? What are the objectives for this review? (Linked to the research questions but are used to describe the general aims and outcomes of the review). Which research questions do you want to answer? (Questions upon which the review will be focused and for which timely and informed answers can be developed in accordance to the evidence collected)</p> <p style="text-align: center;"><u>Terms of reference</u></p>

²⁰ <https://www.gov.uk/government/publications/technical-housing-standards-nationally-described-space-standard>

Desired outcomes

To make recommendations for the practical and effective use of social housing internal design standards and specifications. Other desired outcomes are for the findings of this review to inform current and future housing developments, e.g. site C in the Ockford Ridge development programme. Furthermore members wish to gain reassurance of the health and safety of structures following the Grenfell disaster.

Objectives for the review

To review the housing designs standards and specifications adopted in April 2014 and carry out scrutiny in relation to the development of the Waverley Housing Standard to take into account the following:

The removal of the Code for Sustainable Homes by the Government.

Previous commitment to reviewing the standards and specification in two years²¹

To review the space guidelines with particular attention to internal layout, storage space and room layout.

To understand the difference between what are the nationally described standards including:

What is and isn't legally binding

What are optional requirements / recommendations for Local Housing Authorities (building regulations), which only apply 'where it is right to do so'.²²

To consider through building regulations how future developments can become more sustainable for energy (low carbon energy efficient homes) and waste disposal.²³

To what extent do we want to implement any of the optional requirements against meeting our housing objectives?

To understand if the current internal design standards and specifications are meeting local needs and if not to identify which aspects can be improved.

To learn through examples from other Local Authorities what best in class affordable housing looks like in terms of design standards.

To learn from the experiences of tenants about potential areas for improvement in standards and space specifications.

To review housing health and safety aspects, including the health and safety risk register in light of the Grenfell disaster.

To address the shortfalls in the Governments 2015 Housing Standards review (partly addressed in section 8).

Research questions

Are the overarching principles in the Design Standards and Specifications for New Council Homes (Waverley Borough Council, December 2013) acceptable?

What design standard guidance do members want to review?

What is the current legislation on building regulations?²⁴

What are the Government's new Housing Standards (2015) and to what extent has Waverley Borough Council adopted any of the optional requirements? (If none, which (if any) of the optional requirements should the Council adopt?

²¹ The Government is reviewing building regulations as a result of the Grenfell disaster – results due in spring 2018

²² NB: the optional requirements / regulations on access and water efficiency and the nationally described space standard can only be applied where there is a local plan policy in place based on evidenced local need.

²³ Optional requirements introduced in building regulations also include accessibility and water efficiency.

²⁴ The Government are currently reviewing building regulations as a result of the Grenfell disaster with results due in Spring 2018.

	<p>As housing designs are assessed on a site-by-site basis, in the circumstance of conflicting priorities between housing size and number of houses per site, what should be the top priorities in order to maximise local need?</p> <p>What scope is there for loft space to be used as either additional storage space or a bedroom?²⁵ And what are the implications of this move, e.g. on internal space standards, bed room size, and required living space designs?</p> <p>How will a change to the space standard impact on the risk to health and safety and on energy conservation targets in building regulations?</p> <p>What are the implications of changes to either principles or guidance on the new tenancy agreement? E.g. in the event of changes to the provision for loft storage space.</p> <p>Given the growing number of residents over 65 and 85 years of age in Waverley (highest in Surrey and this number is predicted to increase by approximately 30% over the next 5 years), what are good examples of accessible bungalow designs and ground floor flats?</p>
8.	<p>Policy Development and Service Improvement</p> <p>How will this review add value to policy development and/or service improvement?</p> <p><u>Policy Development</u></p> <p>It is expected that the conclusions and recommendations of this review will go on to inform the design proposals for Site C at Ockford Ridge and future housing development schemes.</p> <p><u>Issues in the current Government Housing Standards (March 2015):</u></p> <p>As part of the Government’s changes to the Housing Standards in 2015 sustainability performance is assessed on a site wide basis and is considered as a planning policy matter.</p> <p>There is no compulsion for ‘walk around’ space if minimum standards are met as furnished layouts are not required to demonstrate compliance. Plus there is no national guidance for those wanting to go further than the baseline minimum.</p> <p>There are no housing quality indicators outside of London.²⁶</p> <p>What are the implications of the national described space standard on local neighbourhood plans.</p> <p>The national described space standard and the optional regulations can only be applied where there is a local plan policy based on evidenced local need and where the viability of development is not compromised.</p> <p>The Housing Standards 2015 do not include guidance on internal daylight, indoor air quality and guidance and evidence of materials for sustainable practice.</p> <p><u>Service Improvement</u></p> <p>This review will be inviting evidence from the Waverley Tenants Panel on the first homes delivered to the current standard (Cedar Close, Farnham., Show Homes, Ockford Ridge, Godalming and Bridge Road, Haslemere, Badgers Close, Farncombe, Wey Court, Godalming and Nursery Hill, Shamley Green) in order to incorporate their comments and suggestions to continuously improve the quality and design structure of new Council homes.</p>

²⁵ The current Design Standards and Specifications (Dec 13’) state that the Council supports the minimum storage standards and that storage should be provided through dedicated, built-in storage cupboards such as airing, utility and cloak cupboards, cupboards under the stairs or built-in wardrobes. Again, it raises the question over what are the optional requirements / recommendations and what is standard design guidance from Government.

²⁶ As there are no housing quality indicators outside of London the group should consider developing a set of indicators for Waverley.

9.	<p>Corporate priorities: How does the review link with the corporate priorities? http://www.waverley.gov.uk/info/200009/council_performance/524/waverley_corporate_plan_2016 - 2019#</p> <p>Community Wellbeing (Housing) Environment (The Built Environment)</p>
10.	<p>Scope: What is and what isn't included in the scope? E.g. which services does the scope cover?</p> <p>What is within the scope:</p> <p>New homes developed and funded by Waverley Borough Council including; A focus on the internal design (space) standards General needs affording housing for rent Flats Standards for residential development (internal and external space standards) External space standards / gardens / amenity space Parking provision</p> <p>What isn't within the scope:</p> <p>Privately developed accommodation Void homes Standards for refurbished properties (private and social) Garages Physical external materials Design standards for Disabled Adaptations Supported Living Accommodation Connectivity and Surroundings – (planning)</p> <p>Services included:</p> <p>Housing Development Housing Operations Planning Services (Local plan and Site C, Ockford Ridge).</p> <p>There are also implications for the Tenancy and Estates team as well as the Legal team in relation to health and safety aspects (fire safety).</p>
11.	<p>Methodology and methods: Your methodology underpins how you will undertake the review. For example what evidence will need to be gathered in-house and from external stakeholders / partners? Your research methods are the techniques used to gather knowledge and information. These include but are not limited to desk based research, interviews, site visits, engagement exercises, surveys, focus groups etc. How do these methods help you to answer your research questions in section 7?</p> <p>Methodology:</p> <p>Preliminary / core evidence that will need to be collected to inform this review is as follows:</p>

	<p>The Design and Specifications for new Council Homes, Waverley Borough Council, December 2013 Technical housing standards – nationally described space standard, Department for Communities and Local Government, March 2015. Summary of energy requirements</p> <p>Methods:</p> <p>A series of Member task group meetings will be held to hear evidence from both internal and external guests. Members will hear information and statements from witnesses and then provide questions to probe additional information to answer the key research questions as set out in this scope.</p>
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Council services expected to contribute		
	Council Service	Reason / Intention for evidence
12.	Housing Development	
13.	Housing Operations	
14.	Planning Services	Local plan & Site C at Ockford Ridge

External Witnesses to be invited / submit evidence		
	Organisation	Reason / Intention for evidence
15.	Waverley Tenants Panel	
16.		
17.		
19.		

20.	Project plan:	
	What is the proposed start and finish date?	
	How many task and finish group meetings are there likely to be?	
	Are the task and finish group meetings going to be thematic in approach? If so, what themes / policy issues will the task group consider in each respective task and finish group?	
	Timescale	
Proposed start date:	November 2017	
Proposed finish date:	March 2018	
Task and finish group plan		
How many task and finish group meetings are anticipated to support this review? Fill in and strike through as	4	

appropriate.

Task group theme (1): Context and Introduction: Overarching principle guidelines

Aim: To receive and understand the context for this scrutiny review and to examine the overarching principles in the design standards and specifications for new council homes to assess if the standards are up to date in light of the changes in legislation to housing design standards from the Government. Members will also be reviewing external appearances (including health and safety aspects), town and village designs as well as considering the implications on the Local Plan. In addition members will decide which design standards they would like to review in more detail for future task group meetings.

Witnesses:

Task group theme (2): Design standards (x 2)

Aim: To review a selection of internal design standards with the aim to make a judgement as to whether the current internal space standards selected for review are meeting current and future tenants needs, for example loft space. Members will hear experiences from existing tenants about potential areas for improvement; in addition to evidence provided from other Local Housing Authorities on best practice. Members should also decide if they wish to develop a 'Waverley Standard' and therefore consider if any extensions to the nationally described space should be sought in relation to internal space design.

Members should also bear in mind what (if any) optional requirements they would like to explore in relation to building regulations (energy and sustainability) in preparation for the next session.

Part 1, Design Standards.

Areas covered:

Internal Space Standards
Bedroom size
Living spaces and design layouts
Internal storage

Part 2, External appearance and design.

Areas covered:

External appearance
Accessibility standard
Residential development standards

	<p>Task group theme (3): Building regulations and sustainability²⁷</p> <p>Aim: In this session members will be looking at building regulations and sustainability in relation to the removal of the Code for Sustainable Homes, which was replaced by new optional technical national standards, which include optional building regulations (water and access). Members should consider whether first and foremost if Waverley has added any optional requirements and if so what these are, but if not, if any optional requirements should be added. Members should also consider what challenge this may present to planning (these additional options can be required by a planning permission).</p> <p>Areas covered:</p> <p>Sound insulation Post Code for Sustainable Homes</p> <hr/> <p>Task group theme (4): Conclusions and recommendations</p> <p>Aim: To reflect on the previous sessions and conclude and make recommendations.</p>
21.	<p>Scrutiny resources: In-depth scrutiny reviews are facilitated and supported by the Scrutiny Policy Officer.</p> <p>Alex Sargeson, Scrutiny Policy Officer (research and policy support to task group with the responsibility to compile information and write the final report).</p> <p>Yasmine Makin, Graduate Management Trainee (research and policy support to the task group).</p> <p>Fiona Cameron, Democratic Services Officer (organisation of task group meetings and recording key points and actions in task groups).</p>

²⁷ Ahead of this session members should bare in mind that the Government are currently reviewing building regulations and are due to publish a revised version in Spring 2018.

For completion by Corporate Policy Manager

22.	<p>Corporate Policy Manager comments:</p> <p>Will the proposed scrutiny timescale impact negatively on the scrutiny policy officer's time? Or conflict with other work commitments?</p> <p>The proposed timescale is manageable in relation to other demands on the Scrutiny Officer's time as we have the additional support of the Graduate Management Trainee.</p>	
	Name:	Louise Norie, Corporate Policy Manager
	Date:	23/11/2017

For completion by Lead Director

23.	<p>Lead Director comments:</p> <p>Scrutiny's role is to influence others to take action and it is important for the task and finish group to seek and understand the views of the Lead Director.</p> <p>Are there any potential risks involved that may limit or cause barriers that scrutiny needs to be made aware of?</p> <p>None.</p> <p>I would encourage the scrutiny review group to link Housing design with the promotion of wellbeing to ensure homes are compatible with modern and family lifestyles, e.g. by exploring the benefits of kitchen diners, lots of power sockets, broadband, wet rooms, smaller gardens and adequate parking provision. It is also important that accommodation is cost effective and easy to heat, maintain and keep clean. I would also encourage the scrutiny review group to consider how we can minimise the risk of mould and damp given the risks to health and how the accommodation facilitates personal independence, particular as tenants become older.</p>	
	<p>Are you able to assist with the proposed review? If not please explain why? (Are you or Senior Officers able to provide supporting documentation to this task group via the coordination of the Scrutiny Policy Officer?)</p> <p>Yes – the Head of Strategic Housing and Delivery and the Housing Development Manager will be able to support the Scrutiny Policy Officer in this review.</p>	
	Name and position:	Damian Roberts, Strategic Director – Frontline Services
	Date:	23 rd November 2017

For completion by Executive Portfolio Holder

24.	<p>Executive Portfolio Holder comments</p> <p>As the executive lead for this portfolio area it is important for the task group to seek and understand your views so that recommendations can be taken on board where appropriate.</p> <p>The nationally described space figures provide a starting point when determining room sizes but it has been widely accepted that this is a minimum standard and that the more space provided the healthier the home. Overcrowding and lack of built in storage leads to an increase in the risk of condensation and damp creating an unhealthy atmosphere and potential damage to the fabric of the property.</p> <p>Consultation with tenants when refurbishing the sheltered housing units at Rolston House revealed that built-in storage was the key to living in a smaller property, thus avoiding clutter and the subsequent reduction in circulation space. All units were provided with built-in wardrobes and additional storage cupboards, a move which has been very well received by the residents.</p> <p>Storage is a key issue but access to loft space should be denied as it presents an opportunity for hoarding and creates serious issues for maintenance staff when carrying out basic maintenance to loft-based utilities. However, consideration should be given to building out into the roof space in larger properties. This will be informed by housing need and the constraints of individual sites. In any case, properties should be designed with sufficient roof space to allow an extension into the roof should the need arise.</p> <p>Good thermal insulation and energy efficient heating is provided in all Waverley’s new builds. It should be ascertained whether modern, high-tech control of heating systems has produced added value where it has been installed in other social housing developments. Hastoe Housing Association introduced Passivhaus mechanical ventilation and heat recovery systems, and higher levels of the Code for Sustainable Homes. It would be useful to explore whether this has been of benefit to the tenant in terms of living environment and energy cost, and to the landlord’s installation and maintenance costs.</p> <p>Waverley’s ambition is to continue building high quality, well designed, healthy homes to meet the needs of our tenants now and into the future.</p>	
	Name and position:	Cllr Carole King, Portfolio Holder for Housing.
	Date:	13 November 2017

**Appendix C: Research to support task group meetings
Internal Design Space Standards Comparison**

	1 bed / 2 person flat (1 storey dwelling unless specified)	2 bed / 4 person flat (1 storey dwelling unless specified)	2 bed / 4 person House (2 storey dwelling unless specified)	3 bed / 5 person house
Waverley Council 2014²⁸	48	70	83	96
Nationally described space standard 2015	50	70	79	86 (1 storey dwelling) 93 (2 storey dwelling) 99 (3 storey dwelling)
Parker Morris dwelling space standards 1961	44.6	69.7	71.5 / 74.3 ²⁹	93.8 (3 storey dwelling)
Parker Morris Modified 1967 Space Standards				79.9 (1 storey dwelling) 86.4/89.1 (2 storey dwelling) 98.4 (3 storey dwelling)
Quality Standards: English Partnership 'EP Standards' 2008	51	-	77	93
Standards and Quality in Development (2 eds.) Andrew Drury, HATC, 2008?	50	70	82	86 (1 storey dwelling) 96 (2 storey dwelling) 102 (3 storey dwelling)
HATC March 2010: The Amount and Use of Space in New Dwellings in London & the South East	51	77	77	93
London Housing Design Guideline 2010	50	70	83	86 (1 storey dwelling) 96 (2 storey dwelling) 102 (3 storey dwelling)
London Plan 2011	50	70	83	86 (1 storey dwelling) 96 (2 storey dwelling) 102 (3 storey dwelling)
Circle Housing	51	61	75	91
Lambeth Council 2008	45	-	-	-
Eastleigh Council 2012³⁰	51	66	77	93
Worthing Council 2012³¹	51	66	77	93
Exeter Council	50	70	83	102
Edinburgh Council 2010	52	-	81	91 ³²
Portsmouth Council SPD 2012	45	67	78	84 (2 storey) 104 (3 storey)
Glasgow 2017 'Interim Standards' ³³	48.5	73.5 ³⁴	79.0	82.5 (1 storey) 89.5 (2 storey) 98.5 (3 storey)

²⁸ Figures based on Level 2 Standards

²⁹ * Semi/end terrace and centre terrace

³⁰ NB: Figures do not include no. of people

³¹ NB: Figures do not include no. of people

³² Large Dwellings as defined as a minimum floor area of 91sq m at three or more bedrooms.

³³ Figures based on requirements for general units

³⁴ NB: No. of beds not specified

Main Double Bedroom size comparison³⁵

	1 bed / 2 person flat	2 bed / 4 person flat	2 bed / 4 person House	3 bed / 5 person house
Waverley Council June 2017	12 ³⁶	12	12	12
Nationally described space standard 2015	-	-	-	-
GLC 1977	11	11	11	11
Standards and Quality in Development (2 eds.) Andrew Drury, HATC, 2006	12	12	12	12
London Housing Design Guideline 2010	12	12	12	12
London Plan 2011	12	12	12	12
Draft London Plan 2017	11.5	11.5	11.5	11.5
Lambeth Council 2008 ³⁷	12.0	12	12	12
Eastleigh Council 2012	12	19	24	31
Worthing Council 2012 ³⁸	12	19	24	31
Glasgow 2017 'Interim Standards' ³⁹	11.5	11.5	11.5	11.5

³⁵ General figure for single room is 7m² (Waverley 2017 is 7.5m²) and for a double is 12m².

³⁶ NB: This room size is calculated based on the presumption that the minimum size of a 1 bed 2 person dwelling is 51msq

³⁷ Despite the no. of beds and people differing from the categories set out, the room sizes are all 12.0 across the board despite the increase in the no. of beds and people.

³⁸ Does not specify no. of people

³⁹ Figures based on minimum area required for general units (m²)

'Living area' size comparison⁴⁰

	1 bed / 2 person flat	2 bed / 4 person flat	2 bed / 4 person House	3 bed / 5 person house
Waverley Council June 2017 ⁴¹	18.5	18.5	-	-
Nationally described space standard 2015	-	-	-	-
GLC 1977 ⁴²	12	14	14	15
Standards and Quality in Development (2 eds.) Andrew Drury, HATC, 2006	22	-	27	30
London Housing Design Guideline 2010	23	-	27	29
London Plan 2011 ⁴³	23	27	27	29
Lambeth Council 2008 ⁴⁴	15.5	-	-	-
Eastleigh Council 2012 ⁴⁵	22	24	27	30
Worthing Council 2012 ⁴⁶	22	24	27	30
Glasgow 2017 'Interim Standards' ⁴⁷	-	23	23	25

⁴⁰ Living area is defined as the lounge / kitchen & dining area

⁴¹ Combined Living/Dining/Kitchen Area based on no. of people

⁴² Living room with Kitchen / Diner

⁴³ Combined floor area of living, dining and kitchen spaces based upon no. of people

⁴⁴ Living / Dining area

⁴⁵ Living, cooking & eating area

⁴⁶ Living, cooking and eating area

⁴⁷ Figures based on requirements for general units

Storage space comparison

	1 bedroom / 2 bed spaces (flat)	2 bedroom / 4 bed spaces (flat)	2 bedroom / 4 bed spaces (house)	3 bedroom / 5 bed spaces
Waverley Council 2014	2.5	-	2.5	3.0
Waverley Council 2017	2.5	-	3.0	3.5
Nationally described space standard 2015	1.5	2.0	2.0	2.5
Parker Morris dwelling space standards 1961	2.8 (flat)	3	4.6	4.6
Standards and Quality in Development (2 eds.) Andrew Drury, HATC, 2006 ⁴⁸	1.25	-	2	2.025
London Housing Design Guideline 2010	1.5	-	2.5	3.0
London Plan 2011 ⁴⁹	1.5	2.5	2.5	3.0
Draft London Plan 2017	1.5	2.0	2.0	2.5
Eastleigh Council 2012	2.5	3.5	3.75	4.5
Worthing Council 2012	2.5	3.5	3.75	4.5
Edinburgh Council 2010	2.5	-	3	4.5
Glasgow 2017 'Interim Standards' ⁵⁰	-	-	1.5	2

⁴⁸ On storage cupboards: 1m² floor area for 1p dwellings plus 0.25m per additional person.

⁴⁹ Minimum of 1.5sq m should be provided for 2 person dwelling, in addition to storage provided by furniture inhabitable rooms. For each additional occupant an additional 0.5 sq m of storage space is required.

⁵⁰ Figures based on requirements for general units

External Appearances include the following design elements:

Car Parking space
Cycle Parking space
Outside Amenity Space / Gardens
Landscaping (Footpaths and Pathways)

Car Parking Space

Waverley 2017⁵¹

General Parking Standards

035 Parking provision is to reflect the current and planned future needs of the dwelling occupants.

037 The Council requires the provision of parking standards, sightlines, etc. which must comply, as a minimum, with the requirements of the Local Authority.

038 Grouped parking areas are to be identifiable with the group of dwellings which they serve and such areas and associated access paths are to be well and sensitively lit.

Location/ Positioning

039 Space for residents' parking should be positioned as close as possible to the individual dwellings but in a manner to minimise the visual intrusion of cars in a residential environment.

040 For housing and bungalows, parking is to be within the garden area for individual dwellings (in- curtilage).

041 The distance from the car parking space to the home should be kept to a minimum and should be level or gently sloping and accord with Part 'M' of the Building Regulations.

042 Where the car parking space is outside of the curtilage of the dwelling or is part of a grouped parking area, the absolute maximum allowable distance between the allotted space and the dwelling entrance is **30 m**.

043 The positioning of car parking adjacent to windows of habitable rooms is to be avoided.

044 Car parking location should enable natural surveillance.

⁵¹ Waverley 2017 refers to the General Design Information and Requirements which have been produced with help from external experts. These are still draft and therefore the requirements are not public knowledge.

DIMENSIONS

047 Individual parking spaces shall have minimum dimensions **4.8 m x 2.4 m for 90°/parallel parking** (side by side) and **6.1 m x 2.4 m for 0°/linear parking (nose to tail)**.

048 In grouped parking situations, **10% of spaces provided are to have minimum dimensions of 4.8 m x 3.3 m**. The areas are to be near level without ponding, providing only the necessary falls to ensure adequate drainage.

049 Where **in-curtilage** parking is provided, at least one space serving each dwelling is to have an adjoining firm even surface of **900 mm width giving overall dimensions of 4.8 m x 3.3 m**. The areas are to be near level, providing only the necessary falls to ensure adequate drainage.

050 All other car parking spaces adjacent to the home are to be capable of enlargement to attain **3.3 m width wherever practical**.

Driveways

051 Drives for general needs dwellings must not be ramped steeper than 1 in 10 (10%) and **ramp widths should be minimum 2.5 m for single lane and 4.8 m for two-lane traffic**. Drives to individual dwellings are to be finished in tarmac.

Waverley Draft Local Plan Part 1 Policy ST1: Sustainable Transport

9. *“Make appropriate provision for car parking, having regard to the type of development and its location, in accordance with local standards”*

Waverley: Adopted Parking Guidelines October 2013⁵²

Recommended Guidance for Residential Development

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

Surrey Design (2002) also recommends that parking spaces conform to the requirements of the design guide to ensure the required size is provided as well as the appropriate manoeuvring space.

The minimum sizes are as follows:

Access from the end	2.4m x 4.8m
Access from the side	2.4m x 4.8m
Disabled parking bay	At least 3m x 4.8m

⁵² Parking Guidelines October 2013 – applied in Current Design Standards for Council Homes in 2014 version

Parking spaces at right angles to the carriageway should have an 800 mm clearance between the parking space and the footway in order to accommodate any overhang. This can be surfaced or planted in order to deter pedestrian use, although pedestrian crossing points should be provided. A 6m paved surface is required to manoeuvre into and out of these spaces, such as in parking squares and courts.

Surrey County Council 2012

FIGURE 1 – Recommended Guidance for Residential Parking

Locational Characteristics	Town Centre	Edge of Centre	Suburban	Suburban edge/ Village/Rural
1 & 2 bed flats	1 space per unit	1 space per unit	1 space per unit	1 space per unit
1 & 2 bed houses	1 space per unit	1 space per unit	1 + space per unit (note 1)	1.5 + spaces per unit (note 1)
3 bed houses	1 space per unit	1 + space per unit (note 1)	2 + spaces per unit (note 1)	2 + spaces per unit (note 1)
4 + bed houses	1 space per unit	2 + spaces per unit (note 1)	2 + spaces per unit (note 1)	2 + spaces per unit (note 1)

Notes on Figure 1

1. Where space permits, it may be appropriate to consider increased provision.
2. Reduced or even nil provision may be appropriate in support of demand management and the most efficient use of land.
3. Allocated or unallocated parking may be acceptable where appropriate.
4. Unallocated parking should be available only to the proposed development.
5. Visitor parking is encouraged where appropriate (eg: flats) though is not always necessary.
6. Garages, open carports and/or car barns are acceptable subject to good design. It is acknowledged that in certain locations garages may be used for purposes other than parking. The appropriate size and provision of garages is considered to be a matter for the local authority.

The Draft New London Plan 2017

Electric / ultra low emission vehicles

All residential car parking spaces must provide infrastructure for electric or Ultra-Low Emission vehicles. At least 20% of spaces should have active charging facilities, with passive provision for all remaining spaces

Maximum residential parking standards

number of beds	4 or more	3	1-2
parking spaces	up to 2 per unit	up to 1.5 per unit	less than 1 per unit

Notes:

All developments in areas of good public transport accessibility (in all parts of London) should aim for significantly less than 1 space per unit

Adequate parking spaces for disabled people must be provided preferably on-site^[1]

20 per cent of all spaces must be for electric vehicles with an additional 20 per cent passive provision for electric vehicles in the future.

In outer London areas with low PTAL (generally PTALs 0-1), boroughs should consider higher levels of provision, especially to address 'overspill' parking pressures.⁵³

Barnet Council 2011⁵⁴

Number of beds	Barnet UDP (Policy M14)	London Plan
4 or more	2 to 1.5 per unit	2 to 1.5 per unit
3	1.5 to 1 per unit	1.5 to 1 per unit
2	1.5 to 1 per unit	Less than 1 per unit
1	1 to less than 1 per unit	Less than 1 per unit

Department for Transport: Manual for Streets (2007)

For **parking parallel** to the street, each vehicle will typically need an area of about **6m long and 2m wide**.

Bays will need to be indicated or marked and be a minimum of **4.2m long and 2.4m wide**.

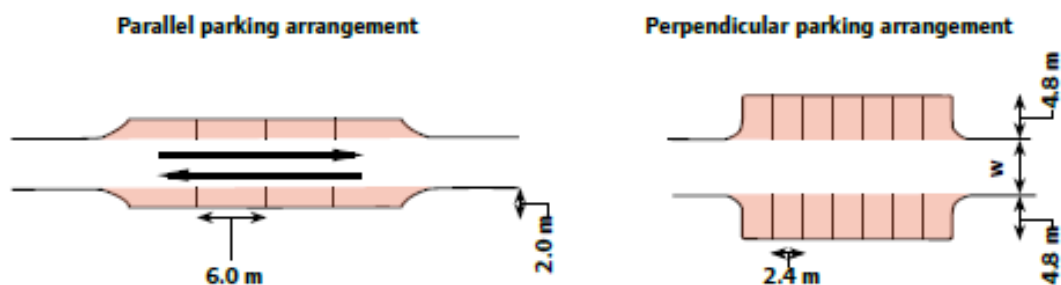


Figure 8.18 Suggested parallel and perpendicular parking arrangements.

⁵³ Details for car parking standards are the same as in the London Plan 2011 (see next page).

⁵⁴ Note comparison with the London Plan 2011.

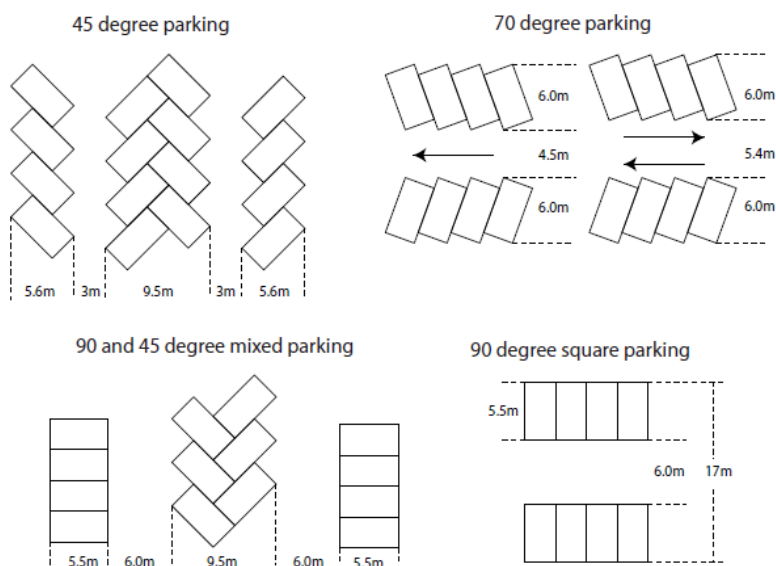
The width needed to access echelon or perpendicular spaces in figure 8.18 depends on the width of the bay and the angle of approach.

For a **2.4m wide bay**,

At 90 degrees (Bay), 6.0m wide;

At 60 degrees, 4.2m wide; and

At 45 degrees, 3.6m wide.



Spelthorne: Parking Standards 2011

	Car Parking Spaces per dwelling	Cycle Parking Per Dwelling (see note 14)
a. General Needs Housing		
One bedroom dwellings	1.25	1
Two bedroom dwellings	1.5	1
Three bedroom dwellings (80 sq m gross floor area or less excluding garages)	2	1
(above 80 sq m gross floor area excluding garages)	2.25	1
Four bedroom dwellings or larger	2.5	1
b. Affordable Housing		
One bedroom dwellings	1	1
Two bedroom dwellings	1.25	1
Three bedroom dwellings	1.75	1
Four bedroom dwellings	1.75	1
c. Sheltered Housing	0.4	1 per resident warden plus 1 per 10 units
d. Special Needs Accommodation	5 for first 10 residents, plus 1 for every additional 5 residents	1 per 10 residents
e. Residential Hostels		
Homeless families	1 per family unit	1 per family unit
Single People	1 per 2 residents	1 per 10 residents

8. The minimum size of parking spaces and internal dimensions of single garages is **4.8 x 2.4m**

9. No more than half the width or area of a dwelling's front garden should be used for car parking and the width of drop kerbs should not exceed half the width of the frontage.

10. A minimum separation distance of 2 metres, which includes some landscaping, will be required between the front building line of any dwelling or other elevation with a window to a habitable room, and the footway or shared carriageway surface.

11. Parking spaces should be located at the front or side of dwellings and will only be accepted at the rear of new or existing dwellings if:

- i. a satisfactory buffer of garden and/or landscaping is provided between any parking space or garage, including the associated access, and the adjoining residential property,
- ii. a garden area of suitable size is maintained,
- iii. there is no adverse impact in terms of visual intrusion, loss of privacy or through high activity levels.

12. In assessing parking provision, the Council will not only expect the requirements of the standards and qualifying notes to be met but that any scheme is also appropriate in terms of the character of the locality in which it is situated. Landscaping of parking areas and appropriate surfacing materials should be used to complement any scheme as a whole.

13. Parking provision for warden accommodation in sheltered housing schemes should be in accordance with the standard for a dwelling with the appropriate number of bedrooms.

14. Separate cycle parking facilities in residential developments will normally only be required where space is not otherwise available within the curtilage of the development. In flats and communal accommodation a cycle parking/storage area should normally be provided within the building.

Reading 2011

Based on a zonal scheme.⁵⁵

Number of spaces per dwelling

	Residential Parking Provision			
	Zone 1	Zone 2	Zone 3	Zone 4
Residential				
C3 Retirement Home with Warden (spaces per individual units)	0.5 + 1 space on site for staff	1 + 1 space on site for staff	1 + 1 space on site for staff	1 + 1 space on site for staff
C3 Dwelling Flat 1-2 bed	0.5	1	1.5	1.5
C3 Dwelling Flat 3+ bed	1	1.5	2	2
C3 Dwelling House 1 bed	0.5	1	1	1
C3 Dwelling House 2 bed	1	1	1.5	2
C3 Dwelling House 3 bed	1	2	2	2
C3 Dwelling House 4+ bed	2	2	2	3
Visitor Parking	0	1 space per 10 dwellings (Flats only)	1 space per 4 dwellings (Flats only)	1 space per 4 dwellings (Flats only)
Houses in Multiple Occupation (HMOs)	0.25 per bedroom**	0.25 per bedroom**	0.25 per bedroom**	0.25 per bedroom**

- For a retirement village, parking requirements will be determined separately.
 - Adopted Core Strategy Policy CS18 on residential conversions refers to the need for the provision and location of adequate on-site car parking
- ** Occupiers will not be entitled to on-street car parking permits. Where planning permission is required for small HMOs falling within the C4 Use Class, this standard will apply to both C4 HMOs and Sui Generis HMOs.

Car parking layout and dimensions

Parking spaces are recommended to be designed at **5000mm long x 2500mm wide (5m x 2.5m wide)**

Where car parking is proposed in the front garden, the following design features shall be incorporated:

In line with the Permitted Development rights, permeable paving or border gardens should be part of the parking area.

The parking area shall keep existing trees and hedges where possible.

Retain existing built features such as walls, pavements and gates.

⁵⁵ Zone 1, Central Core Area: Retail and commercial office developments, with limited residential.

Zone 2, Primary Core Area: 400m walking distance from zone 1, smaller local centres, providing day-to-day access to retail and some commercial facilities.

Zone 3, Secondary Core Area: Variety of land uses and densities and include some local centres for day-to-day needs.

Zone 4, Wider Urban Area: Residential and protected open space areas

Ensure that clear sight lines are maintained for cars reversing out of car parks onto the highway.

The parking space in front of the house must meet the minimum dimensions and no part of a vehicle should overhang the footway, there by obstructing pedestrians.

Lincolnshire 2010

Residential Houses and Flats Maximum Standard

Central: 1 space per dwelling

Elsewhere in Lincoln and in other major towns: 1.5 spaces per dwelling

Rest of County: A maximum on average of 2 spaces for dwellings with 3 or less bedrooms and 3 spaces for dwellings with 4 or more bedrooms

Essex County Council 2009

Preferred bay size for cars: **5.5m x 2.9m**

Parallel parking bay length: **6.0m**

Standard:

Flats and Houses are to be treated the same.

Use	Vehicle	Cycle	PTW	Disabled
	Minimum	Minimum	Minimum	Minimum
1 bedroom	1 space per dwelling*	1 secure covered space per dwelling. None if garage or secure area is provided within curtilage of dwelling	N/A	N/A if parking is in curtilage of dwelling, otherwise as Visitor/ unallocated
2+ bedroom	2 spaces per dwelling*			
Retirement developments (e.g. warden assisted independent living accommodation)	1 space per dwelling	1 space per 8 units (visitors)	2 PTW spaces and 1 space per 2 dwellings for mobility scooters	N/A if parking is in curtilage of dwelling, otherwise as Visitor/ unallocated

continued over >

East Sussex County 2013

<u>Type of Dwelling:</u>	<u>Size (number of bedrooms):</u>	<u>Cycle provision (per unit):</u>
Flat	1 and 2 bedrooms	0.5 spaces if communal storage 1 space if no communal storage
Flat	3 bedrooms or more	1 space
House	1 and 2 bedrooms	1 space
House	3 bedrooms or more	2 spaces

Open car ports minimum dimensions of **5.0m x 2.8m wide**.

Cycle Parking

Waverley 2017

One cycle storage place per dwelling, provided communally for apartments or on an allocated basis within curtilage for houses

Surrey 2012

C3 (Dwelling houses: family houses, up to 6 residents living as a single household, including households where car is provided).

Flats / houses without garages or gardens

1 and 2 bedroom unit: 1 space

3 or more bedroom unit: 2 spaces

The Draft New London Plan 2017

C3 Dwellings (all)

1 space per studio

1.5 spaces per 1 bedroom unit

2 spaces per all other dwellings

Manual for Streets 2007 (guidance on dimensions)

Cycles are not suited to overnight storage outdoors as they are vulnerable to theft and adverse weather. At the very least, any outdoor cycle parking needs to be covered, and preferably locked. In flats, cycle parking has often been inadequate, leading to cycles being stored in hallways or balconies.

The preferred spacing of cycle stands in about 1m, so that cycle cycles can be stored per meter run (on both sides). Where space is limited, an absolute minimum spacing of 800mm should be used. The outermost stands should be no closer than 550mm to a parallel wall. In addition there should be atleast 500mm clear space between the ends of individual stands and any wall.

Spelthorne 2011

One bedroom dwelling – 1

Two bedroom dwelling – 1

Three bedroom dwelling – 1

Four bedroom dwellings or larger – 1

(Separate cycle parking facilities in residential developments will normally only be required where space is not otherwise available within the curtilage of the developments. In flats and communal accommodation a cycle parking/storage area should normally be provided within the building).

Reading 2011 (Refers to Sustrans Design Manual: Handbook for cycle-friendly design, April 2014)

Cycle parking and storage facilities for all developments should be designed with consideration for the following objectives:

Conveniently located in relation to the trip origin and destination. It is considered that cycle activity is encouraged when parking is provided in more convenient locations to car parking, i.e. parking entrances;

Easy to use; Where the cycle can be secured easily and quickly to the parking device;

Secure; where parking is overlooked by development nearby, located close to well used areas or is within the coverage of a local security camera system. After dark lighting is required to ensure personal safety for bike users; and

Covered; particularly important for overnight and all day parking at places of employment and transport interchanges.

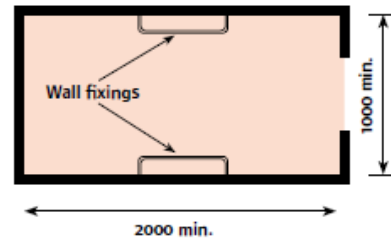
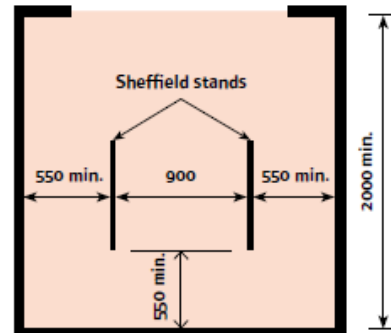
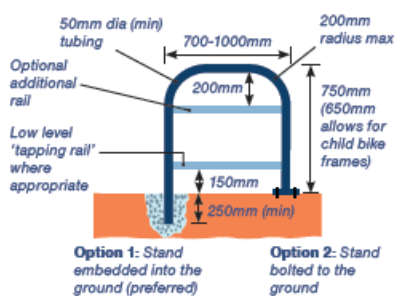


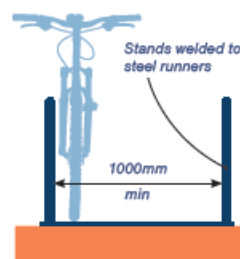
Figure 8.5 Plan of store for two cycles using wall fixings.



Sheffield stands

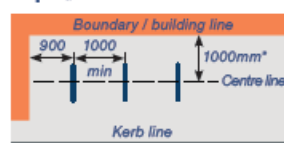


'Toast rack' of Sheffield stands



Layouts

Perpendicular

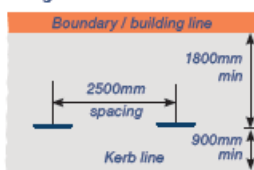


*If no pedestrian access required, otherwise 2500mm



Visitor parking, Cambridge

Along kerb



Stands to be oriented at right angles to any slope



Parking alongside kerb, London

Lincolnshire 2010

All long stay cycle parking for employees should be under cover and secure (e.g. within a locked compound). A range of proprietary systems is available, including covered racks capable of holding a number of bikes and cycle lockers which provide secure storage for the bike and associate equipment e.g. helmets.

Location

In general, cycle parking should be:

- In a secure, easily accessible position regularly overlooked by staff or passers-by
- Adjacent to the entrance, particularly for visitors
- Well signed and lit
- Ideally under cover
- Positioned so as not to present a hazard to pedestrians, particularly those with impaired vision

In town centre locations, it may be preferable for developers to contribute towards the provision of cycle parking stands for general public use.

Essex County Council 2009

1 secure covered space per dwelling (1 bedroom, 2+ bedroom)

East Sussex 2013

Flat: 1 and 2 bedrooms: 0.5 space if communal storage. 1 space if no communal storage

Flat: 3 bedrooms or more: 1 space

House: 1 and 2 bedrooms: 1 space

House: 3 bedrooms or more: 2 spaces

London Cycling Design Standards

Figure 8.1 Recommended cycle parking space requirements
(based on bays of multiple Sheffield stands in a parallel arrangement)

	Recommended	Minimum
Bay width (length of cycle parked on a stand)	2m	2m
Access aisle width (if larger cycles are accommodated on end of bay)	3m	1.8m
Access aisle width (if larger cycles need to use the aisle)	4m	3m
Width needed for access aisle + bay on one side	5m - 6m	3.8m - 5m
Width needed for access aisle + bay on both sides	7m - 8m	5.8m - 7m
Spacing between stands	1.2m	1.0m

Outside Amenity / Gardens

Waverley 2017

GARDENS

071 In urban locations it will be acceptable to have communal gardens for schemes which include apartments. Ideally developments comprising apartments should have a communal garden area of 10m² per dwelling.

072 In most situations houses would be expected to have private space, comprising of fenced rear garden areas, which is accessible to disabled people. Where flatted schemes are intended for families communal space must be suitable for children's play.

073 **The Council would not normally state a minimum garden area for houses, but would expect any garden to be useable, adequately drained and to benefit from good**

daylight/sunlight. In this regard guidance should also be sought from the local planning authority on any minimum requirements.⁵⁶

074 Paved patio areas are required adjacent to the rear doors/patio doors to houses. The area of paving must be 3.25 sq.m or 1.5 sq m per bedroom (whichever is the greater).

075 In all circumstances private/communal gardens should be adequately and securely fenced. This also includes schemes where flatted dwellings are provided with access to their own private gardens.

076 Where a scheme involves ground floor units with access to a communal garden, it would normally be expected that the ground floor units would have the benefit of a patio door and a defined and paved patio area of at least 2.25 sq.m, or 1 sq m per bedroom (whichever is the greater).

077 Gardens are to be landscaped, planted and turfed to the front and rear of houses.

078 Where development of formerly contaminated land is considered the Employer will normally look to the removal of contaminated soil back to natural ground rather than capping.

079 Rainwater collection systems are to include the provision of water butts for collection and storage of rainwater for gardening.

080 All dwellings shall have direct access to garden areas which should be of regular shape.

081 Front and rear gardens to houses shall be turfed.

082 Gardens should have maximum gradients of 1:15, but for family dwellings every effort is to be made to achieve level gardens. **Minimum area of gardens to be 50m².**⁵⁷

⁵⁶ See Draft Local Plan Part 1 in Policy TD1: Townscape and Design. "Maximising opportunities to improve the quality of life and health and well-being of current and future residents, for example the provision of private, communal and public amenity space..."

⁵⁷ Same standard as in Current Design Standards in Waverley 2014.

Basingstoke (Residential Amenity Design Guidance) 2012⁵⁸

Provision of Residential Amenity Space

- A1** New housing development is required to provide amenity space to meet the recreational and domestic needs of the occupants. Depending on the type of dwelling proposed, amenity space is required to provide for passive recreational activity such as sitting out, for active recreational activity such as play space for children and gardening, and for other outdoor requirements such as drying clothes.

Private Gardens for Houses

- A2** The following minimum garden sizes will be required subject to the flexibility set out in paragraph 2.6:

Number of bedrooms:	Minimum Garden Size:
1 and 2 bedrooms	50 square metres
3+ bedrooms	60 square metres

- A3** Each dwelling should have a minimum garden depth of 10 metres subject to the flexibility set out in paragraph 2.6.

Amenity Space for Flats

- A4** New flatted development should provide amenity space for all occupants within the curtilage of the building. This may be in the form of outdoor private space for ground floor accommodation, balconies for accommodation above ground floor level, or communal amenity space. Alternative provision such as where there is good access to public open space, or in the form of roof gardens, may be considered on its merits. Regard should be paid to the detailed considerations set out in paragraph 2.7 below.

Leicester (2008)

Back gardens should back onto back gardens in order to provide maximum privacy and security. Where this arrangement cannot be achieved due to site constraints, the principle considerations will be:

Private amenity space providing adequate space that is private and not overlooked by the public realm

No high fence/boundary walls facing onto the public realm.

This will help ensure that the safety and security of the property and the residents are protected. The amount of space necessary as private amenity is **100 sq metres for townhouse, semi-detached and detached**. This is because of the amount of bedrooms and people expected to reside at the property. **A bungalow should provide 75 sq metres of private amenity space.**

Ealing 2006

Gardens for Houses and Flats

All residential development should provide private garden space in addition to appropriate landscaping and children's playspace. The following provision should be made:

Each new dwelling should have a private usable garden space of no less than 50 sqm for a house with under 5 rooms and at least 75 sqm for a larger house. Forecourts or front gardens which are primarily for access to the dwelling and areas which are in continuous shade are not included in these figures. Permitted development rights will usually be removed by condition where the smaller space is provided in a housing development.

⁵⁸ <https://www.basingstoke.gov.uk/content/doclib/634.pdf>

The layout of private garden space should take into account:-

Plot size, shape, aspect and sunshine;

Maintaining 21m (70 feet), between habitable rooms to avoid overlooking

The particular need for visual privacy in the area adjoining the dwellings so that this can be used as outdoor living space;

Adequate drainage, depth of soil and landscaping;

The need for the minimum garden standard to be provided in a single convenient shape.

Central Bedfordshire 2014

Private garden requirements for houses

Number of Bedrooms	Minimum areas (m ²) based on 5m width	Minimum depth (m)
2	50	10
3+	60	12

The minimum depth for all rear gardens should be 10m to ensure both that suitable levels of privacy are maintained, and that reasonable sized gardens are created. Wider frontage properties will therefore tend to provide larger gardens. ***Rear gardens for three and four bedroom homes should ideally be about 100sqm but generally no less than 60sqm.***

Lambeth 2008

For new houses, the minimum area required as private amenity/garden space is **30m²**

For new flatted developments, shared amenity space of at least 50m² per scheme should be provided. A further 10sq m per flat should also be provided, either as a balcony, terrace, private garden or consolidated with the communal space.

Draft London Plan 2017

A minimum of 5 sqm of private outdoor space should be provide for 1 – 2 person dwellings and an extra 1 sqm should be provided for each additional occupant.

The minimum depth and width for all balconies and other private external spaces should be 1.5m

Dudley 2001

<i>House Type</i>	<i>Min. Area</i>	<i>Min. Length</i>
One/two bedroom terrace or semi-detached "starter home" with plot width of up to 4 metres	40-44m ² depending on plot width	11m
Two and three bedroom terraced semi-detached or detached homes with plot width over 4 metres	65m ²	11m
Four bedroom or more homes	80m ²	11m
Five bedroom or more homes	100m ²	13m
Flats with private gardens or amenity areas	30m ²	-
Flats with communal gardens or amenity areas	30m ² (per flat)	-

Southampton 2009

Family homes are dwellings of three or more bedrooms with direct access to useable private amenity space or garden for the sole use of the household. The private amenity space or garden should be fit for purpose and with the following minimum sizes

- Flats and maisonettes – 20sq m
- Terraced homes – 50sq m
- Semi-detached homes – 70sq m
- Detached homes – 90sq m

Flats or maisonettes with balconies or terraces may be regarded as family homes providing such areas are designed in way that is suitable and safe for children and should also respect the character of the area and avoid overlooking

Landscaping

Waverley 2017

FOOTPATHS AND PATHWAYS

053 Footway provision must comply with Part 'M' of the Building Regulations and ensure that pedestrians (including people with disabilities) can move safely and directly to and from their homes and around the development, including between public spaces and amenities within the project. **Footpaths and pathways should be of generous width, well-lit and not conflict with vehicular traffic**

054 Walkways and the like should be well defined with clear differentiation between vehicular and pedestrian access.

055 The crossing of vehicular routes by pedestrian ways should be avoided but where necessary, **drop kerbs to allow pushchair/wheelchair access must be employed.**

056 Gradients of pedestrian ways should be a maximum of 1:12. Where disabled or elderly access is anticipated, a maximum gradient of 1:20 is required. The use of stairs and steps should be avoided.

057 Pavements and paths should be direct (although not necessarily straight) through landscaped and external areas to avoid 'short cut' unmarked paths appearing across lawns and beds. The use of deflecting walls, etc. should be considered to avoid long lines of paving and numerous paths in larger developments.

058 **Paths are to be, as a minimum, 900 mm wide** (0.9m). Wider paths are to be provided where frequent use is envisaged or where necessary in order to meet other requirements within this Guide.

059 Approaches to dwellings are further detailed in 'Accessibility (and Lifetime Homes)

External design appearances:

Car parking, cycle parking, outside Amenity Space / Gardens, landscaping (Footpaths and Pathways)

Car Parking Standards

	Size of space (minimum in m)	Number of spaces per unit (minimum if not otherwise specified)				
		1 bed/ 2 person flat (1 storey dwelling unless specified)	2 bed / 4 person flat (1 storey dwelling unless specified)	2 bed / 4 person house (2 storey dwelling unless specified)	3 bed / 5 person house	4+ bed
Waverley 2017	Bay: 4.8m x 2.4m Linear: 6.1m x 2.4m 10% of grouped parking spaces: 4.8m x 3.3m In-curtilage parking: 4.8m x 3.3m Driveways: 2.5m (single), 4.8m (two-lane).	-	-	-	-	-
Waverley: Adopted Parking Guidance Oct 2013		Town centre: 1 space per unit Rest of Waverley: 1 space per unit	Town centre: 1 space per unit Rest of Waverley: 2 space per unit		Town centre: 1.5 spaces per unit Rest of Waverley: 2.5 spaces per unit	
Surrey Country Council 2012		Town centre: 1 Edge of centre: 1 Suburban: 1 Suburban edge/village/rural: 1		Town centre: 1 Edge of centre: 1 Suburban: 1+ (see note 1) Suburban edge /village/rural: 1+ (note1)	Town centre: 1 Edge of centre: 1+ (note 1) Suburban: 2+ (note 1) Suburban edge /village/rural: 2+ (note 1)	Town centre: 1 Edge of centre: 2+ (note 1) Suburban: 2+ (note 1) Suburban edge /village/rural: 2+ (note 1)
London Plan 2011			Fewer than 1		1.5 – 1	2 – 1.5
The draft New London Plan 2017			Fewer than 1		Up to 1.5	Up to 2
Barnet Council 2011		Fewer than 1 – 1		1.5 – 1		2 – 1.5
Department for Transport: Manual for Streets (2007)	Bays: 4.2m x 2.4m Linear: 6m x 2m Echelon/ perpendicular spaces: 2.4m x 6m (90° angle of approach) 2.4m x 4.2m (60°) 2.4m x 3.6m (45°)	-	-	-	-	-
Lincolnshire 2010				Central: 1 Elsewhere: 1.5		Rest of country: Max on av. of 3
East Sussex County 2013	5.0m x 2.8m	-	-	-	-	-
Essex County Council 2009	Bays: 5.5m x 2.9m Linear: 6.0m x 2.9m	1		2		
Spelthorne: Parking Standards 2011	4.8m x 2.4m	1.25		1.5	2 (90sqm gross floor area or less excluding garages) 2.25 (above 80sqm gross floor area excluding garages)	2.5

Cycle Parking (C3 Dwelling Houses)

	Size of space (mm)	1 bed / 2 person flat	2 bed / 4 person flat	2 bed / 4 person house	3 bed / 5 person house
Waverley 2017	-	One cycle storage place per dwelling, provided communally for apartments or on an allocated basis within the curtilage for houses			
Surrey 2012	-	1	1	1	2
The Draft London Plan 2017 ⁵⁹	-	1.5	2	2	2
Manual for Streets 2007 ⁶⁰					
	Recommended				
	Minimum				
	Spacing between cycle stands	1m	800mm		
Outermost stand to a parallel wall	-	550mm	-	-	-
Space between ends of individual stands and any wall	-	500mm			
Spelthorne 2011	-	1	1	1	1
Reading 2011 / Sustrans Design Manual 2014 ⁶¹					
	Recommended				
	Space between stands	1m			
	Height of stand	750mm			
	Length of stand	700mm – 1m			
Distance from building	1m				
Distance from outer most stand and wall	900m				
Lincolnshire 2010					
	Minimum				
	Height	600mm-800mm	1	1	1
Length	700mm				
Essex County Council 2009	-	1	1	1	1
East Sussex 2013	-	0.5 * ⁶² / 1	0.5 / 1	1	2
London Cycling Design Standards ⁶³					
	Recommended				
	Minimum				
	Bay Width (length of cycle parked on stand)	2m	2m		
	Access aisle width (if larger cycles are accommodated on end of bay)	3m	1.8m		
	Access aisle width (if larger cycled need to use the aisle)	4m	3m		
Width needed for access aisle + bay on one side	5m-6m	3.8m-5m			
Width needed for access aisle + bay on both sides	7m-8m	5.8m-7m			
Spacing between stands	1.2m	1.0m			
Bristol City Council 2005 ⁶⁴					
	Recommended				
	Space between stands	900m			
	Height	700-800m			
	Distance from building	550mm			
Distance from outer stand to wall	550mm				

⁵⁹ 1 space per studio apartment

⁶⁰ Based on Sheffield design of cycle parking and at 90 degrees (perpendicular)

⁶¹ Based on Sheffield design of cycle parking and at 90 degrees (perpendicular)

⁶² 0.5 if communal storage / 1 space if no communal storage

⁶³ Recommended cycle parking space requirements based on bays of multiple Sheffield stands in a parallel arrangement

⁶⁴ Based on Sheffield Stand Model and at a 90 degree angle to a wall

Outside Amenity / Garden Space

Minimum standards

	Flat (1 and 2 bed)	2 bed house	3 bed house	4 bed house	5 bed house +
Waverley 2017	50sqm				
Basingstoke 2012⁶⁵	50sqm	50sqm	60sqm		
Leicester 2008	The amount of space necessary as private amenity is 100sqm for townhouse, semi-detached and detached properties (this is in accordance to the amount of bedrooms and people expected to reside at the property). A bungalow should provide 75 sqm of private amenity space.				
Ealing 2006	50sqm				75 sqm
Central Bedfordshire 2014	-	50sqm (10m minimum depth)	60 sqm (12m minimum depth)		
Lambeth 2008	50m ² ⁶⁶	30sqm			
Draft London Plan 2017⁶⁷	5sqm	5sqm	6sqm	7sqm	8sqm
Dudley 2001⁶⁸	30sqm ⁶⁹	65sqm ⁷⁰ (11m minimum depth)	65sqm ⁷¹ (11m minimum depth)	80sqm (11m minimum depth)	100sqm (13m minimum depth)
Southampton 2009	20sqm ⁷²	50smq / 70sqm ⁷³	50sqm / 70sqm ⁷⁴	90sqm ⁷⁵	

⁶⁵ Each dwelling should have a minimum garden depth of 10m

⁶⁶ For new flatted developments, shared amenity space of at least 50m² per scheme should be provided.

⁶⁷ 5sqm for a 1-2 person dwelling and an extra 1sqm should be provided for each additional occupant.

⁶⁸ One / two bedroom terrace or semi-detached "starter home" with plot width of 4m should have a minimum area of 40-44sqm depending on plot width.

⁶⁹ Flats with private gardens or amenity areas should have 30sqm and flats with communal gardens or amenity gardens should be 30sqm (per flat).

⁷⁰ Two or three bedroom terraced semi-detached or detached homes with plot width over 4m.

⁷¹ Ibid.

⁷² Flats or maisonettes – 20sqm

⁷³ Terraced homes – 50sqm / Semi – detached homes – 70sqm.

⁷⁴ Terraced homes – 50sqm / Semi – detached homes – 70sqm.

⁷⁵ Detached homes – 90 sqm

Landscaping (footpaths and pathways)

- A “footway” is generally remote from a carriageway and over which the public have a right of way on foot only.
- A “footpath” is generally adjacent to a carriageway and over which the public have a right of way on foot only. (pavement)

Waverley 2017

Paths are **900mm wide**

Paved patio areas are required adjacent to the rear doors/patio doors to houses. The area of paving must be **3.25 sqm or 1.5sqm** per bedroom (whichever is greater).

Ground floor units with access to a communal garden: area of **at least 2.25 sqm** or 1sqm per bedroom (whichever is greater),

Surrey County Council 2002 (Technical Appendix to ‘Surrey Design’)

Footway fundamentals

- Generally be **2.0m wide** although they can be reduced to 1.2m for short distance to avoid obstructions.

Footpath fundamentals

- Separate cycle paths and footpaths: **minimum of 1.5m wide with 1.8m wide passing places for wheelchairs / pushchairs every 25m**. Local narrowing to 1.2m is acceptable for short distances in order to retain existing features.
- Combined cycle path/footpath: **minimum of 2m wide**. Where flanked on both sides by walls or fences more than **900mm high**, width should be at least **2.5m**
- Footpaths and cycle paths passing under structures should have a headroom of **2.5m**

Drive Fundamentals

Width

The minimum width of a domestic driveway is **2.75m**.

Where dwellings are more than 45 meters from the highway, the design of the driveway should provide a **3.7m** wide corridor.

Driveways should be widened to **4.1m** where parking may regularly occur or where they regularly provide pedestrian access.

Single driveways should not exceed a width of **3.32m** at the highway boundary.

Length

In roads serving more than 50 dwellings, driveways leading to garages should be at least **6m long to** allow for parking in front of the garage, clear of the carriageway.

Where roads serve less than 50 dwellings, driveways leading to garages can be **between 1m and 3m in length**.

Housing Design and Standards Scrutiny Review: Session 5 Building Regulations and Sustainability

Introduction

Background

The Code for Sustainable Homes was launched in December 2006 (operational in 2007) and was the national standard for sustainable design and construction of new homes. It aimed to reduce carbon emissions and promote higher standards of sustainable design above the current minimum standards set out in building regulations for the following categories:

Energy and CO₂ Emissions

Water

Materials

Surface Water Run-Off

Waste

Pollution

Health and Well-being

Management Ecology

In March 2014 the Government started to wind down the Code for Sustainable Homes as part of the Housing Standards review to rationalise the many differing standards into one national technical standard (what we now know as the new national technical standards 2015). Many of the Codes requirements were consolidated into a national framework centred on Building Regulations.⁷⁶

Local Authorities no longer require code level 3, 4, 5 or 6 as part of the conditions imposed on planning permissions. Energy requirements for dwellings are instead set by building regulations, which is the equivalent to code level 4.⁷⁷

⁷⁶ <https://www.gov.uk/government/collections/approved-documents>

⁷⁷ See regulations A through to R.

Waverley 2014: Design Standards and Specifications for new Council Homes

Sustainability

Commitment to building homes that are future proof and have high sustainability considerations to keep energy costs down

All New Council Homes should strive to achieve Code for Sustainable Homes level 4 and where Code 4 is unachievable overall, the energy and CO₂ as well as water elements of Code 4 must be achieved

< 25% of Energy and CO₂ emissions equates to Code level 4

< 105 litres of water per person per day equates to Levels 3 and 4

The efficient use of building fabric is the preferred method to reduce energy consumption and the need to heat homes. Where possible, passive design should be considered from the offset with regard to orientation, glazing and materials.

Design proposals should aim to take into account and facilitate the potential use of future technologies designed to promote sustainable energy use so that they can be installed retrospectively.

All new developments should adhere to the Sustainable Timbers Policy.

Accessibility Standards

The Council supports development at accessibility and adaptability standard level 2:

Level 2: Provides adaptability as well as improved access for everyone; making homes suitable for the majority of older people and many part-time wheelchair users, as well as young families with buggies. Also provides good visitor access to wheelchair users.

Waverley 2017: General Design Information and Requirements

Energy Efficiency

The Employer requires that due regard is given to the incorporation of cost-effective energy efficiency measures in all designs. The Employer's requirement is for the above to be achieved using the Building Fabric.

The Contractor's attention is drawn to "Energy Efficient Housing Association Schemes" published by the Energy Saving Trust.

Regarding energy performance the Contractor is required to provide Energy Performance Certificates for all dwellings at Handover

Renewable energy:

Design and Build Contractors must consider renewable energy systems, for example; CHP (combined heat and power), PV (photovoltaic), HP (ground source heat pump), etc. to comply with the requirements of the Code for Sustainable Homes and any conditions included within the Planning Approval for the development.

The Employer requires that renewable energies are avoided wherever possible and **a fabric first approach is employed to conserving energy and water**. No renewable energies are to be incorporated into the project without the Employer's express written consent.

Accessibility and adaptability standards (not to be confused with design standards for disabled adaptations):

The Employer requires that dwellings are designed to facilitate future internal remodelling by:

Full-span floor construction.
Non-loadbearing internal walls.
Floor/ceiling space service runs.

Consideration is also to be given to the incorporation of other 'Adaptability Through Design' features and designers are required to put forward to the Employer innovative ideas in this regard at pre-design stage. Features that are to be particularly considered are as follows:

Loft extension – where the project is designed to facilitate future extension to, or within, the roof structure. Including, for example, special open trusses, sized for floor loadings in conjunction with additional circulation space suitable for extension of the existing staircase or the location of a new staircase.
Space for extension/adaptability – where the project is designed to facilitate future extension/adaptability by incorporating additional internal or external space. Including, for example, as follows:

Side/rear extension.
Entrance level bedroom.
Wheelchair accessible ground floor W.C.
Vertical lift provision

Post the Code for Sustainable Homes

The national technical standards (2015) include additional higher optional Building Regulations regarding access (M) and water (G). These additional options were comparable with requirements for the former Code level 4 and can be required by planning permission. Building regulation approvals can be sought either from building control in the local authority.

New 'optional' building regulations

*** Part 'M': Access to and use of buildings**

This optional requires deals with issues concerning accessible, adaptable and wheelchair housing standards. It requires the inclusive provision of ease of access to, and circulation within, all buildings, together with requirements for facilities for disabled people.⁷⁸ This is set out in a three tier standard with a mandatory baseline minimum requirement (category 1) for access to and use of buildings.

* Part M of the Building Regulations sets a distinction between wheelchair accessible (a home readily useable by a wheelchair user at the point of completion) and wheelchair adaptable (a home that can be easily adapted to meet the needs of a household including wheelchair users) dwellings.

⁷⁸ https://www.designingbuildings.co.uk/wiki/Approved_Document_M

Optional Requirements for Access are as follows:

Requirement M4 (1): Category 1 – Visitable dwellings.

Compliance with this requirement is achieved when a new dwelling makes reasonable provision for most people, which includes wheelchair users to access and enter the dwelling, and access habitable rooms and sanitary facilities on the entrance level

Requirement M4 (2): Category 2 – Accessible and adaptable dwellings.

Step free access from parking to the dwelling, and to a ground floor WC, with provision for wheelchair users and the elderly

Wall mounted switches and sockets high enough for occupants with reduced reach

Capability for adaptations in later life or for disabled occupants

Requirement M4 (3): Category 3 – Wheelchair user dwellings.

Fully adapted or adaptable dwellings for wheelchair users. The requirements of this option are more comprehensive and supersede those above

Members should take into account the following factors when considering the optional requirement:

The likely future need for housing for older and disabled people (including wheelchair user dwellings).

Size, location, type and quality of dwellings needed to meet specifically evidenced needs (for example retirement homes, sheltered homes or care homes).

The accessibility and adaptability of existing housing stock.

How needs vary across different housing tenures.

The overall impact on viability. The optional new national technical standards should only be required through new Local Plan Policies ([DM policies in LP2](#)) and as a condition of planning permission. They should only be included where they address a clear evidenced need and where impact on viability has been considered.

Part G: Sanitation, hot water safety and water efficiency

Standards for the provision of sanitary and washing facilities, bathrooms and hot water provision. It also covered safety requirements in respect to unvented hot water systems.⁷⁹

⁷⁹ G1: Cold water supply; G2: Water efficiency; G3: Hot water supply and systems; G4: Sanitary conveniences and washing facilities; G5: Bathrooms; G6: Food preparation areas.

Optional requirement for consideration are as follows:

Water use remains limited to **125 liters** per person per day, as measured through a Part G Water Calculation, which uses occupancy assumptions and a sanitary-ware specification to calculate usage. **Planning authorities have the option to reduce this further to 110 liters per person per day if desired through planning permission.**⁸⁰

Loft Space

Waverley 2017:

Loft extension – where the project is designed to facilitate future extension to, or within, the roof structure. Including, for example, special open trusses, sized for floor loadings in conjunction with additional circulation space suitable for extension of the existing staircase or the location of a new staircase.

Key Question: Should the loft space be part of the living space, and therefore constitute a room, or should it just be used as additional storage space?

'LoftZone' – a new British Company with innovative solutions for loft space⁸¹

Issue of utilising loft-space vs retaining loft insulation to trap and prevent heat loss. Risk of squashing loft insulation by using this space for storage / additional bedroom. However this risks contributing to tenant fuel poverty. The Solution is to have raised 'Store Floor' loft space platforms (as shown below) to keep insulation fluffy to trap air whilst being able to store belongings on top.



This design will need to take into consideration 'Part L' of Building Regulation: 'the conservation of fuel and power', specifically U values and 'Part P': Electrical Safety, due to cables needing to be raised above the insulation.

⁸⁰ This requirement includes external water use (of 5 litres per person per day) – therefore the optional equipment is equivalent to a previous Code for Sustainable Homes Level 3 requirement of 105 l/r/d as this was a measure of internal water use only.

⁸¹ <http://www.loftzone.co.uk/index.html>

Facts about loft space

The loft space can form up to 50% of the floor space – a boarded loft can become a beneficial useable space.⁸²

Cold vs Warm Loft: a **cold loft** is where heat is kept in the house and out of the loft by insulation placed on the floor of the loft (this is the most common type of loft in Britain). Building regulations state there must be at least 270mm (11') of insulation, if mineral wool insulation products are used. **A warm loft is a room in the loft that is a habitable part of the property and has sound insulation in the rafters under the roof.**

Things to bear in mind⁸³

How to achieve adequate headroom (a new angle to the roof in the form of a rear box shape could give the house a top heavy look, damaging the character of the house and area)

Any roof extension to the design should be proportionate to the size of the house

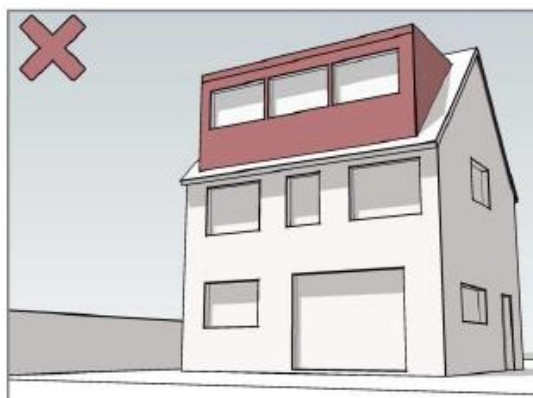
Any proposals that change the roof should seek to preserve and enhance the existing appearance of the property.

Roof lighting

Any extension in the height of the roof should be designed to ensure there is no significant loss of privacy to neighbouring dwellings or gardens (including overshadowing and blocking sunlight to neighbours)

Brick colour, tone and texture.

Sustainability opportunities: e.g. improving environmental performance through the use of energy generation by using solar panels.



⁸² <http://www.loftzone.co.uk/about-lofts.html>

⁸³ Points courtesy of <https://consultations.royalgreenwich.gov.uk/UploadedFiles/Residential%20Extensions%20Conversions%20and%20Basements%20SPD.pdf>

Appendix D: Stephen Taylor Architects: comparison of energy and carbon standards

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OVERVIEW AND SCRUTINY COMMITTEE

document prepared for Waverley Borough Council

GUIDELINES ON DESIGN STANDARDS

**BUILDING REGULATIONS, SUSTAINABILITY
AND ATTIC STOREYS**

February 2018

STEPHEN TAYLOR ARCHITECTS

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Surrey GU7 1HR

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gov.uk First Issue 20.02.2018

Revision -

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This document has been prepared by Stephen Taylor Architects in order to share our knowledge with the Waverley Borough Council Overview and Scrutiny Committee.

Comparison of Energy and Carbon Standards

Building Regulations

Part L
Concerned Primarily with the carbon footprint and fabric energy efficiency of dwellings, measured through SAP.

Schedule 1 – Part L Conservation of fuel and power states that provision for conservation of fuel and power shall be made by:
limiting heat gain and losses;
providing building service which are efficient, have effective controls and are properly commissioned and that information is provided so that the building can be operated efficiently.

Key criterion described in Approved Document L include:

The designed carbon emission rate (Dwelling Emission Rate (DER) for self-contained dwellings and individual flats (excluding common areas) must not exceed the Target Emission Rate (TER) for a notional building of similar type, size and shape. Both are expressed in kgCO₂/m² per year.

Fixed building services should achieve a reasonable standard of energy efficiency.

Solar gains should be limited.

As-built performance should be consistent with the DER. This includes air-permeability testing and appropriate commissioning of building services systems. Provision should be made for energy efficient operation by providing the building owner. This might be done by the preparation of a building log book. Limiting fabric parameters.

A summary of the Part L 2013 notional dwelling is published at Table 4 in the approved document with the full detail in SAP 2012 Appendix R. If the actual dwelling is constructed entirely to the notional dwelling specifications it will meet the carbon dioxide and fabric energy efficiency targets and the limiting values for individual fabric elements and buildings services. Developers are, however, free to vary the specification, provided the same overall level of carbon dioxide emissions and fabric energy efficiency performance is achieved or bettered.

The Part L 2013 specifications have been strengthened to deliver 6% carbon dioxide savings relative to Part L 2010.

Code for Sustainable Homes

Level 4
The Code for Sustainable Homes is a method for assessing and certifying the sustainable design and construction of new homes, measured by Code Assessors.

Following the 2015 Housing Standards Review, the Code is still operational, but is now generally voluntary.

The Code measures sustainability against nine categories:
Energy and carbon dioxide emissions.
Water.
Materials.
Surface water run-off.
Waste.
Pollution.
Health and well-being.
Management.
Ecology.

Each category represents a known source of environmental impact for which mitigation measures can be cost-effectively implemented.

Performance targets are set for each area, and these targets are more demanding than those required by the building regulations. Credits are awarded depending on the performance of the dwelling in each area, and weightings are then applied to adjust their relative values.

In addition, mandatory minimum performance standards are set for seven specific areas:
Environmental impact of materials.
Management of surface water run-off from.
Storage of non-recyclable and recyclable waste.
Emission rate.
Indoor water use.
Fabric energy efficiency
Lifetime homes.

Government research suggests that building to Code Level 4 adds an extra over cost of approximately 5% compared with Part L 2010.

CfSH Level 4 requires a minimum 25% improvement in DER relative to Part L 2010, or 19% relative to Part L 2013.

London Planning Policy

London Plan
The London Plan sets out carbon dioxide emissions reductions in excess of Part L, in order to deliver zero carbon homes.

Policy 5.2 states that development proposals should be designed in accordance with the London Plan energy hierarchy, and should meet the minimum targets for carbon dioxide emissions reduction.

The hierarchy consists of the following steps:

Step 1. Be lean: use less energy (promotes the use of passive design measures such as orientation and site layout, natural ventilation and lighting, high thermal mass and solar shading, maximise the insulating properties (U-values) of the building fabric, achieve high levels of air tightness, and provide efficient services and lighting to reduce energy demand in dwellings.)

Step 2. Be clean: supply energy efficiently (seek to supply the expected energy demands of a development as efficiently as possible, to evaluate the feasibility of decentralised energy systems (which may be fed by combined heat and power systems), and where possible to connect to existing district heating networks.)

Step 3. Be green: use renewable energy (incorporate renewable energy technologies in developments, such as: energy from waste; photo-voltaics; solar water heating; wind and heat pumps.)

'Zero carbon' homes are homes forming part of major development applications where the residential element of the application achieves at least a 35% reduction in regulated carbon dioxide emissions (beyond Part L 2013) on-site. The remaining regulated carbon dioxide emissions, to 100%, are to be off-set through a cash in lieu contribution to the relevant borough to be ring fenced to secure delivery of carbon dioxide savings elsewhere. The carbon off-set price is generally set at £60 per tonne of carbon dioxide for a period of 30 years.

The London Plan requires a minimum 40% improvement in DER on site relative to Part L 2010, or 35% on site relative to Part L 2013.

Passivhaus

The Standard
The Passivhaus Standard is a voluntary certification that demonstrates a high level of energy performance. It requires a more involved assessment of a building's expected energy use performance compared to SAP, using the PassivHaus Planning Package (PHPP).

Passivhaus homes still need to demonstrate compliance with Part L. The standard is almost entirely focussed on energy use reduction measures, rather than allowing energy to be offset through the use of renewables or other technologies. Passivhaus therefore should always result in dwellings with much lower energy demands.

The simple techniques necessary to achieve PassivHaus design are:
Insulation (typically 30cm thick);
PassivHaus windows (airtight, triple glazed with an overall U-value of 0.8);
Airtight construction (max 0.6 air changes/hr under 50 pascals pressure) with very efficient mechanical heat recovery ventilation.

Assuming that these three main performance targets are met, together with detailing to eliminate cold bridging and numerous other detailed requirements prescribed by the PHPP software, it is possible to eliminate the need for a boiler and the need for radiators or underfloor heating.

The Passivhaus Trust and AECOM have produced a research study into the cost of building to certified Passivhaus standards across a number of affordable housing projects in the UK, using a standardised cost tool to compare projects on a like for like basis. The results of this study show that for the project type analysed, there was a 17% uplift in costs compared to the CfSH 4 standard. In Germany, where Passivhaus is more established, extra over costs are considered to be between 3 and 8%.

If a compliant design specification is derived from PHPP and transposed into SAP, a 30-45% improvement in carbon emissions can be realised relative to Part L 2010 – without the use of low carbon or renewable technology.

Case Studies: Passivhaus

Carrowbreck, Drayton

Client

Broadland Growth Ltd (partnership between Broadland District Council and NPS Property)

Local Authority

Broadland District Council

Brief

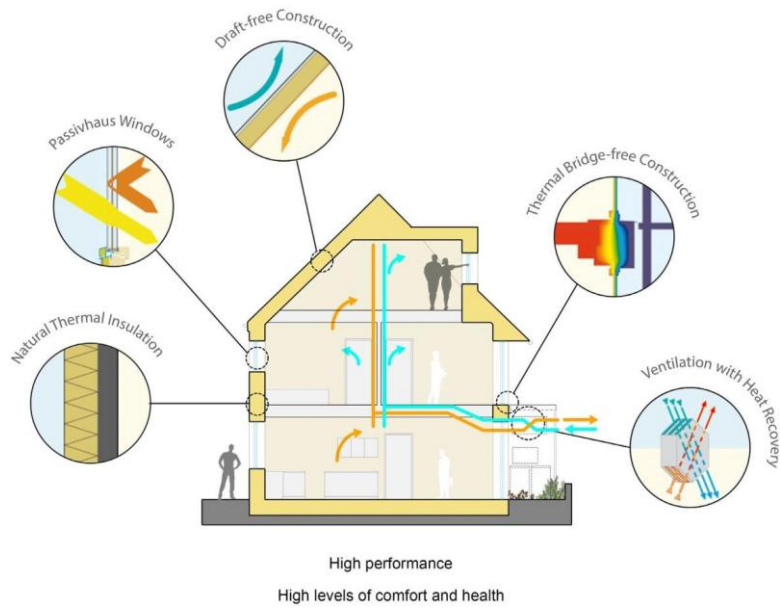
14 houses

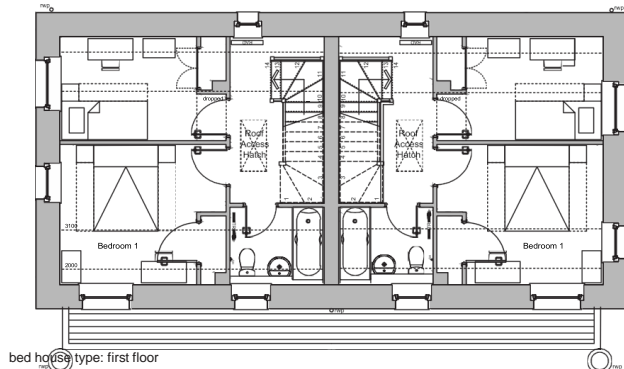
8 for open-market sale (57%)

6 affordable units (43%)

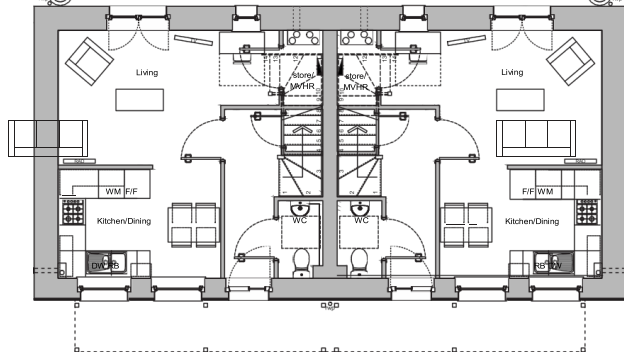
Architect

Hamson Barron Smith

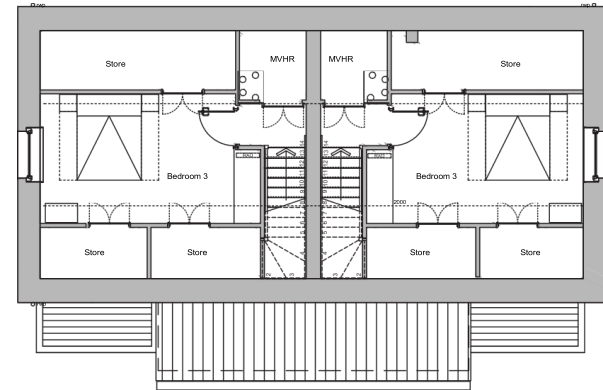




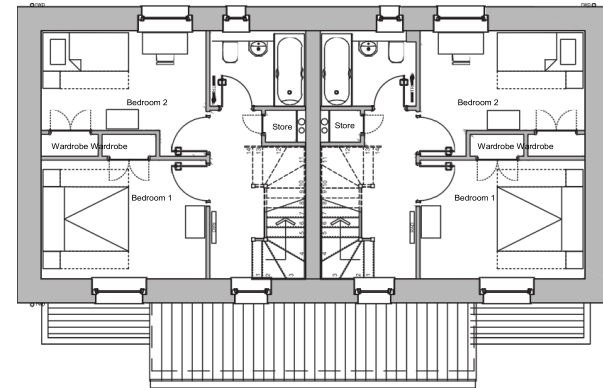
bed house type: first floor



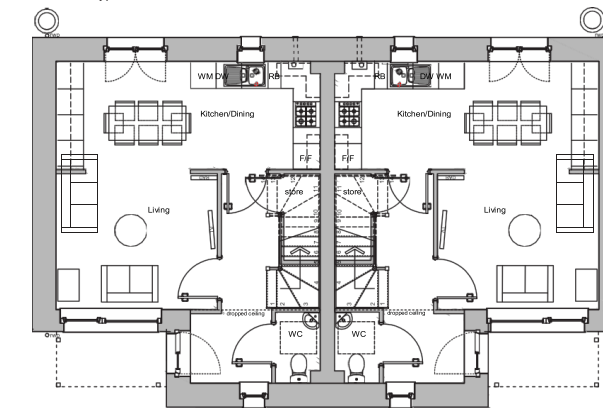
2-bed house type: ground floor



bed house type: second floor



3-bed house type: first floor



3-bed house type: ground floor

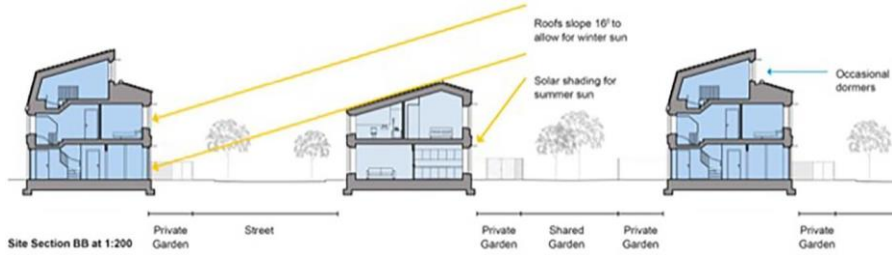
Case Studies: Passivhaus
Goldsmith Street, Norwich

Client
Norwich City Council

Local Authority
Norwich City Council

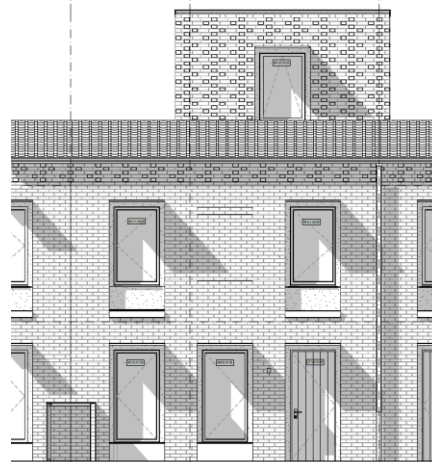
Brief

1 Bedroom Flats : 56 (53%)
2 Bedroom Houses: 32 (31%)
3 Bedroom Houses: 12 (11%)
4 Bedroom House: 5 (5%)
Total: 105 100% social rent
Architect
Mikhail Riches

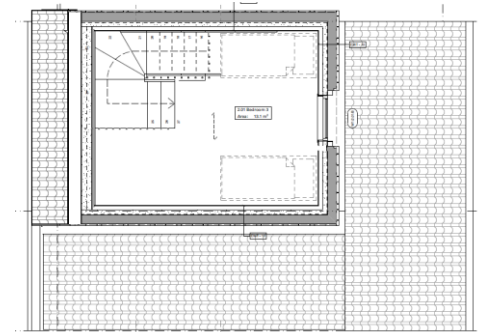




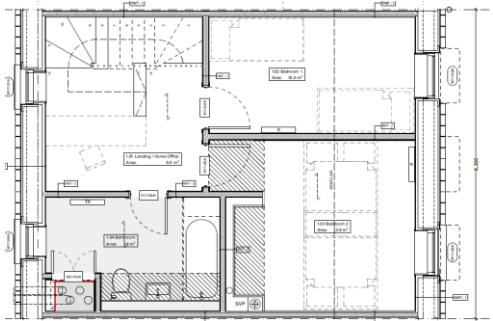
2-bed housetype: elevation



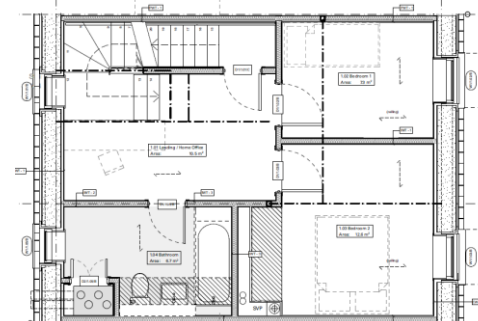
3-bed housetype: elevation



3-bed house type: second floor



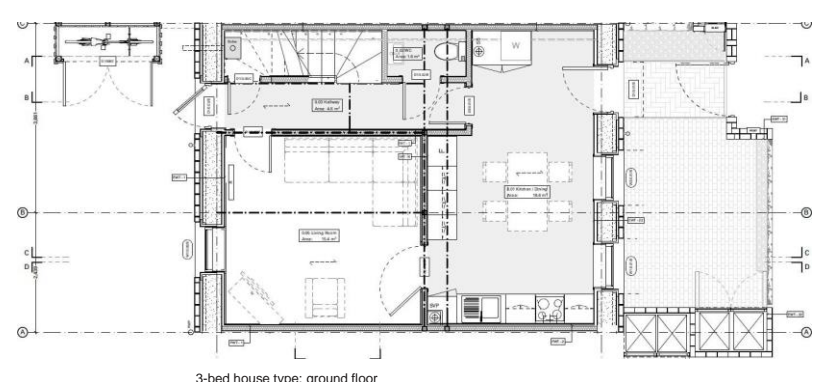
2-bed house type: first floor



3-bed house type: first floor



2-bed house type: ground floor



3-bed house type: ground floor

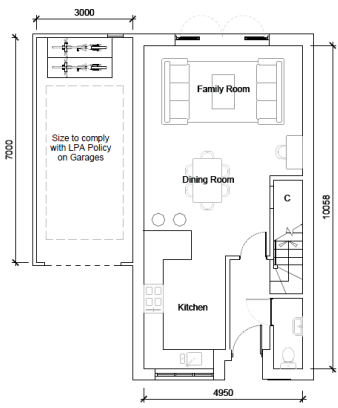
Case Studies: Attic Storeys
Horsted Park, Chatham

Client
Countryside Properties

Local Authority
Medway Council

Brief
1 and 2 Bedroom Flats: 112 (42%)
2, 3 and 4 Bedroom Houses: 90 (34%)
Extra Care Apartments: 63 (24%)
Total: 265
24% Affordable rent
Architect
Proctor and Matthews Clague



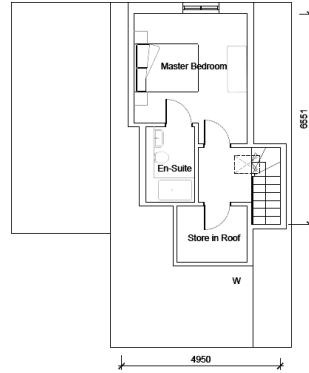


GROUND FLOOR PLAN

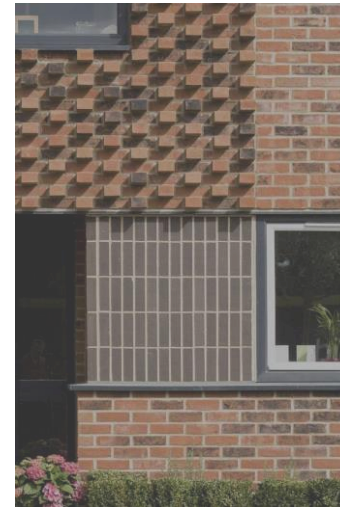
Total Floor Area: 121.7sq.m / 1310sq.ft



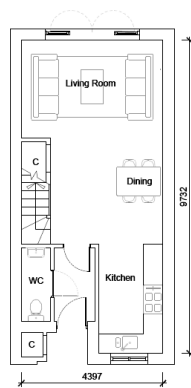
FIRST FLOOR PLAN



SECOND FLOOR PLAN

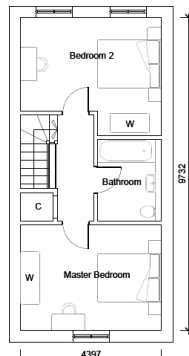


4-bed house type



GROUND FLOOR PLAN

Total Floor Area: 83.18sq.m / 895.34 sq.ft



FIRST FLOOR PLAN

2-bed house type



Case Studies: Attic Storeys
St Chads, Thurrock

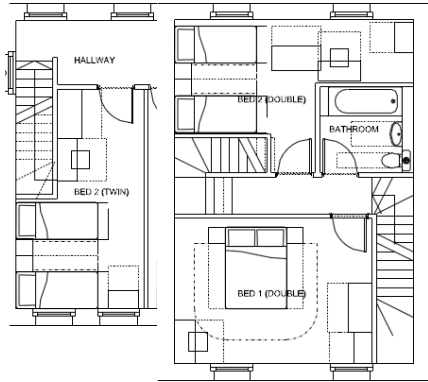
Client
Gloriana (Thurrock Council housing company)

Local Authority
Thurrock Council

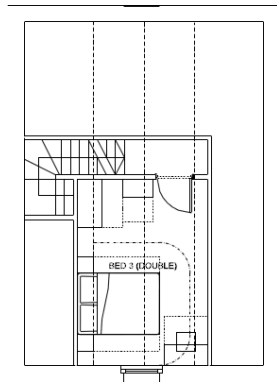
Brief
2 beds: 57 (45%)
3 beds: 63 (49%)
4 beds: 8 (6%)
Total: 128

Architect
Bell Phillips





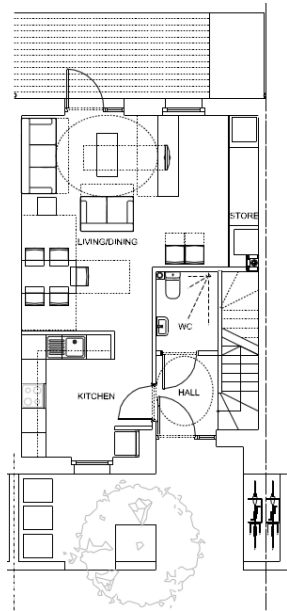
3-bed house type: first floor



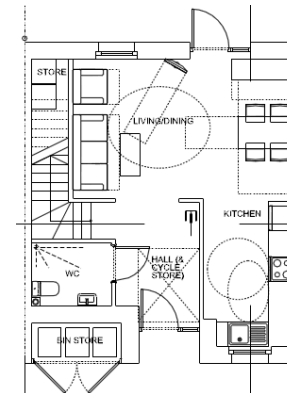
3-bed house type: second floor



2-bed house type: first floor



3-bed house type: ground floor



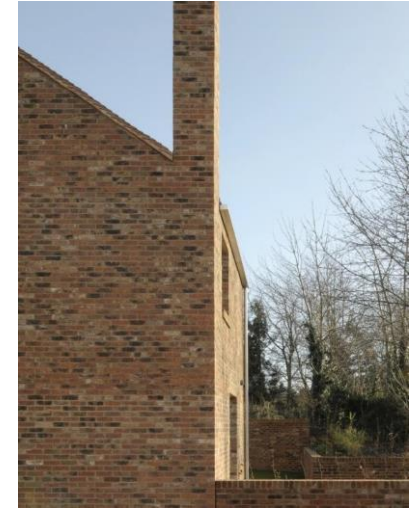
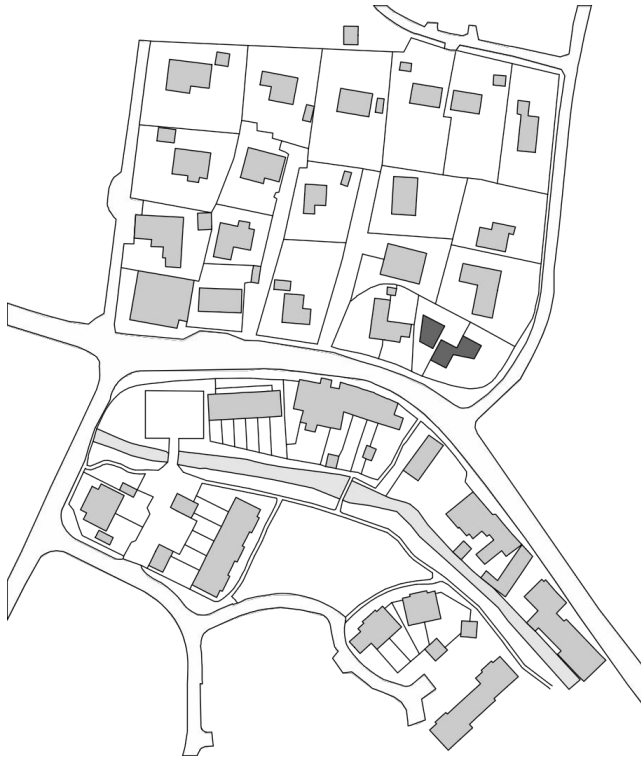
2-bed house type: ground floor

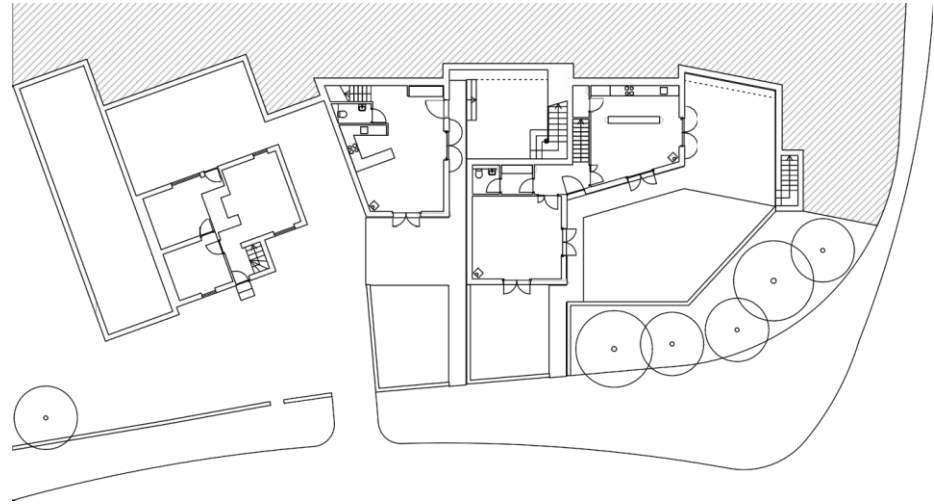
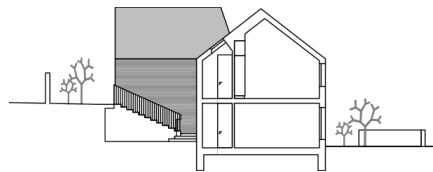
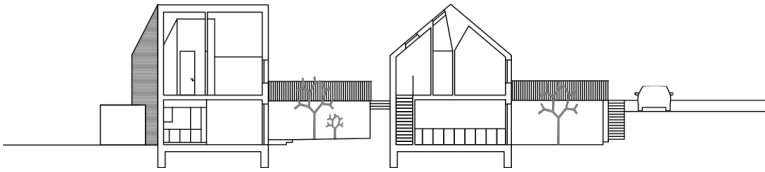
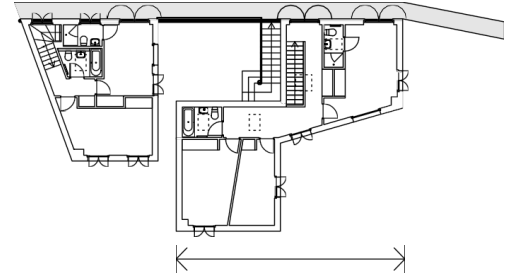
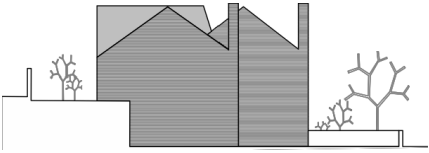
Case Studies: Attic Storeys
Craddock Cottages, Gomshall
Client
Baylight

Local Authority
Guildford Borough Council

Brief
One two-bed and one three-bed house

Architect
Stephen Taylor Architects





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WAVERLEY BOROUGH COUNCIL

HOUSING OVERVIEW & SCRUTINY COMMITTEE

3 JULY 2018

Title:

**PERFORMANCE MANAGEMENT REPORT
QUARTER 4, 2017/18
(JANUARY – MARCH 2018)**

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

Summary and purpose:

This report provides a summary of the Housing service performance over the fourth 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.

The Committee has the opportunity to comment and scrutinise the presented performance data and the suggestions for 2018/19 key performance indicators. In addition the Committee may identify future committee reporting requirements regarding performance management or areas for scrutiny review.

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.

Equality and Diversity Implications:

There are no direct equality and diversity implications in this report. Equality impact assessments are carried out when necessary across the Council to ensure service delivery meets the requirements of the Public Sector Equality Duty under the Equality Act 2010.

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

1. This report provides a summary performance view of housing service detailing KPIs and complaints data. The graphic trend analysis is set out in Annexe 1 to this report.

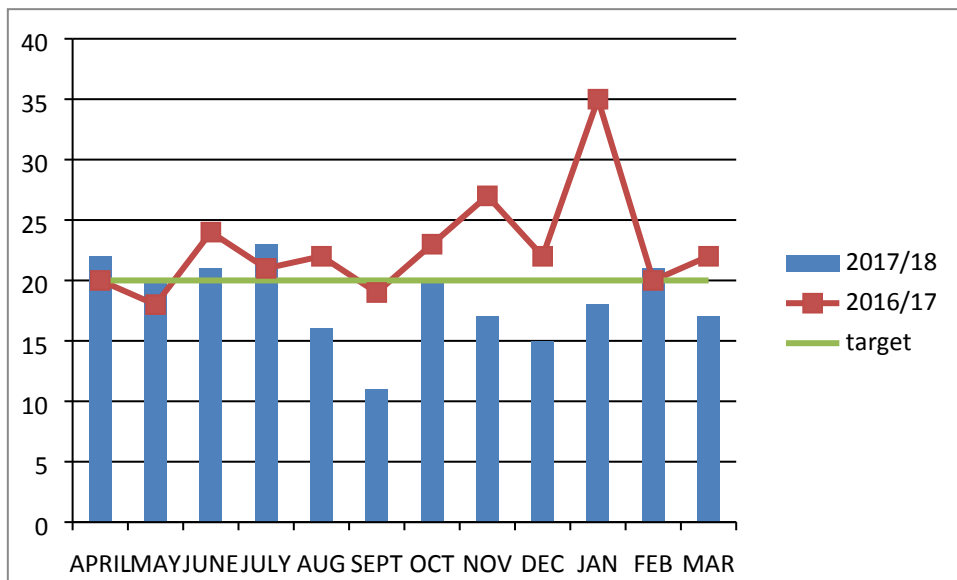
Performance of Key Indicators in Q4 2017/18

2. The nine Performance Indicators for the Housing Service are set out in Annexe 1.
3. The Housing Service performed well during Quarter Four. Only two indicators did not meet the target. Comments on performance can be found for each indicator within Annexe 1. Additional information for the voids performance (of particular interest to the Committee) and rent collection and right first time responsive repairs performance (did not meet performance target) follows:

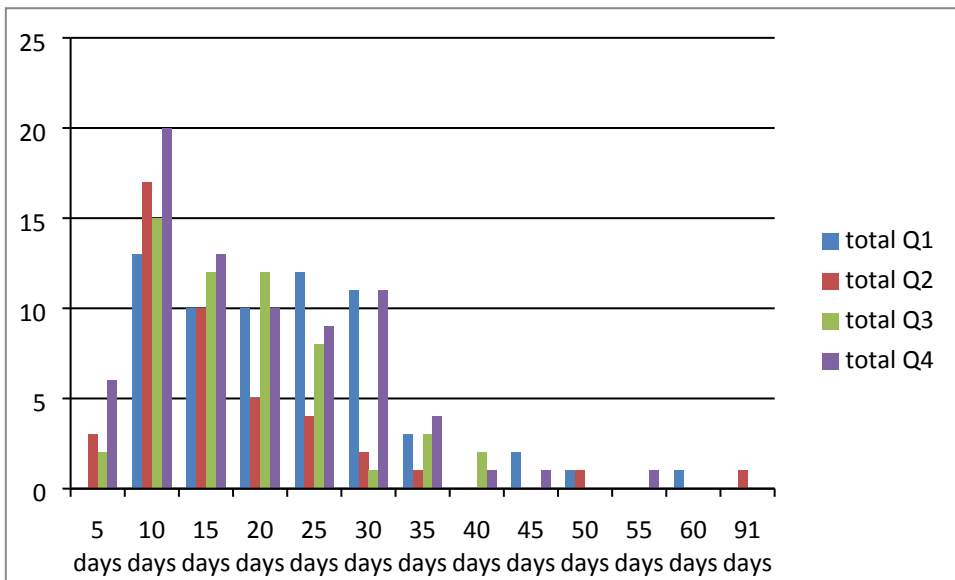
Re-let Performance

4. 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 during 2017/18, achieving target in Quarters Two, Three and Four.
5. 76 homes were relet during Quarter Four with an overall average of 19 working days. The breakdown by month demonstrates that performance was on target throughout eight months of the year. A marked improvement from 2016/17 when the target was not met for eight months of the year. 238 normal voids were relet throughout the year with an annual average of 19 days.

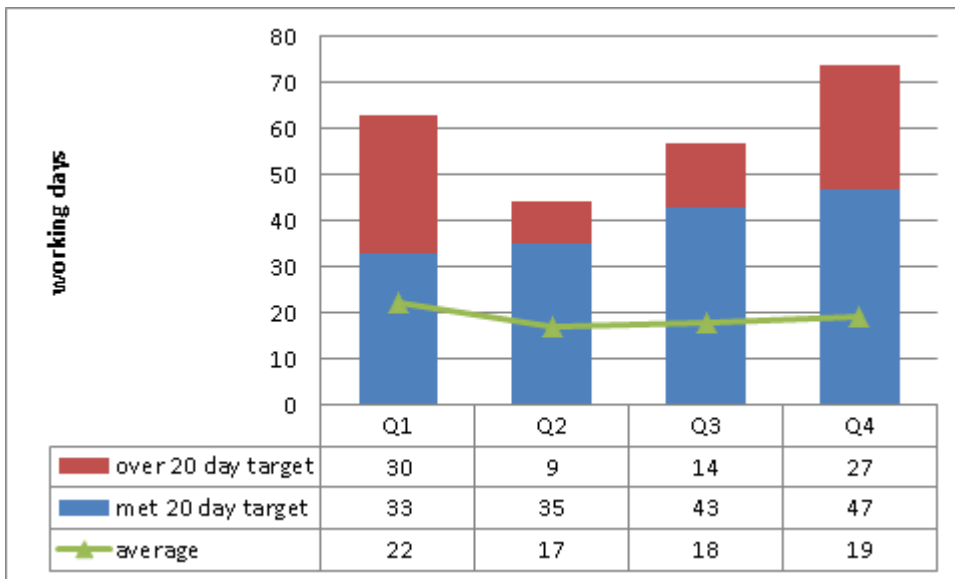
Average number of working days taken to relet normal voids by month



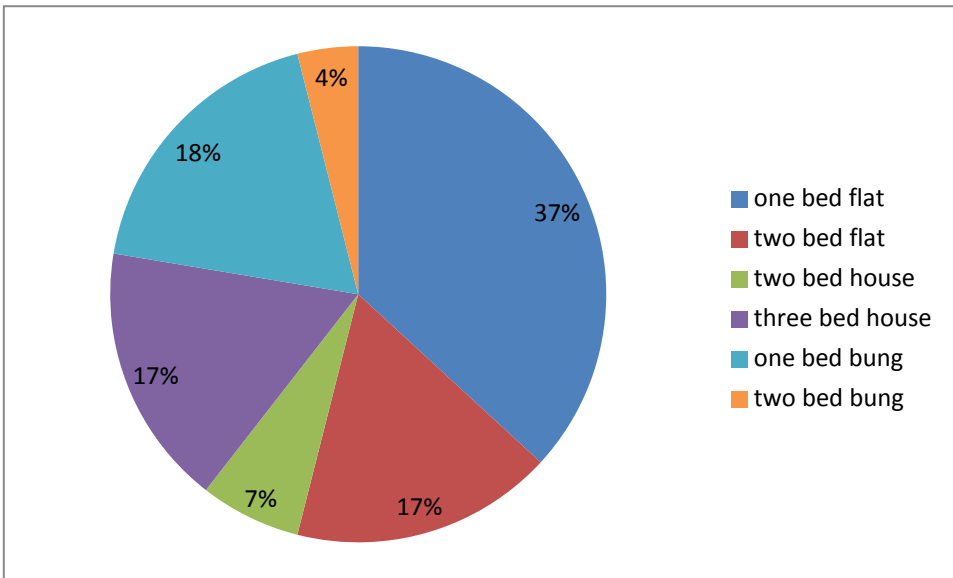
6. The mode average data for Quarter Four shows an average of ten working days. For each quarter of the year the mode was ten working days.



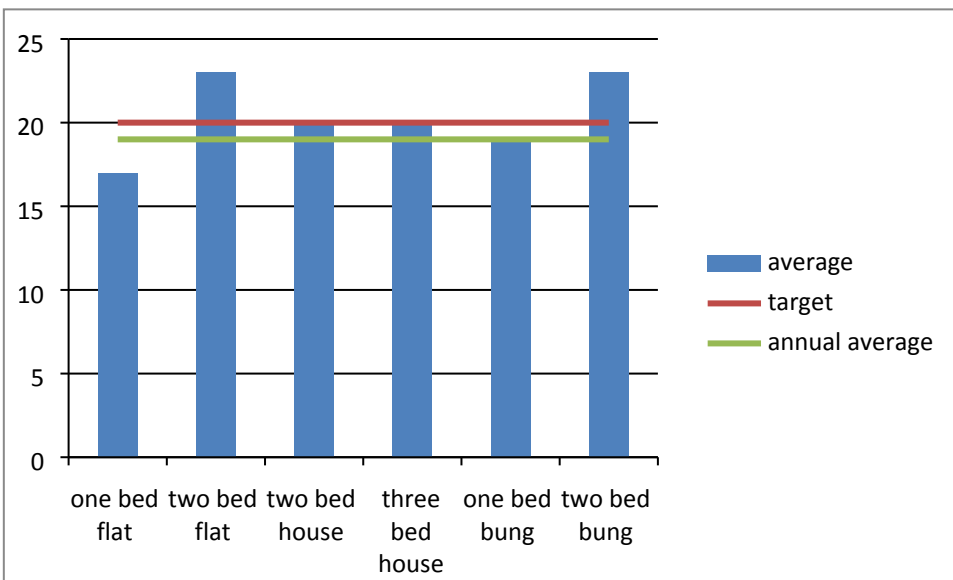
7. 49 homes were let within target and a further 20 between 21 and 30 working days. The team experienced a range of problems which increased letting time for individual homes including meter debts and multiple offers.
- 8.



9. On reviewing the number and size of homes the majority of homes relet in Q4 were one bedroomed flats.



10. The data indicates that two bed flats and bungalows took on average longest to relet in Q4.



11. The team continue to implement and embed new initiatives to improve performance:

- charge use and occupation when belongings left in home
- visit current tenants expected to have successful bid in near future, and
- identify fast track voids.

Rent Collection

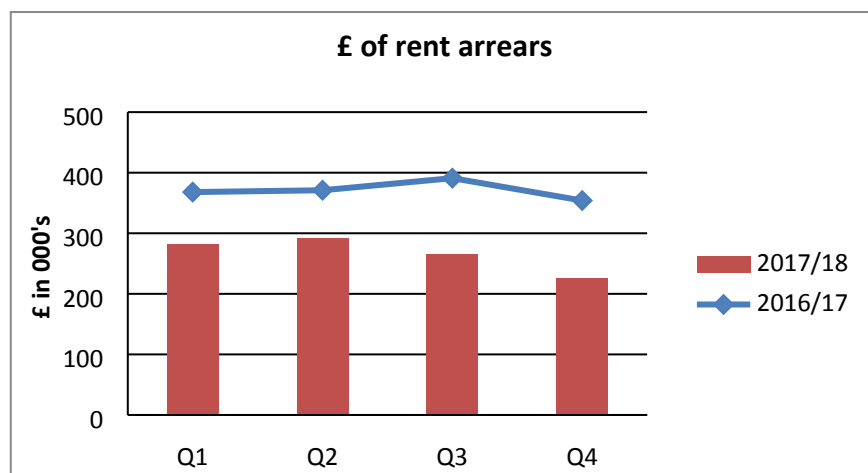
12. The team have an excellent history of rent collection performance and this figure is an anomaly this year. Due to the water charge credit¹ and some proactive work to ensure rent is paid in advance there has been a reduction in the total rent collected.

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.

13. This is because tenants in credit have reduced their payments either manually or through direct debit payments. 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£23,000.

Time period (Q4)	Number of rent accounts in credit	Total credit
End March 2016/17	3,458	£578,000
End March 2017/18	3,731	£555,000

14. The amount of total arrears also demonstrates good performance in rent collection and a significant improvement from 2016/17. The total arrears at the end of the year was £225,000 compared to £354,000 in 2016/17.



15. The Committee agreed in January to review % of rent arrears. The % rent arrears has been consistently below 1% compared to generally over 1% in 2016/17.

Time period	Q1	Q2	Q3	Q4
% of gross debit 2016/17	1.2%	1.15%	1.21%	0.98%
% of gross debit 2017/18	0.91%	0.94%	0.86%	0.73%

Responsive Repairs: Right first time

16. The team have seen an overall improvement in tenant satisfaction with the responsive repairs service achieving over 90% in 2017/18. Due to improved ease of contact, operative arriving on time and reduction on time taken to complete repair.
17. However there was a dip in performance with right first time during Q4 due to the extreme weather conditions. The team worked closely with our contractors to manage the issues arising from the cold weather and prioritised jobs accordingly.

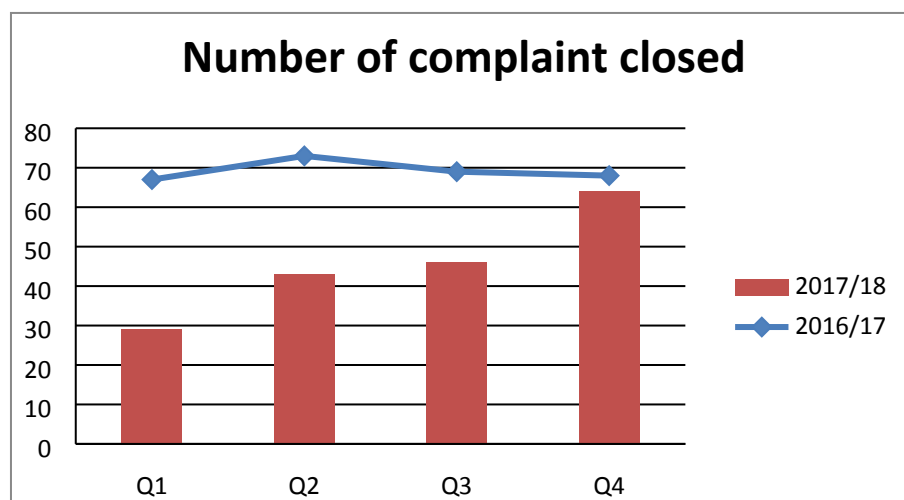
Proposed new indicators for 2018/19

18. In addition to the new affordable homes delivered indicator we suggest two indicators to show the preliminary work undertaken prior to delivery:
- new affordable homes planning permission granted, and
 - new affordable homes started on site.

19. To reflect the new Homelessness Reduction Act we suggest replacement indicator for number of homelessness cases prevented:
- number of HRA 2017 Prevention and Relief duties discharged

Customer Feedback

20. Waverley Borough Council welcomes feedback from our customers to help improve the services we provide. The Council now operates a two tier complaints process as follows:
- Level 1 – responded to by the appropriate officer.
 - Level 2 – responded to by the Head of Service.
21. The new process was launched in April 2018. 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.
22. If the customer is not satisfied with a Level 2 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.
23. The Housing Service received 26 compliments in Q3 and Q2. A total of 67 in the year compared to 75 received 2016/17. Compliments were received across the service, and in particular, Property Services.
24. 110 complaints were received and closed in the second half of 2017/18. Compared with 72 in the first half. There has been an overall reduction in the number of complaints responded to by the housing service demonstrating the improvement made have had a positive impact on service delivery.



Conclusion

The housing service has continued to meet key performance targets on voids, gas safety, temporary accommodation and overall satisfaction with responsive repairs. The missed indicator on rents is not of concern given the context and reducing rent arrears. The

initiatives implemented to improve and maintain performance have been successful reflected in the indicators and overall reduction in the number of complaints. The team will continue to identify service improvements and embed current initiatives to drive continuous improvements.

Recommendation

It is recommended that the Housing Overview & Scrutiny Committee considers the performance figures, as set out in Annexe 1, and

1. agrees any observations or recommendations about performance it wishes to make to the Executive
2. endorses the new suggested indicators and recommends the approval from the Executive effective from April 2018, and
3. considers the performance and identifies suggested scrutiny 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.

CONTACT OFFICER:

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Telephone: 01483 523453

Title: Service Improvement Manager

E-mail: annalisa.howson@waverley.gov.uk

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Housing O&S

Performance Management Report

Quarter 4, 2017/18

(January - March 2018)

RAG Legend		Graph Lines Legend	
On target	Green	Waverley 2017/18 (current year outturn)	
Up to 5% off target	Amber	Waverley 2016/17 (prior year outturn)	
More than 5% off target	Red	Waverley Target	- - -
Data not available	Not available		
Data only / no target / not due	No Target		

CONTACT OFFICER:

Name: Annalisa Howson

Telephone: 01483 523 453

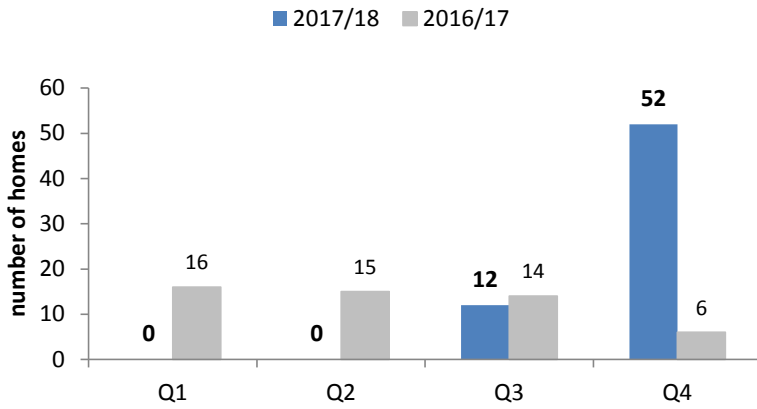
Email: annalisa.howson@waverley.gov.uk

HOUSING:

H1 (P6): Number of Affordable homes delivered by all housing providers

No target

Number of affordable homes delivered (gross)



Quarter	2017/18	2016/17
Q1	0	16
Q2	0	15
Q3	12	14
Q4	52	6

Comments

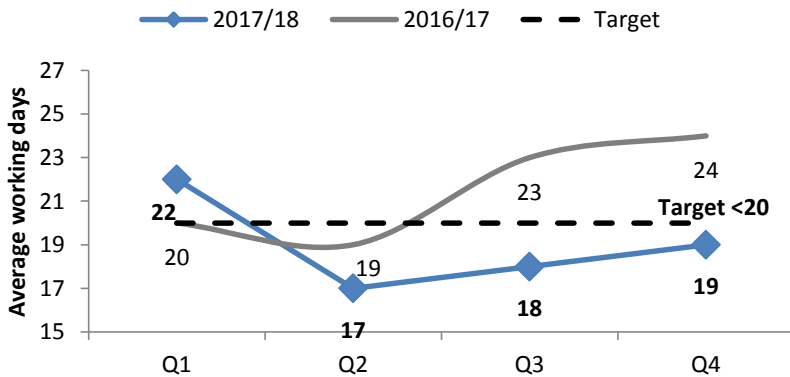
22 affordable homes at Horsham Road, Cranleigh by Clarion, 18 affordable homes Weydon Lane, Farnham by Thames Valley, 10 shared ownership Amlets Lane, Cranleigh by Hyde Housing and two social rented homes by Waverley at Sherrydon, Cranleigh.

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

Comments

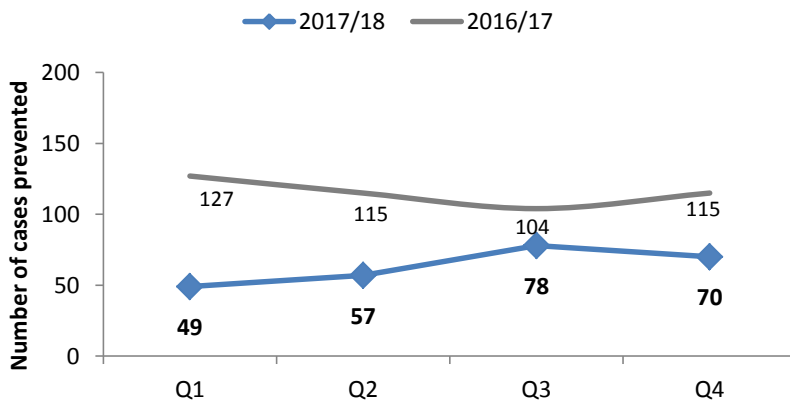
74 homes relet in Q4 47 within target time. Further details in covering report.

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	78	104
Q4	70	115

Comments

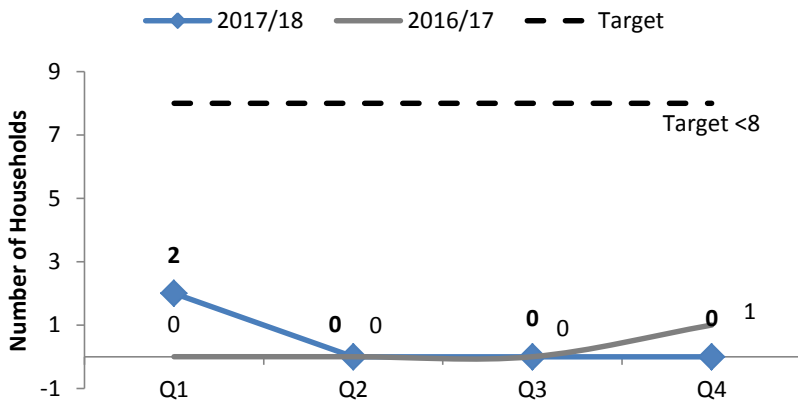
The team worked with 70 households to successfully prevent homelessness by assisting with maintaining or securing accommodation.

HOUSING:

H4: Number of households living in temporary accommodation

GREEN

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



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

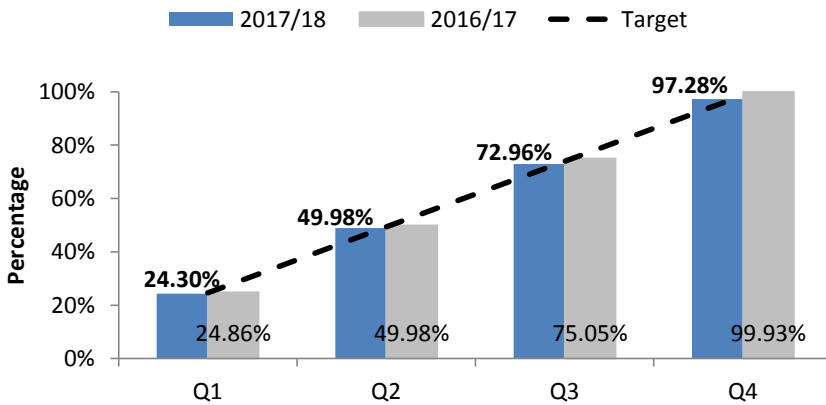
There were no households in temporary accommodation at the end of the financial year. A total of ten households were provided emergency B&B accommodation during 2017/18.

HOUSING:

H5: Percentage of estimated annual rent debit collected

AMBER

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



Quarter	2017/18	2016/17	Target
Q1	24.30%	24.86%	24.65%
Q2	48.90%	49.98%	49.30%
Q3	72.96%	75.05%	73.95%
Q4	97.28%	99.93%	98.65%

Comments

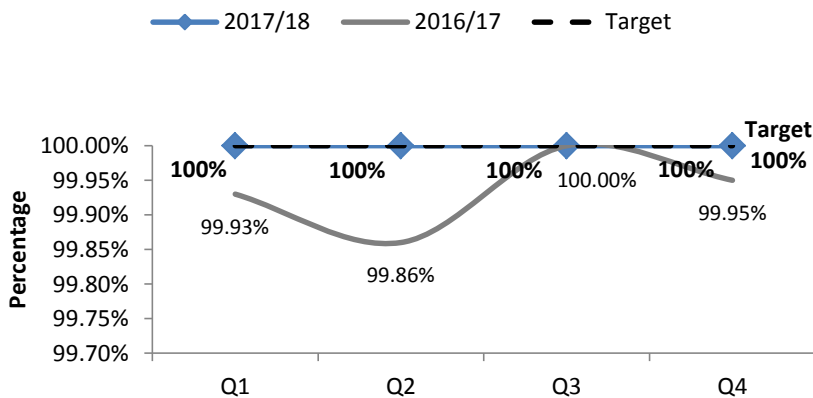
The Team collected £30.1m of the estimated rent due this year. Of the actual rent charged 99.37% was collected. Please refer to covering report for further details.

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	2017/18	2016/17	Target
Q1	100.00%	99.93%	100.00%
Q2	100.00%	99.86%	100.00%
Q3	100.00%	100.00%	100.00%
Q4	100.00%	99.95%	100.00%

Comments

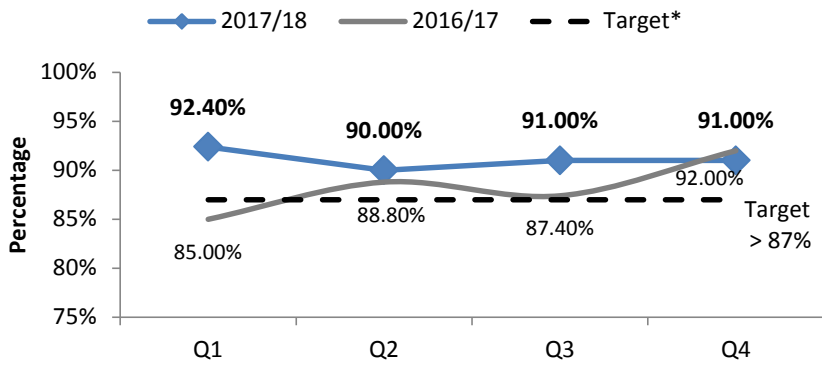
All homes with gas services had a valid gas safety certificate at 31 March 2018.

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	2017/18	2016/17	Target*
Q1	92.40%	85.00%	87.00%
Q2	90.00%	88.80%	87.00%
Q3	91.00%	87.40%	87.00%
Q4	91.00%	92.00%	87.00%

Comments

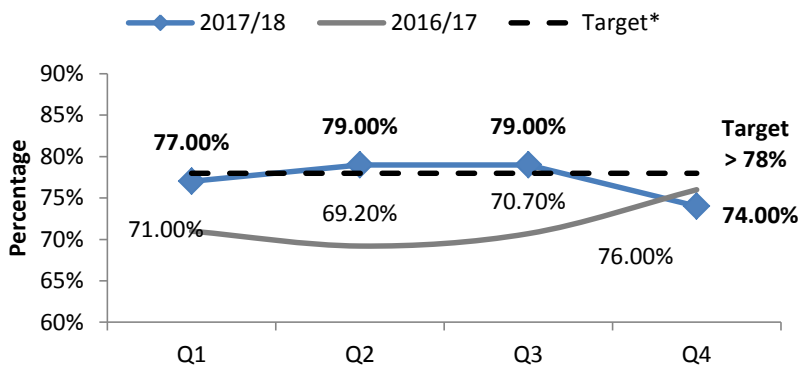
The team achieved target throughout the year.

HOUSING:

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

AMBER

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



Quarter	2017/18	2016/17	Target*
Q1	77.00%	71.00%	78.00%
Q2	79.00%	69.20%	78.00%
Q3	79.00%	70.70%	78.00%
Q4	74.00%	76.00%	78.00%

Comments

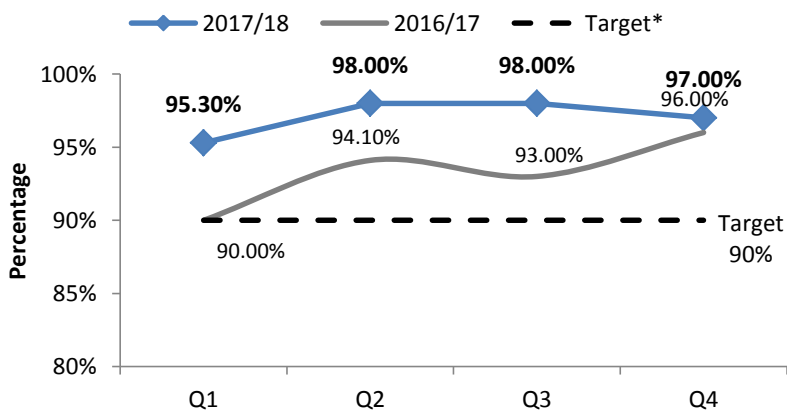
There was a dip in performance in Q4 due to the extreme weather. Please refer to covering report for further details.

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	2017/18	2016/17	Target*
Q1	95.30%	90.00%	90.00%
Q2	98.00%	94.10%	90.00%
Q3	98.00%	93.00%	90.00%
Q4	97.00%	96.00%	90.00%

Comments

The team achieved target throughout the year.

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

WAVERLEY BOROUGH COUNCIL

HOUSING OVERVIEW & SCRUTINY COMMITTEE

3 JULY 2018

Title:

**HOUSING SERVICE PLAN ANNUAL OUTTURN REPORT FOR 2017/18
(APRIL 2017 – MARCH 2018)**

**[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 annual objectives outturn 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.

Equality and Diversity Implications:

There are no direct equality and diversity implications in this report. Equality impact assessments are carried out when necessary across the Council to ensure service delivery meets the requirements of the Public Sector Equality Duty under the Equality Act 2010.

Financial Implications:

Service Plans were prepared as part of the budget process.

Legal Implications:

There are no specific legal implications arising from this report.

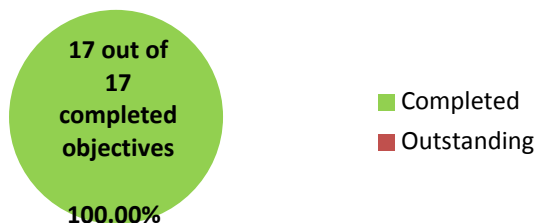
1. Background

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 each of the Service Plans under the remit of this Committee for the financial year 2017/18

The details are set out at Annexe 1, 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 plans for continuity reasons and provides a RAG rating (with the progress indicated in percentage terms) and any supporting comments against each action.

2. Performance summary

The annual analysis of the Housing Service Plan objectives for the financial year 2017/18 shows an excellent performance with all five objectives and 17 sub-objectives being achieved, giving an overall 100% completion rate.



The Housing Team worked on various projects through the year and it is worth mentioning that:

- the new five year Housing Strategy (2018-2023) has now been approved, and its ongoing implementation will be reviewed on an annual basis, to make sure that it aligns with the housing needs of our residents.
- a revised Tenancy Agreement was introduced in June 2018 to allow more effective management of homes and tenancies.
- The Team has progressed work to develop online forms and also implemented a new telephone system to increase the customer satisfaction and speed up service delivery.
- a refugee family has been successfully resettled in Waverley as part of the “Vulnerable Persons Resettlement Scheme”, and the lessons learnt from the process will be used to facilitate resettlement of four further families.

Recommendation

It is recommended that the Housing Overview & Scrutiny Committee considers the progress against actions contained within the Service Plans set out in Annexe 1 to this report and agrees any observations or comments it wishes to make 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.

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PRESENTED BY:

Name: Annalisa Howson

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E-mail: annalisa.howson@waverley.gov.uk

Service Plan Annual Outturn Report 2017/18

Housing

(01/04/2017 – 31/03/2018)

Service : Housing	Head of Service : Hugh Wagstaff / Andrew Smith
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Objective: H1. To publish a Housing Strategy 2018 – 2023 to set out how the Council will deliver homes for local people in housing need.

Ref	Action	Annual Status	Annual Outturn - final closing comments
H1.1	To draft a new strategy	100%	The final draft of the 5 year Housing Strategy setting out a clear direction of travel and outlining key milestones and was endorsed by both Housing O&S Committee (20 March 2018) and the Executive (10 April 2018).
H1.2	To consult with stakeholders	100%	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 took place in January 2018. All feedback was considered in drafting the strategy.
H1.3	Council to adopt strategy	100%	Council resolved to adopt the Housing Strategy 2018-23 (Housing Strategy and Delivery) at their meeting on the 24 April 2018. It has been agreed that the strategy will be reviewed on annual basis.
H1.4	To publish Housing Strategy online	100%	The Housing Strategy has been published on the Waverley BC Website and can be accessed through the link below. Housing Strategy 2018-2023

Objective: H2. To review tenancy agreement(s) to ensure effective management of homes and tenancies

Ref	Action	Annual Status	Annual Outturn - final closing 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%	The Tenancy and Estates Team reviewed internal issues and complaints regarding the Tenancy Agreement in Spring 2017. A revised agreement was prepared, involving a housing specific legal advisor, to ensure that it complies with the current legislative requirements. The proposal of the new Agreement was presented to the Housing O&S Committee in July 2017 and was well received. The Committee passed on their comments and suggestions back to the
H2.2	To scope review to ensure Tenancy Agreement reflects recent legislation		

H2.3	To make recommendations to Corporate Overview and Scrutiny Committee on outcomes of reviews.		officers and they were incorporated in the project delivery plan. Informal consultations were held with tenants at an "All Tenants Open Meeting" in January 2018 and at a "Tenancy Agreement Workshop" in February 2018. The consultation details were published in the winter edition of the tenants newsletter. The formal consultation stage commenced with a preliminary notice being served at the end of February 2018 and the final feedback was received by 23 April 2018. The new "Tenancy Agreement was finalised and was introduced from Monday 4 June 2018.
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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	Annual Status	Annual Outturn - final closing 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 2017 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 Further review of options continues.
H3.2	Create online forms and workflow process for identified services	100%	The online forms for the eight key service areas have now been developed and are live on the Waverley BC website as of March 2018.
H3.3	Publicise and refer tenants to online forms	100%	Online services promoted in tenants newsletter, "All Tenants Open Meeting" and ad hoc tenant contacts.
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.
H3.5	Increase texting service to range of transactions and promote to tenants	100%	On going programme to check and collect mobile numbers at every customer contact. Contractor is able to text appointment times and progress information and the Rents team are able to text missed payment alerts 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	Annual Status	Annual Outturn - final closing comments
H4.1	Retender or renegotiate maintenance contracts	100%	The draft Selection Questionnaire and Invitation to Tender has been reviewed and finalised. The tender information was published on 22 September 2017. The tender process is on target for the new contract to start at the beginning of 2019.
H4.2	Meet project milestones	100%	Project milestones have been met to date. ITT (invitation to tender) submissions have been assessed by quality and price. Responsive repairs and voids negotiations and planned works interviews were arranged for March 2018. Work is on schedule to make the contract selection in the summer of 2018.

Objective: H5. Implement a Vulnerable Persons Resettlement Scheme to assist in the Government's Syrian Refugee Resettlement Programme within Waverley			
Ref	Action	Annual Status	Annual Outturn - final closing comments
H5.1	Support the resettlement of five families into Waverley over five years	100%	A refugee family 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, the father 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

3 JULY 2018

Title:

OCKFORD RIDGE UPDATE

[Portfolio Holder: Cllr Carole King]

[Wards Affected: Godalming Central and Ockford]

Project overview

101 new homes – demolition of 65 homes – net gain of 36

Site A: 37 new homes

Site B: 17 new homes

Site C: 31 new homes

Site D: 16 new homes

New build: £15,688,357

Refurbishment: £7,011,704

Existing risks are managed in accordance with the defined risk mitigation (action) plan that forms part of the Risk Register.

Site A

Officers are working with planning colleagues to establish a Local Ecological Management Plan (LEMP) to reflect ecological report and the Landscaping Plan included in the original consent.

The site has now been fully vacated, final utility disconnection works and hoarding works have been completed.

Demolition contractors R G Collard are due to start demolition works w/c 9 July 2018.

Procurement

Service disconnection and diversion works has been tendered and BT, SSE and SGN have completed all necessary works to enable demolition of existing properties.

Procurement for the disconnection and demolition contractor has been completed and R G Collard has been appointed.

The tender pack for the procurement of the main build contractor has been prepared and an Invitation to Tender (ITT) has been published (information purposes only, at this stage) in the Official Journal of the European Union (OJEU.) The next stage will be to evaluate the submitted selection questionnaires (13 July) and then formally issue the ITT (1 August.) These will be returned for assessment (28 September) and Bidders will be notified of an intention to award in October. Contract Award is planned for November and a start on site in January / February 2019.

Site B

Reserved matters were approved by the central planning committee on 29 November 2017, for appearance, landscaping, layout and scale.

Legal Services now instructed to assist with an application for a stopping up order of the existing public highway, under section 247 of the Town and Country Planning Act 1990, to enable construction of the new homes. Discussion will continue with Surrey County Council, as to what areas of the development site they are prepared to adopt in future, with the objective of limiting the council's maintenance requirements.

It should be noted that the construction programme for Site B is reliant on the progress of Site A. Further investigation is underway with Planning Services to establish whether demotion of part of Site B will be sufficient to satisfy Section 56 (4) Town and Country Planning Act 1990 (TPCA) that the development begins when any material operation 'comprising in the development' is carried out.

Work will continue in the background to complete the financial appraisal, obtain budget approval and stopping order in preparation for action. Decanting strategy continues to be worked on by the Tenant Liaison Officer.

The Pre development budget 18/19 will cover interim costs until full budget approval is obtained from a future meeting of the Executive.

Site C

Stephen Taylor Architects have prepared some options for Site C Ockford Ridge. These have been considered by the task of the Housing Overview and Scrutiny Committee who have reviewed the current Design Standard Guidelines. Pre-application advice has been received and Stephen Taylor Architects are now preparing an outline planning application for submission in July 2018. The residents of Ockford Ridge have been invited to a drop in consultation event to view these plans and ask any questions on 18 July 2018 at St Mark's

Community Centre. This activity will form part of the council's public consultation and inform final designs for the application.

Site D

W. Stirland is progressing with the building works with completion expected 31st July 2018. Completion has been delayed as the water company did not make all the necessary connections to a number of the flats.

W Stirland has advised that all the S278 works are due for completion 30th June. Once the S278 and any pre-occupancy conditions have been signed off, the houses can be handed over and arrangements made for tenants to move in.

The S278 planning permission is to be withdrawn by the contractor as the timing of the planning approval would follow some weeks after completion of the S278 works which defeats the object of the S278 amendment.

Verbal update will be given at the meeting.

An allocation panel has met and allocated properties according to the Ockford Ridge Allocation Policy. These allocations include residents who had to move on a temporary basis. All houses and all the ground floor flats have been allocated.

Any flats not allocated through the Ockford Ridge Allocation Policy will be advertised on the Home Choice website and allocated by the Home Choice team.

Home Choice will also complete the formal offer process and correspondence with tenants.

Refurbishment

The refurbishment contractor TCL Group changed their site team on 10 April 2018 and a programme for handover was agreed by TCL and the new site manager. Unfortunately this programme has not been adhered to by TCL and this lead to some moves being deferred and in some cases properties handed over with snagging issues.

However all properties have been handed over and outstanding snagging works are now being completed.

TCL Group have acknowledged that they have not completed the works to the agreed programme and to the date agreed in the contract. Waverley Officers and our appointed

Contract Administrator continues to monitor and will review our position contractually before we agreed the final account.

Community consultation

The June *'My Ockford Ridge'* newsletter has been despatched, and an open event to update local residents on progress has been arranged for 18 July 2018.

CONTACT OFFICER:

Name: Louisa Blundell
Housing Development Manager

Telephone: 01483 523205
Email: louisa.blundell@waverley.gov.uk

Cost Code	Project	Current Budget 2018/19	Spend to Date	Committed	Total Spend & Committed	Forecast Outturn	Budget Remaining	Reschedule	Saving / (Overspend)	2019/20 Revised Estimate	2020/21 Revised Estimate
New Affordable Homes Projects											
COMMITTED DEVELOPMENT SCHEMES											
K5407	Ockford Ridge - utility contingency	1,200,000	6,273		6,273	1,200,000	1,193,727				
K5407	Ockford Ridge - Show homes	12,150			12,150	12,150	12,150				
K5425	Ockford Ridge - Site A	4,836,637	23,571		23,571	4,836,637	4,813,066			1,201,702	4,405,263
K5428	Ockford Ridge - Site D	1,368,468	227,122		227,122	1,368,468	1,141,346			107,048	
OTHER SCHEMES IDENTIFIED BUT NOT APPROVED*											
K5426	Ockford Ridge - Site B	17,535	1,181		1,181	17,535	16,354				
K5427	Ockford Ridge - Site C	74,921	6,225		6,225	74,921	68,696			60,980	104,012
K5429	Ockford Ridge - Site E										
K5430	Ockford Ridge - Site F										
Total New Affordable Homes Projects		7,509,711	264,372		264,372	7,509,711	7,245,339			1,860,960	5,000,505

Stock Remodelling											
COMMITTED DEVELOPMENT SCHEMES											
K5008	Ockford Ridge Refurbishment - pilot	15,000				15,000	15,000				
K5016	Ockford Ridge Refurbishment - Phase 1	271,545	98,581		98,581	271,545	172,964				
K5017	Ockford Ridge Refurbishment - Phase 2 - e	387,928	1,573		1,573	387,928	386,355				
K5018	Ockford Ridge Refurbishment - Phase 3	485,000				485,000	485,000				
K5019	Ockford Ridge Refurbishment - Future phas	682,569				682,569	682,569			4,432,570	
Total Stock Remodelling		1,842,042	100,153		100,153	1,842,042	1,741,889			4,432,570	

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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 2018-19

Subject	Purpose for Scrutiny	Lead Member/ officer	Date for O&S consideration	Date for Executive decision (if applicable)	Priority
Ockford Ridge	To scrutinise the development and refurbishment programme and monitor the delivery of the project.	Louisa Blundell	<i>Standing item</i>	N/A	Low
Tenant involvement progress report	To receive information on recent tenant involvement activities and successes and to consider future opportunities.	Annalisa Howson	July 2018	N/A	Low
Response to Waverley Scrutiny Group report on recharges	To receive the Council's action plan in response to the Waverley Scrutiny Group's report on recharges.	Hugh Wagstaff	July 2018	N/A	High
Waverley Scrutiny Group – void report progress update	To be updated on the progress of the void report action plan.	Heather Rigg	July 2018	N/A	High
Asset Management Strategy	To consider the current Strategy in preparation for creation of the new one.	Hugh Wagstaff	July 2018	N/A	Low
Housing Design Standards Review Report	To receive the report from the working group.	Cllr Richard Seaborne / Louisa Blundell	July 2018	September 2018	High
Performance report	To receive and scrutinise the performance information for Q4.	Annalisa Howson	July 2018	July 2018	High
Retendering proposals of the electrical testing and rewiring contracts	To receive and consider the proposals on the retendering of the electrical testing and rewiring contracts	Hugh Wagstaff	July 2018	July 2018	

Housing Overview and Scrutiny Committee

Subject	Purpose for Scrutiny	Lead Member/ officer	Date for O&S consideration	Date for Executive decision (if applicable)	Priority
Homelessness Reduction Act 2017	For officers to keep the committee up to date with the impact of the legislation once in force, particularly on the Council's housing strategy.	Mike Rivers	September 2018	February 2018	High
Future of Supported Housing Scheme	Consider white paper on Housing related support funding.	Mike Rivers	TBC		High
Affordable housing	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.	Andrew Smith	TBC		High
Responsibility as a social landlord and duty of care in the area of tenants' mental health	To receive report/presentation on housing related outcomes of Health Inequalities review (Community Wellbeing OS) to understand Housing's influence on this area.	TBC	TBC		Low
Universal Credit / Financial Inclusion	To consider the potential impacts of Universal Credit on the Housing Business Plan.	TBC	TBC		Low
Private sector housing	<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 	Simon Brisk	TBC		High

Housing Overview and Scrutiny Committee

Subject	Purpose for Scrutiny	Lead Member/ officer	Date for O&S consideration	Date for Executive decision (if applicable)	Priority
	legislative changes requiring 1 & 2 storey HMOs to obtain a license.				
Annual review of Housing Strategy	For the Committee to review the Housing Strategy.	Andrew Smith	March 2019		High

Section B

In-depth scrutiny reviews 2017-18

Subject	Objective	Key issues	Lead officer	Progress
<p>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>Louisa Blundell</p>	<p>The working group has had six meetings, including one site visit. The review report is due to come to the July meeting of this committee.</p>

Section C

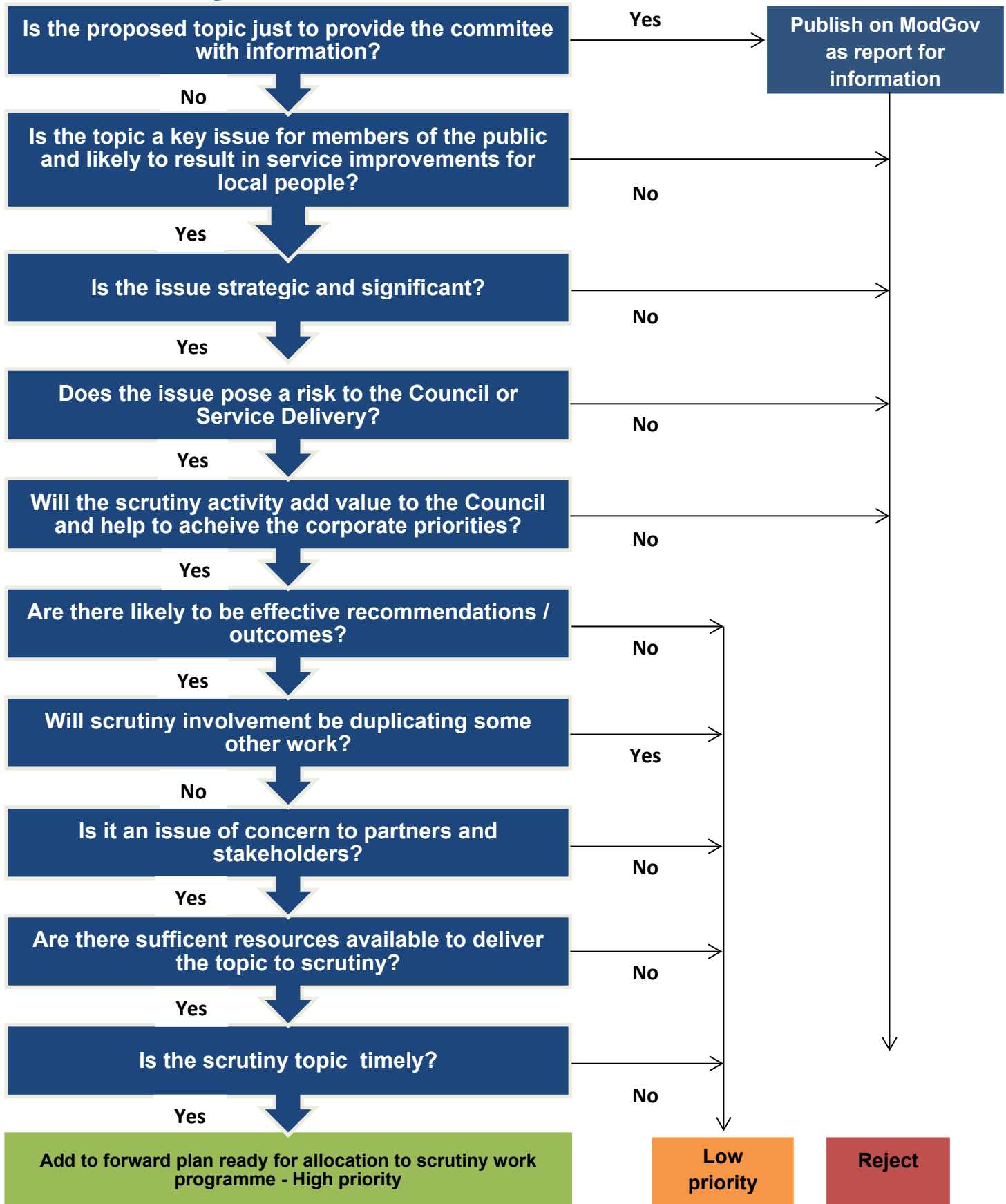
Scrutiny tracker 2017-18

Housing Scrutiny recommendations tracker				
Meeting date	Agenda item	Outcome / Recommendations	Officer / Executive response	Timescale
4 July 2017	1. Tenancy Agreement review	OUTCOME: For an explanatory text to be produced alongside the tenancy agreement so tenants are clear on what they are being consulted and signing up to.	The roll-out of the new tenancy agreement document began in early June. Officers are confident that the content of the new document is at a level appropriate for all tenants. Housing OS Members were sent the new agreement via email on 5 June 2018.	The new agreement was rolled out from June 2018
	2. Response to recommendations from the Waverley Scrutiny Group's report on Voids	OUTCOME: The recommendations from the Waverley Scrutiny group and performance on voids re-lets are monitored by the committee.	The Housing team have noted the Scrutiny Group's recommendations and will follow the action plan. Void performance will continue to be monitored through performance reports.	For an update on progress to be brought to June/July 2018 Committee.
Meeting date	Agenda item	Outcome / Recommendations	Officer / Executive response	Timescale
30 January 2018	1. Draft Housing Strategy 2018-2013	OUTCOME: Housing officers to circulate the draft strategy offline and committee members to direct their comments through the Chair and Vice Chair, who will work with Housing officers to develop the strategy.	Head of Strategic Housing and Delivery (Andrew Smith) to receive comments from members in order to develop the strategy.	Strategy was shared with committee members and endorsed at the March Committee.

Housing Overview and Scrutiny Committee

Housing Scrutiny recommendations tracker				
Meeting date	Agenda item	Outcome / Recommendations	Officer / Executive response	Timescale
20 March 2018	1. Response to recommendations from the Waverley Scrutiny Group's report on recharges	OUTCOME: detailed consideration has been deferred until the next Committee meeting in July.	Hugh Wagstaff agreed that discussion would be most productive at the next Committee meeting.	To come back to the July Committee meeting.
	2. Homelessness Strategy 2018 - 2023	RECOMMENDATION: that the Executive approve the Homelessness Strategy.	The Homelessness Strategy was approved by the Executive.	The Homelessness Strategy was approved at the April 2018 Executive.
	3. Housing Strategy 2018-23	RECOMMENDATION: that the Executive approve the Housing Strategy before it is submitted to Council.	The Housing Strategy was approved by the Executive	The Housing Strategy was approved at the April 2018 Executive.

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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, Fiona Cameron, at the Council Offices on 01483 523226 or email committees@waverley.gov.uk.

Executive Forward Programme for the period 1 July 2018 onwards

TOPIC	DECISION	DECISION TAKER	KEY	ANTICIPATED EARLIEST (OR NEXT) DATE FOR DECISION	CONTACT OFFICER	0 & 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 meeting	Kelvin Mills, Head of Communities and Major Projects	VFM and CS/Environ
Performance Management	Quarterly combined performance report	Executive	No	July 2018	Louise Norie, Corporate Policy Manager	All
Corporate Strategy	For approval	Executive	Yes	July 2018	Louise Norie, Corporate Policy Manager	All
Charter for Elected Member Development	To commit to achieving Charter Status	Executive, Council	No	July 2018	Robin Taylor	VFM and CS
People Strategy	To recommend the People Strategy to Council	Executive, Council	No	October 2018	Robin Taylor	VFM and CS
FINANCE AND COMMUNICATIONS - CLLR GED HALL (DEPUTY LEADER)						

TOPIC	DECISION	DECISION TAKER	KEY	ANTICIPATED EARLIEST (OR NEXT) DATE FOR DECISION	CONTACT OFFICER	O & S
Property Acquisitions	To bring forward opportunities for approval as they arise	Executive	Yes	Potentially every meeting	David Allum, Head of Customer and Corporate Services	VFM and CS
Budget Management [E3]	Potential for seeking approval for budget variations	Executive	Yes	Potentially every meeting	Peter Vickers, Head of Finance	VFM and CS
2017/18 Budget out-turn report		Executive	Yes	June 2018	Peter Vickers, Head of Finance	VFM and CS
Treasury Management Activity Report		Executive	Yes	June 2018	Peter Vickers, Head of Finance	
Medium Term Financial Plan Review		Executive	Yes	July 2018	Peter Vickers, Head of Finance	VFM and CS
COMMUNITY SERVICES AND COMMUNITY SAFETY - CLLR KEVIN DEANUS						
CUSTOMER AND CORPORATE SERVICES - CLLR TOM MARTIN						
Customer Service Review	To agree the Customer Service approach	Executive	No	October 2018	David Allum, Head of Customer and Corporate Services	VFM and CS
ECONOMIC DEVELOPMENT - CLLR JIM EDWARDS						
Economic Development Strategy	For approval	Executive, Council	No	July 2018	Kelvin Mills, Head of Communities and Major Projects	VFM and CS
ENVIRONMENT - CLLR ANDREW BOLTON						

TOPIC	DECISION	DECISION TAKER	KEY	ANTICIPATED EARLIEST (OR NEXT) DATE FOR DECISION	CONTACT OFFICER	O & S
Waste, Recycling and Street Cleaning Contract	To agree the procurement approach for waste, recycling and street cleaning services	Executive	Yes	July 2018	Richard Homewood, Head of Environmental Services	Environment
HEALTH, WELLBEING AND CULTURE - CLLR JENNY ELSE						
Leisure Centre Investment	To approve proposals for investment in Waverley's leisure centres	Executive, Council	Yes	July 2018	Fotini Vickers	Community Wellbeing
Overview & Scrutiny Review on the Factors affecting health inequalities in Waverley	To receive the report of the Community Wellbeing Overview & Scrutiny Committee and endorse the recommendations	Executive	No	July 2018	Yasmine Makin, Graduate Trainee, Louise Norie, Corporate Policy Manager	Community Wellbeing
HOUSING - CLLR CAROLE KING						
Electrical testing and re-wiring contracts	To approve the re-tender of the contracts	Executive	Yes	July 2018	Hugh Wagstaff, Head of Housing Operations	Housing
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 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 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
PLANNING - CLLR CHRIS STOREY						
Community Infrastructure Levy (CIL) - for adoption	For adoption	Executive, Council	Yes	October 2018	Graham Parrott, Planning Policy Manager	Environment
Community Infrastructure Levy (CIL) - governance arrangements	To agree governance arrangements	Executive	Yes	July 2018	Fiona Cameron, Interim Democratic Services Manager	VFM and CS
Local Plan Part II - Approval to Publish	Approval for publication	Executive, Council	Yes	October 2018	Graham Parrott, Planning Policy Manager	Environment
Local Plan Part II - Approval to submit	Approval to submit	Executive, Council	Yes	February 2019	Graham Parrott, Planning Policy Manager	Environment

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); 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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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

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