

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:

Georgina Hall, Democratic Services Officer

Policy & Governance

E-mail: georgina.hall@waverley.gov.uk

Direct line: 01483 523 224

Date: 13 November 2020

Membership of the Overview & Scrutiny Committee - Housing

Cllr Richard Seaborne (Chairman)
Cllr Peter Marriott (Vice Chairman)
Cllr Christine Baker
Cllr Richard Cole
Cllr Patricia Ellis

Cllr David Else
Cllr Michael Goodridge
Cllr Michaela Gray
Cllr Jacquie Keen

Co-opted Members from the Tenants' Panel

Terry Daubney

Dennis Smith

Substitutes

Cllr Jenny Else
Cllr Carole Cockburn
Cllr Joan Heagin

Cllr Jerry Hyman
Gillian Martin

Members who are unable to attend this meeting must submit apologies by the end of Monday, 16 November 2020 to enable a substitute to be arranged.

Dear Councillor

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

DATE: MONDAY, 23 NOVEMBER 2020

TIME: 7.00 PM

PLACE: ZOOM MEETING - VIRTUAL MEETING

The Agenda for the Meeting is set out below.

The meeting can be viewed remotely in accordance with the provisions of The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020, via the Council's YouTube page.

Yours sincerely

ROBIN TAYLOR
Head of Policy and Governance

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This meeting will be webcast and can be viewed by visiting
www.waverley.gov.uk/webcast

Waverley Corporate Strategy 2019 - 2023

Waverley Borough Council is an authority which promotes and sustains:

- open, democratic and participative governance
- a financially sound Waverley, with infrastructure and services fit for the future
- the value and worth of all residents, regardless of income, wealth, age, disability, race, religion, gender or sexual orientation
- high quality public services accessible for all, including sports, leisure, arts, culture and open spaces
- a thriving local economy, supporting local businesses and employment
- housing to buy and to rent, for those at all income levels
- responsible planning and development, supporting place-shaping and local engagement in planning policy
- a sense of responsibility for our environment, promoting biodiversity and protecting our planet.

Good scrutiny:

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

NOTES FOR MEMBERS

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

AGENDA

1. **MINUTES**

The Minutes of the meeting of the Housing Overview & Scrutiny Committee held on 28th September 2020 are attached, and Members are asked to confirm them as a correct record.

2. **APOLOGIES FOR ABSENCE AND SUBSTITUTES**

To receive apologies for absence and note any substitutions.

Members who are unable to attend this meeting must submit apologies by the end of Monday 9th November 2020 to enable a substitute to be arranged, if applicable.

3. **DECLARATIONS OF INTERESTS**

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

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

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

The deadline for submission of written questions for this meeting is 5pm on Monday 16th November 2020.

5. **QUESTIONS FROM MEMBERS**

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

The deadline for submission of written questions for this meeting is 5pm on Monday 16th November 2020.

6. **HOMELESSNESS STRATEGY UPDATE**

The Committee have asked for a regular update due to the Covid-19 situation and continuing pressures on the service.

The Housing Needs Manager will give a verbal report and answer questions.

7. ANTI SOCIAL BEHAVIOUR POLICY (Pages 7 - 36)

The committee will receive a report. The purpose of the report is to consult with the Committee on the reviewed and updated housing service Anti-social behaviour (ASB) policy which provides preventative and resolution support for Waverley's council tenants.

Recommendation

That the committee pass any suggestions and comments to improve the policy to officers for consideration in the final policy document.

8. TENANT INVOLVEMENT STRATEGY (Pages 37 - 60)

The Service Improvement Manager will present this item.

The purpose of the Strategy is to provide details on how and why to get involved and the support available for Waverley's council tenants.

Recommendation

That the committee pass any suggestions and comments to improve the strategy to officers for consideration in the final strategy document.

9. RCT PROGRESS REPORT (Pages 61 - 66)

The committee will receive a report. The purpose of the report is to provide the Committee with an update report for their scrutiny on the Housing Team's Recovery, Change and Transformation Project.

Recommendation

It is recommended that the committee review this report and agree any observational comments it wishes to pass to the Executive.

10. SCOPE FOR DESIGN STANDARDS REVIEW (Pages 67 - 74)

This item will be presented by the Housing Development Manager.

To receive the draft scoping document for the Housing Design Standards Review.

The Committee is invited to nominate members to join a Task and Finish Group to review and update the Housing Design Standards document.

Recommendation

It is recommended that the Overview and Scrutiny Committee:

1. Agrees the Scoping Report for the Housing Design Standards Review and
2. nominates members to form a Task and Finish Group to review and update the Housing Design Standards document.

11. CORPORATE STRATEGY (Pages 75 - 86)

To receive a revised version of the Corporate Strategy 2020-2025 for any comments and recommendations the Committee may wish to make to the Executive.

The Strategy has been amended to include feedback from the Overview and Scrutiny Committees and the Member Workshops that took place in September.

Recommendation

It is recommended that the Overview & Scrutiny Committee considers the revised Corporate Strategy set out at Annexe 1 to this report and makes any recommendations to the Executive as appropriate.

12. COMMITTEE WORK PROGRAMME (Pages 87 - 94)

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.

13. EXCLUSION OF PRESS AND PUBLIC

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

Recommendation

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

14. ANY ISSUES TO BE CONSIDERED IN EXEMPT SESSION

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

Officer contacts:

Louise Norie, Corporate Policy Manager
Tel. 01483 523464 or email: louise.norie@waverley.gov.uk
Georgina Hall, Democratic Services Officer
Tel. 01483 523 224 or email: georgina.hall@waverley.gov.uk

WAVERLEY BOROUGH COUNCIL

HOUSING OVERVIEW AND SCRUTINY COMMITTEE

23 NOVEMBER 2020

Title:

Anti-Social Behaviour Policy Review Report

Portfolio Holder: Cllr Anne-Marie Rosoman, Portfolio Holder for Housing, Community Safety & Emergency Planning

Head of Service: Hugh Wagstaff, Head of Housing Operations

Key decision: No

Access: Public

1. Purpose and summary

To consult with the Committee on the reviewed and updated housing service Anti-social behaviour (ASB) policy which provides preventative and resolution support for Waverley's council tenants. The report also provides some context with performance data for the first six months of 2020/21.

2. Recommendation

It is recommended that the committee pass any suggestions and comments to improve the policy to officers for consideration in the final policy document.

3. Reason for the recommendation

To include the committee in the consultation process to update and refine the ASB policy.

4. Background

4.1 As a social landlord we are required to have a range of policy documents to meet regulatory standards including a policy to prevent and tackle ASB (in and around council homes).

4.2 The current ASB policy was agreed in 2016. Policies are routinely reviewed to ensure they remain relevant and fit for purpose. During the review consideration is

taken of legislative and regulatory changes, current best practice, successes and complaints about the service.

4.3 The 2020 draft ASB policy at **Annexe One** has been updated to include some new legislation and promotes joint working with the Community Trigger and Waverley Safer Partnership.

4.4 Anti-social behaviour (ASB) is not a big problem in Waverley but it does have a big impact on those who experience it. The basics of the policy to prevent ASB, respond quickly and support victim(s) has not changed.

4.5 We have also created clearer guidance on the difference between ASB and the more common complaints of neighbour disputes and domestic noise.

- ASB is behaviour that has caused nuisance or annoyance generally amounting to harassment, alarm or distress to any person to a person in relation their home. This type of behaviour is often a breach of the conditions of tenancy.
- Neighbour disputes generally arise due to difference of lifestyle between neighbours but note there is no breach of tenancy conditions

A draft guidance note is at **Annexe Two** explaining the difference between ASB and neighbour disputes.

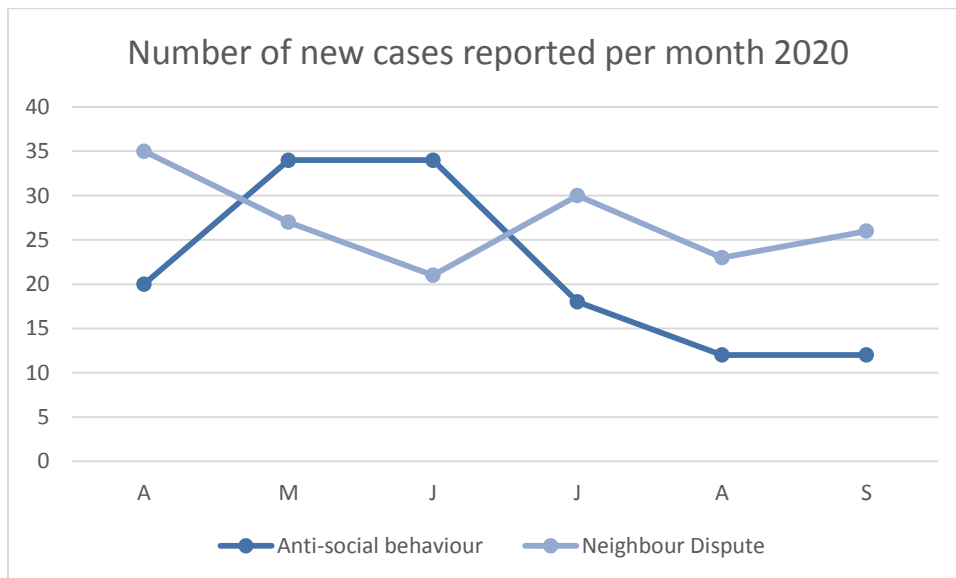
4.6 The overarching message in the policy states that

“Everyone should treat each other with dignity, respect and consideration; with tolerance for each other and different lifestyles and that, everyone has the right to their chosen lifestyle providing this does not spoil the quality of life of others. Waverley also acknowledges that tenants have the right to live in their home without interference, unless they are in breach of their tenancy agreement.”

4.7 It is expected that the new policy will make it clearer what can be expect from Waverley as a landlord when reporting ASB or neighbour disputes.

4.8 **Current ASB data**

From April to September 2020 there has been 130 ASB and 162 neighbour dispute cases reported.



The pattern of ASB case reports to the housing team contradicts the national picture which shows an increase in ASB cases from June as lockdown restrictions were lifted. However we have seen an increase in the number of neighbour disputes reported.

ASB is not just a housing issue, the team's joint working resulted in successfully gaining full or partial closure orders to stop ASB and protect vulnerable tenants in four homes. A closure order prevents anyone other than named residents, support and emergency services from entering the home. They have proved particularly useful in cases where there are safeguarding concerns for vulnerable tenants and ASB is as a result of cuckooing¹.

5. Relationship to the Corporate Strategy and Service Plan

5.1 The Policy relates to the housing service plan objectives to *ensure the service meets needs of tenants and their families, recognised as effective partner within the community and improving customer experience* and the Council commitment to promote *"housing to buy and to rent, for those at all income levels"*.

6. Implications of decision

6.1 Resource (Finance, procurement, staffing, IT)

¹ Cuckooing is a form of crime, termed by the police, in which drug dealers take over the home of a vulnerable person in order to use it as a base for county lines drug trafficking.

ASB services met within current resources.

6.2 Risk management

Social landlords have duty to prevent and address ASB. Failure to address issues may result in escalation, threat of / or actual harm and discontented communities. The tenancy conditions are clear on expected behaviour and this is reiterated at tenancy sign up, tenancy review meetings and routinely in publications.

6.3 Legal

All social housing landlords have a duty to have in place a published policy on Anti-Social Behaviour and which sets out how the Council will react to and target reported instances of ASB. As a rule, landlords are not responsible for the anti-social behaviour of their tenants. Social landlords have a number of powers available at their disposal to tackle anti-social tenants – the ultimate sanction is eviction but most landlords will seek to remedy the situation before it reaches that stage. In certain circumstances it is appropriate for matters to be reported to the Police who also have powers in relation to criminal offences and under the Anti-Social Behaviour Crime and Policing Act 2014. Failure to implement a policy may constitute grounds of complaint.

6.4 Equality, diversity and inclusion

Equality Impact Assessment to be updated completed following consultation.

6.5 Climate emergency declaration

n/a

7. Consultation and engagement

7.1 In addition to consultation with Housing Overview and Scrutiny members The proposed changes to the policy will be shared with all tenants, for consultation, in the winter edition of the tenants' newsletter. There will be no face to face focus groups but tenants are invited to get in contact to share their views and experiences. One to one and/or group virtual meetings will be made.

7.2 Consideration will be made to all comments and suggestions to inform the final policy document to be implemented by the end of the calendar year.

8. Other options considered

8.1 n/a

9. Governance journey

9.1 Policy to be agreed by Portfolio Holder and Head of Service, following consultation

Annexes:

Annexe 1 – Draft ASB Policy 2020

Annexe 2 – Draft ASB and not ASB guidance note

Background Papers

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

CONTACT OFFICER:

Name: Annalisa Howson

Position: Housing Service Improvement Manager

Telephone: 01483 523453

Email: annalisa.howson@waverley.gov.uk

Agreed and signed off by:

Legal Services: 9 November 2020

Head of Finance: date

Strategic Director: date

Portfolio Holder: 9 November 2020

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Housing Service
Anti-social Behaviour Policy and Procedure

DRAFT

Created by: Holly Yorston
Created Date: July 2020
Approved by: Head of Housing Operations and Housing Portfolio Holder
Approval date:
Date for review: July 2022

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1 Policy Statement

This policy describes how the Housing Service responds to anti-social behaviour (ASB) to ensure tenants have their right to safe and peaceful enjoyment of their home and community. This policy also outlines what the Housing Service constitutes as ASB and what falls outside of this definition. To accompany this policy, the Housing Service has produced an ASB fact sheet for Tenants, Officers and Councillors who may be looking to identify possible ASB.

The Policy has been developed within the national and local policy context relating to ASB. The policy, procedures and related activities support the commitments of the Respect ASB Charter for Housing:

1. We demonstrate leadership and strategic commitment.
2. We provide an accessible and accountable service.
3. We take swift action to protect communities.
4. We adopt a supportive approach to working with victims and witnesses.
5. We encourage individual and community responsibility
6. We have a clear focus on prevention and early intervention.
7. We ensure that a value for money approach is embedded in our service
8. We will work with partner agencies to tackle ASB

Waverley will publicise through the tenants' newsletter, Waverley's website, activities within local communities and the local media how it is dealing with ASB, being responsive to individuals and the community, taking action and being fair to all.

2. Scope of Policy

2.1 Aim

To support a tenant's lawful right to the peaceful and secure enjoyment of their homes and community by being responsive, taking action and being fair.

To achieve this aim our priorities are:-

- to take action to discourage and prevent ASB and harassment
- to respond to ASB complaints quickly and in an effective, efficient, sensitive and consistent manner
- to provide support to the victim(s) and taking action against those responsible
- to consider the vulnerability and/or disability of victims in line with the Equality Act 2010
- to work with the Police to deal with racial harassment and other forms of hate crime
- to do everything possible to stop Domestic Abuse and support the victim

- to work in partnership with other agencies both directly and through the Community Harm and Risk Management meeting (CHaRMM) and the Joint Action Group (JAG) to prevent ASB
- to deliver community development activities to prevent ASB
- to support community involvement to prevent ASB
- to work with other agencies to provide support for tenants and their families to prevent ASB where they refuse to engage and deliver the best outcome for families
- to take enforcement action where engagement has been unsuccessful to stop ASB
- To deal robustly with post eviction and other rehousing applications
- To consider any new legislation changes available
- To learn from case studies and adopt best practice

2.2 What is anti-social behaviour (ASB)?

ASB is defined in the Anti-social behaviour, Crime and Policing Act 2014 as:

- (a) conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,
- (b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- (c) conduct capable of causing housing-related nuisance or annoyance to any person which directly or indirectly relates to our housing related functions;

We also consider the following to be ASB:-

- (d) Using or threatening to use residential premises for immoral or illegal purposes

The housing service recognises ASB includes but is not limited to:

- harassment or intimidation of a person or group of people for any reason
- persistent noise nuisance (eg loud parties, shouting, noise from TVs, radios, stereos and burglar alarms)
- local environment quality issues (eg litter, dog fouling, graffiti, fly tipping and nuisance vehicles)
- aggressive or threatening language and behaviour
- actual violence against people and property including domestic abuse
- hate behaviour that targets members of identified groups because of their perceived differences (eg race and ethnicity, gender, age, religion, sexual orientation, mental health or disability) and
- using the council's housing accommodation to sell drugs, or for other unlawful purposes
- garden nuisance including keeping an untidy and unsightly garden and inconsiderate use of communal gardens
- other criminal behaviour

ASB may or may not constitute criminal activity. The key determinant in deciding whether a particular behaviour is anti-social or not is the impact of that behaviour on others and the frequency/severity of the incident.

Waverley's Tenants, Officers and Councillors believe that tenants and their neighbours should treat each other with dignity, respect and consideration; with tolerance for each other and different lifestyles and that, everyone has the right to their chosen lifestyle providing this does not spoil the quality of life of others. Waverley also acknowledges that tenants have the right to live in their home without interference, unless they are in breach of their tenancy agreement. Considering this, below is some information on Neighbour disputes and Domestic noise, which are not usually considered ASB.

Neighbour Disputes

A neighbour/neighbourhood dispute is a conflict between neighbours where there has been no breach of tenancy agreement. Examples of neighbour disputes that do not constitute ASB include but are not limited to;

- Personal dislike
- Cultural differences
- Normal behaviour related to working patterns (shift work)
- Cooking smells
- Inconsiderate parking
- Children playing
- One off incidents such as a party or an argument

Domestic Noise

Domestic Noise is the everyday living noise within a household from normal activities. Examples of domestic noise that do not constitute ASB include but are not limited to;

- Household appliances*
- Footfall
- Toilets flushing and running water
- Babies crying
- General talking
- Doors and cupboards
- DIY
- Sexual Noise
- Noise transference due to poor sound insulation
- Pets

*Instances of noise from household appliances are excluded where the noise is too loud or amplified as this would be considered ASB under Environmental Health. This could be measured either via a noise app or with noise measuring equipment provided by the Environmental Health team.

Waverley would encourage tenants to first try and discuss these issues without involvement from Waverley Borough Council (unless there are threats of violence or abusive language) as they can often be resolved this way. If tenants feel unable to do so or lack confidence in

approaching their neighbours, resources are available online on the Waverley website or from the Customer Services Centre.

Waverley recognises that in some instances, despite early intervention, cases of neighbour dispute and domestic noise may escalate into anti-social behaviour. In these cases, we will review the case and investigate where necessary as per the normal procedure for reports of anti-social behaviour.

2.3 Statutory Obligations

Waverley must adhere to a wide range of legislation when dealing with ASB and the main areas of legislation are summarised below:

- **The Housing Acts 1985 and 1996** laid the foundation for much of the current ASB legislation for social landlords. Stating tenants can be evicted for causing nuisance and annoyance and also for certain convictions. The 1996 Act strengthened the grounds for possession and provided additional powers.
- **The Housing Act 2004** further strengthened the powers to deal with anti-social behaviour. This includes the extension of introductory tenancies and the withholding of consent to allow for an exchange of tenancies and allowing landlords to suspend the Right to Buy where tenants have caused ASB.
- **The Equality Act 2010** gives disabled people certain rights of access to services and social housing. The issue of possession proceedings against a disabled tenant(s) and continuation to trial can be discriminatory, if not justified on one of the grounds specified in Section 24(3) DDA, unlawful. The Equality Act replaces all previous equality legislation, including the Race Relations Act and the Disability Discrimination Act.
- **The Human Rights Act 1998** ensures that action taken by social landlords is a reasonable and appropriate response to the ASB being committed.
- **The Crime and Disorder Act 1998** imposed a duty on Local Authorities and the Police to work together to reduce crime and disorder - locally delivered through the Safer Waverley Partnership Strategy
- **The Data Protection Act 2018** ensures that the data processed, held and shared by the Council in regards to ASB is done so by consent or where it is lawful to do so and line with the Council's Data Protection Policies
- **The Homelessness Reduction Act 2017** builds on the Homelessness Act 2002, placing a duty on Councils to prevent homelessness and to help sustain vulnerable persons in their tenancies. With regards to ASB, landlords must demonstrate that all other options have been pursued to resolve the issues, whether caused by the tenant or member of their household, before possession is sought.

- **The Anti-social Behaviour Act 2003** increased the range of powers available to social landlords to deal with ASB. This includes the landlord to apply for injunctions (with the power of arrest), for secure tenancies to become demoted tenancies and to extend it's powers for child safety orders, parenting orders and reparation orders
- **Anti-social Behaviour, Crime and Policing Act 2014** reforms put the victim at the heart of the response providing options for Civil Injunctions, Community Protection Notices and Absolute Grounds for Possession
- **Protection from Harassment Act 1997** protects people from harassment of another person by actions such as physical, verbal or non-verbal conduct.
- **Environmental Protection Act 1990** gives local authorities powers to tackle noise nuisance and other environmental offences.

2.4 Management of anti-social behaviour

Waverley's approach makes it clear that ASB is not acceptable and firm action will be taken to deal with it. Tenants are expected to comply with their obligations under Section 5 of the Tenancy Agreement which is highlighted during the Tenancy sign up process. Through the provision of direct services and a multi agency approach, support will be provided to those who are willing to change their behaviour. Tenant and community involvement supports communities to prevent and deal with ASB.

The Housing Management Team based at Godalming has eight patch based Housing Officers who are the first point of contact for all tenant ASB matters, other than those reported to the Police in emergency circumstances.

However, in the cases that require in-depth case work or legal action because there has been more serious ASB and/or persistent ASB then the Housing Officers will take a multiagency approach. Working with other Council services and the following professional and specialist groups to address ASB;

- Community Harm and Risk Management meeting (CHaRMM)
- Nuisance Action Team (NAT)
- Community Safety Team
- Surrey County Council Social Care (Child or Adult)
- Joint Enforcement Team
- Catalyst (drug and alcohol misuse)
- CMHRS (mental health)
- MARAC – Domestic Violence Multi-Agency Risk Assessment Conference
- Waverley's Community Development team

The Housing Officers will liaise closely with the police and other partnership groups on a day to day basis with joint visits and play a key role through the Community Harm

and Risk Management Meeting (CHaRMM) to prevent ASB and harassment in the community. This may include carrying out joint visits and actions with Surrey Police.

The following cases are considered a priority for action by the Housing Officers and will receive attention ahead of other cases:-

- Safeguarding of children and vulnerable adults
- Serious risk to person or property
- Serious criminal activity in Waverley properties
- Domestic Abuse
- Racial Harassment
- Other hate crime/harassment
- Serious disruption to the community
- Breaches of Injunctions/Criminal Behaviour Orders (CBO)/Suspended Possession Orders/Demoted tenancies

All open cases are monitored and reviewed regularly and are case managed. In possession cases all evictions have to be approved by the Head of Housing (Operations) and Portfolio Holder before being implemented.

2.5 Service Standards

Waverley makes a commitment to investigate all complaints of ASB and will prioritise the case according to its severity.

When very serious complaints are made (for example harassment, actual violence or threats of violence (including Domestic Abuse), or any other serious criminal activity), officers will arrange an immediate response. An appointment will be made at a safe place within one working day.

For all other complaints, officers will arrange a mutually convenient time for an appointment.

Any information given will be treated in confidence and will not be discussed with any other tenant or neighbour information unless those involved have agreed to this. However, information may be shared with relevant partner agencies where it is felt necessary to take the case forward.

Complainants will be advised of what support/protection is available to them.

In all cases, an action plan will be agreed with complainants to decide the best way of resolving the problem. This would include what Waverley agrees to do and what the complainant is asked to do e.g. completion of evidence sheets. The action plan will also detail what agencies may be contacted.

All complainants will be kept informed of what is happening throughout the process of dealing with the complaint on a regular basis. An appropriate level of contact will be agreed with the complainant at the action plan stage.

When a case is closed, a letter will be written to the complainant and alleged perpetrator advising them of the reasons.

2.6 How anti-social behaviour is dealt with when vulnerable people or people with a disability are involved

In dealing with ASB which involves people with the following categories of vulnerability, Waverley must ensure that the people involved are properly assessed and assisted by the appropriate professional service.

- young people leaving care
- children at risk
- vulnerable adults
- people at high risk through unsanitary living conditions

Where the perpetrators of ASB are vulnerable or have a disability, officers will involve other agencies to assess the situation and to seek support for the tenant to deal with the problems.

If the vulnerable individual is assessed by the professional services to have the understanding to stop their ASB Waverley will use legal action which could lead to the individual losing their home. The Court will need to be convinced that Waverley has taken all steps to manage these situations before resorting to legal action.

Waverley may arrange a permanent move in conjunction with the HomeChoice team if such a move is fully supported by the professionals providing support to the vulnerable individual and Waverley is convinced that such a move will be successful in stopping the ASB. An acceptable behaviour contract (ABC) can be agreed as a condition of such a move.

Risk Assessment tools are used to quickly identify the most vulnerable victims to ensure they receive a higher level of support. Both Waverley and Surrey Police can make a referral to the Victim & Witness Care Unit. Waverley is committed to the safeguarding of children and vulnerable adults and will work with its partners to help the most vulnerable members of the community to be safe and stay safe.

Where the victim is a vulnerable adult the case will be referred, where necessary, through the Surrey Multi-Agency Safeguarding Hub (MASH) for support and investigation through other agencies. Concerns about the welfare of a child will be also be reported to Children's Services through the MASH.

2.7 Who legal action for anti-social behaviour can be taken against

Waverley can take legal action against anyone who:

- lives in or visits accommodation owned or managed by Waverley
- has a right (of whatever description) to reside in or occupy other housing accommodation in the neighbourhood

- has engaged in unlawful activity within the neighbourhood of accommodation owned or managed by Waverley
- made threats or caused harassment to Waverley employees
- causes a nuisance or annoyance where the home is owned or managed by Waverley
- affects its landlord function

2.8 Preventing anti-social behaviour

One of the most important areas of the Waverley's work is in trying to prevent ASB from occurring and also trying to prevent re-occurrence of similar incidents.

The tenancy conditions state clearly what behaviour is not acceptable. These are explained to all new tenants at the start of their tenancy in an interview with the Housing Officer. In addition to reporting through Customer Services Centre, there is a follow up four month tenancy visit, by the Housing Officer, which provides an additional opportunity to identify any problems that need to be addressed, or if the tenant needs referral to a support service.

Preventative measures include:

- Referrals to other agencies for assistance with drug and alcohol addictions
- Tailored Community Development activities and community meetings
- Tenant Support referrals to external agencies, where necessary, to help people maintain their tenancy
- Warning letters sent to the perpetrator
- Joint visits with local Police Officers
- Early referral to Mediation services

Waverley's allocation policy has the provision to operate lettings plans that can help tackle anti-social behaviour and support local communities.

The allocation policy also allows for applicants to be excluded from bidding if they have been served with a Notice of Seeking Possession or have a demoted tenancy as a result of ASB. If a person has been evicted for taking part in ASB then they can be excluded from Waverley's Housing Register subject to review.

2.9 Solutions for dealing with anti-social behaviour and harassment

A broad range of solutions are available to deal with ASB. Examples are listed below (in no particular order):

- **Home visits** – can be a useful tool for raising awareness of a particular problem and helps officers to assess local circumstances. Where appropriate joint visits with a local police officer are often effective in preventing the escalation of a problem.
- **Mediation Service** – tenants and neighbours with disputes are encouraged to use Mediation Surrey service at an early stage to help the people involved to reach an agreement that satisfies everyone.
- **Tenant Support** – tenants can be referred directly to specialist alcohol and drug support services.

- **Acceptable Behaviour Contracts / Agreements (ABC's/ ABA's for over 18's)** - a written agreement with a young person and his or her parent/guardian, or adults with a history of ASB, Waverley and the local police not to carry out certain identifiable acts which could be construed as ASB.
- **Warning letters** – can be issued highlighting breaches of tenancy and request the individual causing ASB cease their behaviour otherwise legal action will be considered
- **Banning letters** – where individuals have been identified as causing ASB in or around the Council's housing stock, letters can be sent where the individuals have no reason to be there / do not live there
- **CCTV and noise gathering equipment** – Waverley has CCTV and noise monitoring equipment which can be used to gather evidence.
- **Tenancy demotion** – a secure tenant can be demoted through Court action. The demotion reduces the rights and security of the tenure for a period of up to 12 months.
- **Possession proceedings** – where there are serious breaches of tenancies Waverley can apply to the Court for possession of a property. This could lead to the person or family being evicted from their home. This type of action requires detailed evidence and complainants will be asked to keep detailed evidence sheets of incidents.
- **Evictions** – is the last resort and the Courts are unlikely to give Waverley possession unless the other actions outlined above have been followed first. All evictions are approved by the Head of Housing (Operations) and Portfolio Holder.
- **Good Neighbour Agreements** – where there is a need to address local concerns around ASB and disorder Waverley and the police may consider using Good Neighbour Agreements.
- **Undertakings** - this is an agreement through the Courts to be responsible for something. i.e. not to harass or frequent a certain address
- **Safeguarding children and vulnerable adults** – through close partnership working
- **Civil injunction** - to replace ASB Injunctions to ensure tenants keep to the tenancy conditions (to stop or prevent individuals engaging in ASB). An injunction can either make a person do something or forbid them to do something eg ASB involving noise, dogs, bullying, drugs or graffiti. Breaching the injunction may result in an unlimited fine or up to two years imprisonment and/or eviction.
- **Community Protection Notice (CPN)**- to be used to tackle overgrown hazardous gardens, rubbish and graffiti where all other assistance has failed. Failure to comply with a notice is a criminal offence and can lead to a fine up to £2,500 (for an individual)
- **Absolute grounds for possession** - To be used for tenants who have been found guilty in another court of ASB. Proposed to be used in extremely serious cases where all legal requirements have been met.
- **Closure orders** – allow the Police or Council to quickly close premises

If intervention actions have failed to resolve the situation we will take appropriate legal action as the next step.

2.9 Community Trigger and Escalation

If a tenant has been a victim of anti-social behaviour and does not feel their complaints have been addressed by the agency they have reported them to, they can apply for a 'Community Trigger' providing they meet certain criteria. 'Community Trigger' is the request to start a review process that brings together a multi-agency group, known in this case as the Safer Waverley Partnership, to examine what action has been taken and whether additional action should be taken. A tenant could apply for this if they have reported three or more separate but related incidents in the space of six months and the problem has continued. A Community Trigger can be applied for by individuals as well as business and communities and anyone acting on behalf of an individual, such as; an MP, councillor or professional person.

A Community Trigger cannot be applied if;

- The organisation that it has been reported to is working on the case and has provided a timeframe for actions.
- The complainant is unhappy with the response from previous reports.

If a tenant is unhappy with the way that an anti-social behaviour report has been handled, they are able to follow Waverley's Housing Complaints process and can be advised of this by any of member of the Housing Service.

2.10 Partnership Working

Waverley recognises that it can't deal with ASB effectively on its own. The multi agency Community Harm and Risk Management Meeting has been set up locally through the Surrey Community Safety Partnership to enable partnership working where an individual or location creates a significant risk to public safety or public disorder, or a nominee is considered vulnerable and referral to CHaRMM or JAG can reduce the risk. Waverley is a signed up partner to this group.

This group meets every six weeks and includes the following agencies:

- Housing (both the Council and local Housing Associations)
- Surrey Police
- National Probation Service
- Kent, Surrey and Sussex Community Rehabilitation Company
- Surrey Fire and Rescue
- Surrey County Council
- Guildford and Waverley Clinical Commissioning Group
- North East Hampshire and Farnham Clinical Commissioning Group

2.11 Supporting complainants and witnesses

Waverley recognises the importance of supporting people affected by ASB. In many cases without the help of people continuing to report ASB action could not be taken. Therefore a commitment has been made to support those who make complaints, by ensuring that all complainants are dealt with promptly and that complainants are kept informed of what action can or cannot be taken

In more serious cases, risk assessments will be carried out. Waverley can:

- make arrangements for emergency alarms/phone
- fit extra security measures to properties
- arrange temporary or permanent moves and in very rare circumstances arrange a move out of the area

2.12 Dealing with racial harassment and other forms of hate crime

Waverley considers that ASB motivated by hate (e.g. an attitude that is based on a person's age, disability, gender, race, religion, sex or sexual orientation) is totally unacceptable.

For racist incidents, the following definition is used: *'Any incident, which is perceived to be racist by the victim or any other person'*. Committing an act of racial harassment or other form of hate crime is a breach of tenancy and Waverley will take action against those that perpetrate such acts and always involve the police in dealing with such cases.

Racial harassment and hate crime will not be tolerated and all cases will be dealt with very seriously. Where there is a threat to a person or property an officer will contact the complainant and an interview will be arranged within one working day to establish details about the incident.

Waverley will always consider the safety of the victims and witnesses and where necessary:

- arrange a temporary or permanent move through Victim Support
- fit extra security measures in the home
- liaise with other agencies to give extra support and advice
- arrange for any racist or offensive graffiti to be removed within 24 hours
- arrange for a translator to be present during interviews,
- arrange a safe and convenient location for an interview to take place
- take into account any child protection issues

Where cases are dealt with at Court, Waverley can:

- arrange for someone to accompany the victim and witnesses
- arrange transportation

In ASB cases of a racist nature Waverley's Racist Incident Procedure will be followed for every incident reported to the housing service.

Most importantly, any action taken will always be discussed with the complainant and will only be carried out with their agreement.

Waverley will use ASB injunctions to protect tenants from the perpetrators of racial and other forms of harassment and hate crime.

2.13 Dealing with Domestic Abuse

Domestic Abuse occurs across society regardless of age, gender, race income or ethnic origin. Waverley considers that a domestic abuse incident is any that is perceived as such by the victim or any other person. This may be from a partner, other family relative or visitor to a property.

The Home Office definition of domestic violence and abuse states “Any incident or pattern of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass the following types of abuse:

- psychological
- physical
- sexual
- financial
- emotional

Controlling behaviour is a range of acts designed to make a person subordinate and / or dependant by isolating them from sources of support, exploiting their resources and capabilities for personal gain, depriving them of the means needed for independent, resistance and exsccape and regulating their everyday behaviour.

Coercive behaviour is an act or pattern of acts of assaults of assault, threats, humiliation and intimidation or other abuse as well as social isolation and is often a combination of them all.

Our policy takes a non judgemental victim-centred approach at all times. All cases are dealt with in strictest confidence.

The Housing Management team will work closely, where appropriate, with the Specialist Housing Options Officer. Any such cases of Domestic Abuse will initially be dealt with through Waverley’s Housing Options team.

2.14 Supporting perpetrators to rehabilitate

The Housing Officer will assess the perpetrator/s and identify how they could be supported to change their behaviour. The Housing Officer will signpost the perpetrator to support for tenants and their families who are prepared to work with Waverley to change their behaviour to maintain their tenancy.

The Housing Service will work with the Police and Probation Service to rehabilitate and resettle those who have an offending history and will closely monitor their behaviour if they become council tenants.

Where every effort has been made to rehabilitate perpetrators has failed and the ASB continues, Waverley will proceed to Court for the eviction of tenants.

2.15 Working in line with data protection and sharing information

Waverley is signed up to the Surrey Multi-Agency Information Sharing Protocol (MAISP). This is used as the basis for the legitimate gathering, processing and sharing of information in accordance with the Data Protection Act 2018. Information sharing between agencies is critical in dealing effectively with ASB as in many cases each agency has a significant role to play whether this is in support or enforcement. It is also essential to consider any child protection and safeguarding issues.

All information given to Waverley will be treated in confidence and will not be discussed with any other tenant or neighbour unless those involved have agreed to this, or where lawful to do so. However some information may be shared with other agencies that are part of the ISP and through all multi agency meetings, if this is for the purpose of reducing crime and disorder.

Cases that go to Court may be covered by the local media and wherever possible Waverley will give a media response. By publicising successful action against the perpetrators of ASB the Council can help encourage more effective enforcement as well as reassuring the community that action is being taken to protect it. Any publicity must be necessary and proportionate to the aims it seems to achieve- and must consider data protection legislation and pay attention where young persons are involved. All cases will be dealt with on a case by case basis in liaison with the Council's communications team and legal services. In many cases the Court will allow for the naming of perpetrators and the press may report of its own volition at Court.. Waverley will strive to produce positive coverage of nuisance cases to demonstrate to the community the effective action can be taken against those that commit ASB.

2.16 Monitoring of anti-social behaviour and performance management

The use of effective monitoring is important not only to monitor staff performance but also to assess whether ASB is being dealt with effectively. Waverley has adopted the national standard for Housing ASB incident reporting. Housing ASB data is collected by categories of ASB rather than just number of ASB cases reported. The number of cases is still recorded, but data analysis revolves around ASB categories reported in postcode areas.

Preventative measures and interventions are recorded when a case is closed or resolved, along with enforcement actions taken.

When ASB cases are closed the victim and witnesses are issued with a feedback survey form. The results are assessed and recurring issues are identified enabling improvements in the process to be made.

Regular articles in the tenants' newsletter and website pages are used to inform tenants of ASB and harassment issues.

The Housing ASB Performance Indicators will be reported on a six monthly basis to the Housing Overview and Scrutiny Committee.

2.17 Glossary (of terms and abbreviations used)

ASB	Anti-social behaviour
CHaRMM	Community Harm and Risk Management Meeting
JAG	Join Action Group
NAT	Nuisance Action Team
NoSP	Notice of Seeking Possession
MAISP	Multi-Agency Information Sharing Protocol

3 Review of the Policy

This document is subject to review on a biennial basis or earlier if required because of changes in good practice, legislation, regulation or significant ASB problems that the Policy does not address.

4 Author and feedback

The Council welcomes comments and feedback on its policies and procedures. Please contact the name of the policy author and their service/team name if you have any comments.

5 Appendix 1

5.1 References

[The Anti-social Behaviour Act 2003](#)
[Anti-social behaviour, Crime and Policing Act 2014](#)
[Data Protection Act 2018](#)
[Equality Act 2010](#)
[Environmental Protection Act 1990](#)
[Homelessness Act 2002](#)
[Housing Act 1985](#)
[Housing Act 1996](#)
[Housing Act 2004](#)
[Human Rights Act 1998](#)
[Protection from Harassment Act 1997](#)

[Respect ASB Charter for Housing](#)
[Safer Waverley Partnership](#)
[Waverley Community Trigger](#)
[Surrey Multi-Agency Information Sharing Protocol](#)

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ASB or NOT ASB?.....

What is Anti-social behaviour?

Most of us know that from time to time we may not see eye to eye with our neighbours. It is very easy for people to get on each other's nerves or argue, particularly when living in close proximity to each other.

The reasons neighbours fall out can vary and does not always constitute ASB which is defined below as:

- Anti-social behaviour is a broad term that is used to describe behaviour that may affect your quality of life and the peaceful enjoyment of your home. .
- Anti-social behaviour is defined as (a) someone acting 'in a manner that causes, or is likely to cause, harassment, alarm or distress to one or more persons (b) behaviour capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises; or (c) conduct capable of causing housing related nuisance or annoyance
- This may include noise, verbal abuse, harassment, threatening behaviour, unacceptable levels of noise, drugs and alcohol misuse and inconsiderate use of communal areas. For further information please read our ASB policy document.

Some complaints about, for example household noise are often reported to us as anti-social behaviour. Common complaints include children playing, door closing, furniture being moved and hearing footsteps. These matters would not be considered anti-social behaviour. Your neighbour may not be aware that they are causing a problem and you may be able to resolve the issue quickly and easily without reporting it.

STEP 1

We would always start by encouraging a resident to try to address the problem themselves as this can easily resolve the situation (unless this relates to threatening or violent behaviour or is a criminal activity which should be reported to the police).

STEP 2

If you have tried talking to your neighbour or you do not feel comfortable to, then contact your Housing Officer to discuss. You should always call the police if you have an urgent, serious problem.

Not all reports relating to neighbours behaviour or breach of tenancy are deemed acts of anti-social behaviour. In most cases this is clear , however

there are some reports that are easy to confuse and some that will rely on the officers questioning skills and judgement.

- **How does the incident/behaviour impact on the customer?**
Is it just an inconvenience (**NOT ASB**) OR
Is it having a detrimental impact on their quality of life (**ASB**).
- **What is the behaviour?**
Could it be a simple misunderstanding (**NOT ASB**)
Maybe the neighbour isn't aware they are causing a problem (NOT ASB)
Is it intentional or targeted and clearly unacceptable (**ASB**)

STEP 3

If you report ASB to us, Housing Management or Customer services will log the case as appropriate and will exercise their professional judgement when assessing whether a report of ASB meets our definition or not– ASB/Not ASB

NOT ASB.

Your Housing Officer will be able to help with any questions that you may have in regards to the situation. They will be able to give advice on resolving or managing your situation.

ASB

Your Housing Officer will log your case on our system. They will then follow Waverley Borough Council policy for managing ASB to investigate your complaint, explain options available and agree an action plan with you.

Behaviour that would be deemed NOT ASB

Some acts may be considered unacceptable, but would not be considered anti-social behaviour.

- ✗ Noise from children playing
- ✗ Personal differences
- ✗ Family disputes
- ✗ Babies crying
- ✗ Cooking odours
- ✗ Normal household activity or living sounds eg opening/ closing doors, walking up & down stairs etc
- ✗ One-off parties eg BBQs, where there's no evidence that the problem will reoccur.
- ✗ Clash of lifestyles including cultural differences.

Whilst many of the following examples may constitute a breach of tenancy and would need to be investigated, they would not be deemed anti-social behaviour and some are simply lifestyle choices and differences that neighbours' living in close vicinity of each other need to respect.

- ✗ My neighbour is erecting a portacabin in their garden for their son to live in.
- ✗ My neighbour has parked on double yellow lines near to where we live. This has not affected my own parking arrangements.
- ✗ My neighbour has a lot of visitors and they keep using our visitor bays. This means that we don't have anywhere for our visitors to park.
- ✗ My neighbour puts her washing machine on every morning at 8am and it wakes me up.
- ✗ My neighbour never washes their car and it looks filthy

Some Examples

The main areas of confusion are reports relating to pets, rubbish and car parking and the following examples are designed to assist you in making that decision.

CHILDREN PLAYING –

One of the most common reports we receive are about “children playing”. Play is an essential part of every child's life and vital for health and well being and development. The act of children playing is NOT ASB. The question that should be considered is what is it that they are doing that is having a damaging impact on the resident's quality of life.



- ✗ A report that children are just playing, this is **NOT ASB**.
- ✓ If the children are causing damage for example kicking a football against their car or property, then that may amount to **ASB**.
- ✓ If the children are shouting or swearing late at night, then that is **ASB**. (*“late” has no defined time, - however we would expect noise levels to drop as the evening wears on. To help us assess what is considered reasonable, we may speak to other neighbours to see who else is being affected*).

PETS –

We receive lots of reports relating to pets. The question that should be considered being – *is the pet causing a nuisance?*



- ✗ A customer reports that their neighbour (our tenant) has a dog or a cat in a flat – the fact that their neighbour may not have permission to keep the pet in the flat is an issue we can take up with our tenant. If the

pet's presence is not damaging the customer's quality of life then it is **NOT ASB**.

- ✘ A customer may be concerned about their neighbour's (our tenant) pet is not being cared for. The way the neighbour treats their pet may be upsetting for the customer but if it is not damaging the customer's quality of life then it is **NOT ASB** and may instead be a matter to report to the RSPCA..
- ✓ If the report however states that their neighbour's dog is howling and/or barking incessantly and it is greatly disturbing them, then this is having a detrimental impact on the customer and therefore would be recorded as **ASB** and as such it would be appropriate for us to provide the customer with updates, and may involve contact with Environmental Health / completion of diary sheets.

RUBBISH -

Another common report relates to rubbish. The question that should be considered being *are the neighbours actions intentional and clearly unacceptable* or could it *simply be a misunderstanding or just an inconvenience?*



- ✘ If the report is about another service eg the local authority not collecting the bins, recycling etc, then this is **NOT ASB**
- ✘ If the report is about their neighbour putting their rubbish out a day early or not using their recycling bins correctly, this is **NOT ASB**.
- ✓ If however, the neighbour's acts are intentional or clearly unacceptable eg fly-tipping, leaving nappies in the bin area etc – then this should be recorded as **ASB**. All fly tipping is to be reported to Waverley Borough Council Environmental Health.

CAR PARKING -

Vehicle problems should follow the same guidance as above, the question that should be considered being *are the neighbours actions intentional and clearly unacceptable* or could it *simply be a misunderstanding or just an inconvenience?*



- ✘ If a neighbour is using the wrong parking bay or double parking - it may be that they are not fully aware of the parking arrangements in their area and this can be easily addressed and is **NOT ASB**.

- ✘ Reports of neighbours parking on double yellow lines or failing to comply with other public highway markings should be directed to contact the relevant authority as appropriate (in many instances the local council unless it is causing a traffic obstruction in which case it would be the Police) and is **NOT ASB**.
- ✔ If however, the neighbour's actions appear intentional or clearly unacceptable (eg regularly blocking access), then we would log as **ASB**

MISUSE OF COMMUNAL AREAS -

Shared communal areas are places where neighbours regularly come into contact with each other. The same guidance as above should be followed, the question that should be considered being *are the neighbours actions intentional and clearly unacceptable* or could it *simply be a misunderstanding or just an inconvenience?*

- ✘ If a neighbour leaves the communal door open, this is **NOT ASB**.
(we may address concerns around the security of the block but not ASB)



- ✘ If a neighbour is slamming the communal door, this is **NOT ASB**
(unless it is causing damage, is continuous or intentional)
- ✘ When a resident is smoking in their own flat this is **NOT ASB**
- ✔ This however becomes a criminal offence if they are smoking cannabis or any other illegal substance and therefore is **ASB** and which should be reported to the police (and you should indicate if you are concerned about your safety) before letting us know together with any incident report number

We would recommend when cases can't be resolved by talking direct to your neighbour that you contact your Housing Officer who can make a referral for Mediation.

If you wish for Mediation, or to discuss your situation then please contact the Housing Management Team on 0330 119 3000

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WAVERLEY BOROUGH COUNCIL

HOUSING OVERVIEW AND SCRUTINY COMMITTEE

23 NOVEMBER 2020

Title:

Tenant Involvement Strategy 2020-023

Portfolio Holder: Cllr Anne-Marie Rosoman, Portfolio Holder for Housing, Community Safety & Emergency Planning

Head of Service: Hugh Wagstaff, Head of Housing Operations

Key decision: No

Access: Public

1. Purpose and summary

To consult with the Committee on the new housing service Tenant Involvement Strategy which provides details on how and why to get involved and the support available for Waverley's council tenants.

2. Recommendation

It is recommended that the committee pass any suggestions and comments to improve the strategy to officers for consideration in the final strategy document.

3. Reason for the recommendation

To include the committee in the consultation process to develop a new Tenant Involvement Strategy.

4. Background

4.1 The current Tenant Involvement Strategy was devised for 2016 to 2019. The strategy is reviewed and rewritten every three years, to ensure its relevance and fit for purpose. During the review consideration is taken of legislative and regulatory changes, current best practice, successes and complaints about the service.

4.2 The strategy, at Annexe One, promotes the benefits of involvement and looks to

increase involvement opportunities. The three key priorities are to:

- increase the ways we can work together,
- make it easier to get involved, and
- listen, consider and act

4.3 The strategy also reflects and celebrates the successes of previous strategy, including:

- involvement in responsive repair contact procurement
- partnership working with Housing Overview and Scrutiny on Attitudes to Council Homes: Pride or Prejudice report
- scrutiny reviews on recharges, empty homes and mutual exchanges and
- family friendly open events to celebrate 100 years of council homes.

4.4 The strategy also looks to the future with an action plan on how to meet the priority objectives (Page 16 of Annexe One).

4.5 The strategy is, in draft, for consultation and will be reviewed and designed with the help of the communications team following the consultation period.

5. Relationship to the Corporate Strategy and Service Plan

5.1 The Policy relates to the housing service plan objectives to *ensure the service meets needs of tenants and their families, recognised as effective partner within the community and improving customer experience* and the Council commitment to promote *“housing to buy and to rent, for those at all income levels”*.

6. Implications of decision

6.1 Resource (Finance, procurement, staffing, IT)
Tenant Involvement services are met within current resources.

6.2 Risk management

Social landlords have duty to comply with the Housing Regulatory Standards including the Tenant Involvement and Empowerment Standard. Failure to comply will impact the continuous service improvement and meeting the needs of residents, resulting in poor

services and a bad reputation. The strategy is clear on the range involvement options available and positive outcomes involvement can bring to all.

6.3 Legal

There are no direct legal implications arising from this report.

6.4 Equality, diversity and inclusion

Equality Impact Assessment to be updated completed following consultation.

6.5 Climate emergency declaration

Move to more virtual meetings reduce financial and environmental costs of paper and travel. Aspiration to form a Green Group of tenants to consult, advice and monitor the landlord services carbon reduction initiatives.

7. Consultation and engagement

7.1 In addition to consultation with Housing Overview and Scrutiny members the proposed strategy will be shared with all tenants, for consultation, in the winter edition of the tenants' newsletter. There will be no face to face focus groups but tenants are invited to get in contact to share their views and experiences. One to one and/or group virtual meetings will be made.

7.2 Consideration will be made to all comments and suggestions to inform the final policy document, to be implemented by the end of the calendar year.

8. Other options considered

8.1 n/a

9. Governance journey

9.1 Policy to be agreed by Portfolio Holder and Head of Service, following consultation

Annexes:

Annexe 1 – Draft Tenant Involvement Strategy 2020-2023

Background Papers

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

CONTACT OFFICER:

Name: Annalisa Howson
Position: Housing Service Improvement Manager
Telephone: 01483 523453
Email: annalisa.howson@waverley.gov.uk

Agreed and signed off by:
Legal Services: 10 November 2020
Head of Finance: date
Strategic Director: 5 November 2020
Portfolio Holder: 9 November 2020

Tenant Involvement Strategy 2020-2023

You are the experts of living in council homes

Waverley hive are proud of our tenant involvement activities including the Tenants Panel who celebrated their 25th anniversary in 2020.

Our tenants, leaseholders, the Tenant's Panel and the tenant Scrutiny Group have all played a critical role in shaping and monitoring our housing services over the course of the last Tenant Involvement Strategy 2016-2019.

In the next three years we want to expand the number of ways you can be involved and have your say in your homes and communities.

We want to engage with more of you in more ways and ensure that if you are interested in working with us support will be available to you if required.

bee involved

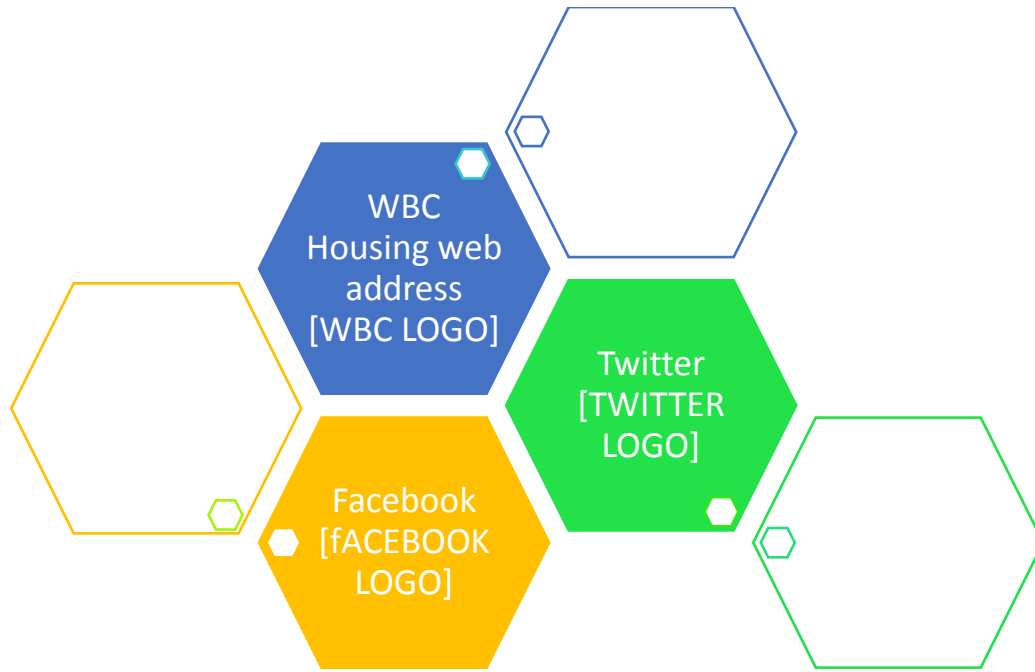


If being involved in your community appeals to you, we would love to hear from you. Please find more information in the meet the team section.

This document is for Waverley leaseholders as well as our tenants. The term tenants will be used throughout.

Welcome to the hive





Images of TP, 100 years, zoom call

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Achievements

Some examples of tenant involvement achievements from 2016 to 2019

A SUCCESSFUL PARTNERSHIP BETWEEN THE TENANTS PANEL, ELECTED MEMBERS AND WAVERLEY OFFICERS

In response to the Government's Green Paper 'A new deal for social housing', the Overview and Scrutiny Housing Committee held a task and finish group to identify if there was existing stigma about Waverley social housing tenants or homes. They also examined how tenants view their homes to develop future services to promote pride and remove stigma.

Outcomes were presented at committee and shared at national level through the Chartered Institute of Housing. Collectively we are challenging prejudice and improving homes and services to prevent negative stereotypes and ensure everyone has a home to be proud of.

bee proud



TENANTS PANEL CELEBRATE THEIR 25TH ANNIVERSARY IN 2020

The Tenants Panel continue to be a strong and independent voice for all tenants. They use a variety of forums to gain and express views regarding service delivery and share feedback from Waverley tenants. Panel members meet regularly with the Head of Service, Housing Portfolio Holder and elected members of the Overview and Scrutiny Housing committee.

The Panel have also established connections with other tenant groups through Housing Quality Resident Network (a national best practice network) and in particular Guildford Borough Council's TAG (Tenant Action Group).

HAVING A SAY IN RESPONSIVE REPAIRS PROCUREMENT CONTRACT

Tenants were part of the £32m responsive repairs contract procurement in 2018/19. Tenants views were collected before the contract specification was written to ensure it reflected what was important to you. Three tenant volunteers formally took part in assessing the contractors submissions regarding resident involvement and scored each contractor. Those involved were invited to attend a small gathering to thank everyone who had been involved in the project.



bee vocal

PRESENTING VIEWS ON RECHARGES, EMPTY PROPERTIES AND MUTUAL EXCHANGE PROCESS

Waverley Scrutiny Group presented three reports to the Overview and Scrutiny Housing Committee and senior Waverley officers. These reviews focussed on the recharge process, empty properties and mutual exchange process. Each report contained recommendations which were converted into an action plan for Waverley officers to work on. Some of the outcomes from their work were

- the re let standard was reviewed
- a recharge policy was implemented
- the mutual exchange process is now online

FAMILY FRIENDLY EVENTS PROVIDING OPPORTUNITIES TO HEAR FROM LOCAL RESIDENTS ON WHAT MATTERS TO THEM

Since 2016 the Housing service has held 12 summer family events visiting Godalming, Farnham, Haslemere and Cranleigh. Fully supported by our Tenants Panel and Scrutiny Group they provided an opportunity to meet with local residents and hear about what matters to them.

In 2019 we met with over 100 tenants at our parties celebrating 100 years of social housing.

bee inquisitive



ENSURING PEOPLE LIVING IN OUR SENIOR LIVING SERVICE ARE HAPPY WHERE THEY LIVE

The Tenants Panel actively participated in the Senior Living service level review in 2017 due to a change in Surrey County Council funding. Members presented a report of senior living tenant's comments and their findings to a Surrey County Council committee later that year. The Panel continue to monitor service delivery.

ADVOCATING FOR TENANTS

Tenants Panel members continue to be advocates for tenants. Working with the tenant and Waverley officers they seek resolution regarding housing specific issues.

The group provide a forum for tenants to be informed of developments within the Housing service and to raise issues. ATOM All Tenants Open Meetings were held quarterly around Waverley in 2017-2019.



bee more involved in your community

AN ONGOING PART OF OUR COMPLAINTS PROCESS

Our Designated Tenants Complaints Panel are part of Waverley's complaint process. They offer a channel for tenants to present their complaint to an independent group to seek a resolution. Since 2016 members have reviewed [emailed SP 6.7.20 for case numbers](#).

The group meet quarterly to scrutinise complaints data and Housing Ombudsman case studies.

In 2018 members were involved in Waverley's response to the Housing Green paper regarding complaints.

IMPROVING DESIGN STANDARDS

Tenant Panel members were part of improving the design standard for our new homes. Sharing their thoughts on what makes a home and what is best value for now and the future.

Communicating and receiving feedback has been an essential part for the contract management regarding major building works at Ockford Ridge in Godalming. Local residents such as Rob ([see photo](#)) have helped by sharing their views and ensuring Waverley support the local community.

Foreword

Welcome to the Waverley Tenant Involvement Strategy 2020.

I am delighted to introduce our vision to give everyone the opportunity to influence and shape our services for the next three years.

This Strategy outlines how we intend to engage and consult with you and demonstrates how we will support you to get involved with us during this time.

Opportunities to work together and your feedback is vital for quality homes and the successful delivery of our services. We are committed to putting you at the heart of everything we do to ensure our communities thrive.

This strategy comes at an unprecedented and challenging time in our living history. We are adapting the ways we work to keep everyone safe during Covid-19 pandemic. This presents an opportunity for you to get involved and contribute to how the service evolves and will work for you, as our tenants.

It is also encouraging, to see more tenants making use of technology to keep in touch. This will not replace other ways we work together but does allow us to continue to hear what matters to you during this difficult time and to reach more tenants if your preferred form of communication is digital.

I look forward to working in partnership with you to improve our services and to create an environment that makes a positive difference to you and the wider community.

Thank you for being a Waverley tenant.

Hugh Wagstaff, Housing Head of Service



help us bee the best

Forward from TP Chair

Key Priorities

We promise to

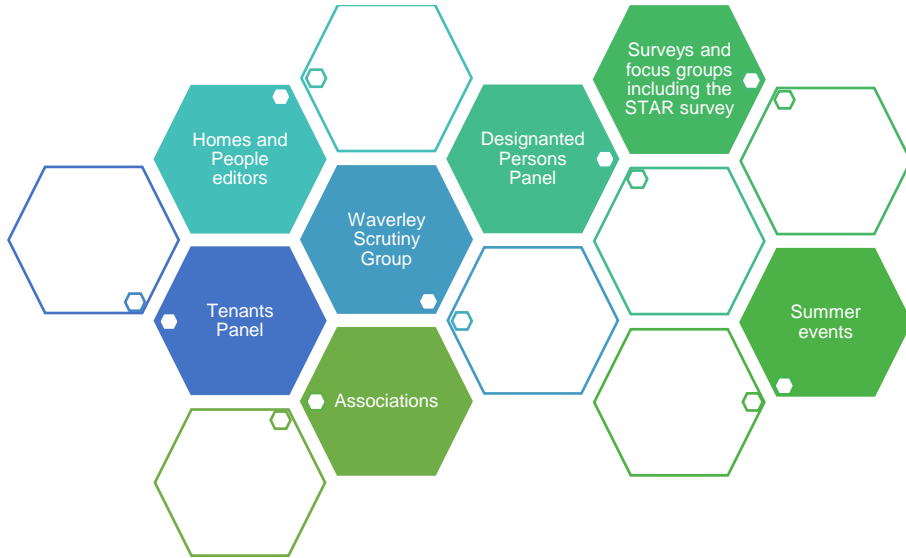
1. Increase the ways we can work together
2. Make it easier to be involved
3. Listen, consider and act on input

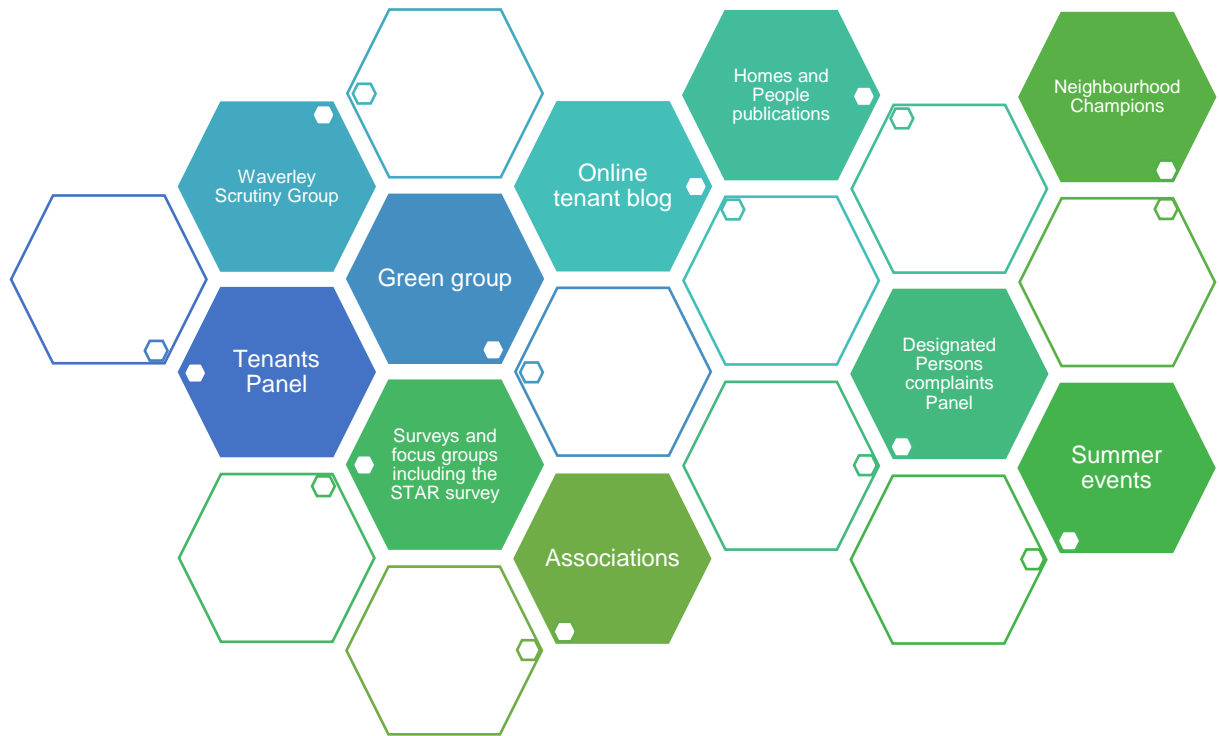
[Insert picture]

Increasing ways, we work together

Join the hive - We have and will continue to develop ways to work together

bee a team





Making it easier to be involved

Tenant involvement can mean different things to different people and captures a range of interactions or activities with the Council. They can be informal such as giving feedback - compliment, complaint, comment or suggestion through to more formal involvement such as joining a tenant's panel or group.

bee involved



Whether it be, informal or formal, long-term or short term, engaging with us provides us with vital information regarding what matters to you in your homes and communities. We will be developing new ways of measuring this impact, with the help of the tenant groups, over the course of the next three years to ensure that even more of what is learnt informs our service improvement strategies in the future.

We recognise that tenant involvement requires commitment from you and that there may be barriers, which prevent you from becoming involved, such as:

- Confidence
- Transport
- Family commitments
- Time
- Expense

We can support you to ensure you can take part in helping us to shape the service by:

- Providing training and support. You can even be supported to take a qualification.
- Offering alternative channels to voice your views
- Reimbursing your travel or care costs
- Arranging meetings at locations and times suitable for you

Our training and development opportunities are being improved and will be available to you if this is something you are interested in. These are available to tenants who are more formally involved with us such as a tenant's panel member. These range from support with joining an online meeting to learning research skills.

We will carry out a large-scale tenant satisfaction survey in 2021. This will give all our tenants a chance to have a say. Do look out for the 2021 STAR survey in the summer and the results in autumn. You know your communities better than we do. It is important that we learn what matters to you from you.

Listen, consider and act upon

We are open to listening, committed to addressing difficult issues and learning from you. All tenant involvement activities give you the opportunity to have your say and inform the future changes and improvements to the service.

We will be developing new ways of measuring this impact, with the help of the tenant groups, over the course of the next three years. We want to be able to clearly show you the impact your involvement has had as we work together.

Meet the team

the bees knees



Jeanette Englefield

Tenant Involvement Officer

Jeanette helps tenants who are more formally involved to focus and develop their ideas and activities, communications and makes sure they get their say. The role involves facilitating meetings, supporting volunteers and making sure that the tenants and Waverley housing each know what the other is thinking. It's a way of making sure people have a measure of influence in decisions that affect their lives.

tenantinvolvement@waverley.gov.uk

Tenants Panel

Waverley Housing Tenants Panel are a group who seek to represent the interests of all of council tenants on matters housing related matters provided by Waverley.

Working in partnership with the Waverley Housing Service Panel members consider both national and local housing issues. There are also opportunities to get more involved in your local community.

Being a member of the Panel you will be offered:

- Full training and support
- A chance to develop new skills
- A chance to meet new people
- A channel to learn about Waverley Housing
- Community based activities to engage in

There is also an opportunity to sign up to their more specialist roles which involve:

- Chairing meetings
- Looking after the Tenants Panel budget and accounts
- Social media communications
- Event organiser
- Note taker

tenantspanel@waverley.gov.uk or telephone 01483 523196

Scrutiny Group

Waverley Scrutiny Group is at the hub of the Housing Service. Group members gather information, interview officers/contractors and seek tenant's views for a variety of service areas. Findings are collated into a report which include the groups' recommendations. This is presented to Senior Housing Officers and the Overview and Scrutiny Housing Committee.

Being involved in the Waverley Scrutiny Group makes a difference in these areas:

- The housing service customer focus
- The best use of resources
- Continuous service improvement

If you have an eye for detail, enjoy being part of a team and hold an impartial viewpoint this volunteer role may suit you.

ScrutinyDirect@waverley.gov.uk or telephone 01483 523196

Designated Persons Complaints Panel

The Waverley Designated Persons Complaints Panel are a small group of volunteers who, when requested, help to resolve Housing complaints locally.

Part of the Waverley Borough Council complaints process, the group provide an option for tenants to have their complaint reviewed before progressing to the Housing Ombudsman Service, if local resolution is not possible.

Group members use their local knowledge and life skills to work with tenants and Waverley Council to find solutions to complaints raised.

Meetings are held every three months unless the group are called to review a live case.

TenantInvolvement@waverley.gov.uk or telephone 01483 523196

Your Local Housing Officers

Comments and suggestions to your local housing officers are a great way to have your say if you do not wish to be more formally involved in a group or panel.

[Insert housing officer map – Website link](#)

Action Plan 2020-2023			
Waverley Priorities and 2020/23 Housing Service Plan	Activity	Lead officer/s	Priority
	<p>Continue to support and develop a robust Tenants Panel and Scrutiny Group.</p> <p>Ensure our co – regulatory partners receive information and data in a timely manner.</p> <p>To provide opportunities for both the Tenants Panel and the Scrutiny group to meet with members, senior Waverley officers and contractors.</p> <p>Support volunteers to use platforms such as Zoom or Microsoft teams. The outcome will offer more accessibility for those who wish to become involved.</p> <p>Develop with both the Tenants Panel and Scrutiny Group an annual TI activity goal planner.</p> <p>Evaluate, track and monitor tenant involvement activities for satisfaction and value for money.</p>	Service Improvement Team	Gold
Corporate Plan – Promote and sustain a sense of responsibility for our environment, promoting biodiversity and protecting our planet.	<p>Create a new volunteer ‘Green’ group to monitor and work on the actions from Waverley’s Climate Emergency Declaration.</p> <p>Group members to consider borough wide impact and actions within resident’s homes and environment.</p>	Service Improvement Team and Sustainability Manager	Gold
Corporate Plan –	Create Neighbourhood Champions supporting local	Service Improvement,	Bronze

Promote and sustain a sense of responsibility for our environment, promoting biodiversity and protecting our planet	community and monitor green spaces contract.	Housing Management and Commercial Services teams	
2020/23 Housing Service Plan – Ongoing development of corporate website and digital services to increase range of means to access services.	<p>Research models from other organisations to find successful digital practice.</p> <p>Explore the possibility of online forums or virtual meetings for ‘Green’ group and Neighbourhood Champions. This action would reduce the need to travel and provide an accessible channel for residents to share their views.</p> <p>Trial digital options to increase feedback from previously underrepresented groups using tools such as survey monkey.</p> <p>Explore offering an online calendar which would include tenant involvement and community activities.</p>	Service Improvement team and Communications	Gold
2020/23 Housing Service Plan – Ongoing development of corporate website and digital services to increase range of means to access services.	<p>Explore developing an online option Homes and People as an alternative. This will provide a variety of ways to access our publications.</p> <p>Support volunteers to be part of Homes and People editorial group. Assisting in both reviewing issues and contributing articles.</p>	Service Improvement and Communications	Gold

<p>2020/23 Housing Service Plan – Procure, design and project manage comprehensive satisfaction – STAR (Survey of tenants and residents) to inform service improvement plan.</p>	<p>Measuring and benchmarking performance with organisations such as Housemark.</p> <p>Tenants Panel members to be involved in the STAR design and outcomes from the results.</p>	<p>Service Improvement Team</p>	<p>Gold</p>
<p>2020/23 Housing Service Plan – Review regulatory consumer standards with tenants and members to assess areas for improvement to inform the service improvement plan.</p>	<p>Review Regulatory Consumer standards with Waverley’s Tenants Panel.</p>	<p>Service Improvement Team</p>	<p>Silver</p>
<p>Corporate Priority – Promote and sustain the value and worth of all residents, regardless of income, wealth, age, disability, race, gender or sexual orientation.</p>	<p>To offer a variety of training options to support all volunteers for both their role and personal growth i.e. Equality and Diversity, HQN (Housing Quality Network) and CIH (Chartered Institute of Housing) national events.</p> <p>Encourage interested volunteers to undertake a CIH qualification supported by Waverley Housing.</p> <p>Provide IT skills training through Waverley’s IT trainer.</p>	<p>Service Improvement Team and IT officer</p>	<p>Silver</p>
<p>Corporate Priority – Promote and sustain the value and worth of all residents, regardless of income, wealth, age, disability, race, gender or sexual orientation.</p>	<p>Embed tenant involvement in all areas of Waverley’s Housing service. Using feedback to improve services and engage with tenants in a meaningful way.</p>	<p>All Housing officers</p>	<p>Gold</p>

Waverley Equality Statement

For our communities to thrive we need feedback and engagement from as many different groups in our communities as possible. To fairly represent the population of our tenants. We are particularly concerned that we do not have any formal involvement from tenants under the age of 35.

Waverley do not discriminate and would like to encourage involvement from all who would like to get involved regardless of age, gender, sexual orientation, race, culture, religious beliefs or disability.

Climate Statement

All over the world, climate breakdown is causing serious damage, impacting on people and ecosystems – from rising sea levels, shrinking glaciers and dying coral to increasingly severe flooding, droughts, hurricanes and other extreme weather.

Waverley Borough Council has responded by officially declaring a Climate Emergency. This commits the council to regard climate change as a serious threat that requires urgent action to reduce carbon emissions and conserve biodiversity.

In 2021 we will be offering you the opportunity to take part in our Green Group. Working with you we will develop plans to help both the environment and nature in your local community.

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WAVERLEY BOROUGH COUNCIL

HOUSING OVERVIEW AND SCRUTINY COMMITTEE

23 NOVEMBER 2020

Title:

**Housing (HRA) Recovery, Change and Transformation Project
Progress Report**

Portfolio Holder: Cllr Anne-Marie Rosoman, Portfolio Holder for Housing, Community Safety & Emergency Planning

Head of Service: Hugh Wagstaff, Head of Housing Operations

Key decision: No

Access: Public

1. Purpose and summary

To provide the Committee with an update report for their scrutiny on the Housing Team's Recovery, Change and Transformation Project. Following the easing of the Covid-19 lockdown in May 2020 the team have been making progress to reinstate services and work within new guidelines.

2. Recommendation

It is recommended that the committee review this report and agree any observations or comments it wishes to pass to the Executive.

3. Reason for the recommendation

To share the progress made against the project objectives and the current, challenging and evolving service provision position with Members.

4. Background

Introduction

The Committee received an initial report providing the background to the project, the project five objectives, project actions and sharing the progress made at their July 2020 meeting. A second progress report was presented in September identifying progress and challenges.

Project Objectives

Five key objectives were identified as essential to the recovery housing landlord services, with timeframes for returning to business as usual ("BAU"):

	Objective	Estimated time to deliver (in months)	Estimated start date (month)
1.	Maximise rental income (support tenants in prioritising rent payments, signpost to benefits, agree repayment plans and consider legal action)	11 months annual rent collection until March 2021	April 2020
2.	Let homes (complete works on backlog of homes and recommence choice based lettings)	12 months to clear backlog and return to BAU May 2021	May 2020 “essential moves”
3.	Reinstate responsive repairs and H&S/compliance works (inc Blunden Court works)	12 months to clear legacy works, backlog and return to BAU June 2021	Dependent on gov guidelines June 2020
4.	Re/commence capital works programme (complete backlog of works, prioritise and programme on hold/ new requests)	12 months to clear on hold works and return to BAU June 2021	Dependent on gov guidelines June 2020
5.	Maintain development programme for new homes	11 months annual development programme – completed July 2020	April 2020

Project Actions

The team developed a plan to restore services and respond to the backlog of requests. A phased approach, fundamentally putting the health and safety of tenants, visiting operatives and officers first, based on agreed priorities and team capacity, was developed.

The project has planned and delivered key housing services, to residents during the changing environment, as the pandemic restrictions were eased and changed, to meet the Council’s landlord responsibilities.

Each objective has a task focussed project group to review the former practice and programme, working in a pandemic advice and health and safety guidance to deliver services and create a new or revised work programme.

The task project groups considered requirements for:

- policy amendments
- budget revisions
- process amendments including use of IT
- prioritisation of work
- capacity of team, and
- communication to residents

The overarching Project Board will support the task groups and manage the project. The success of the project will be monitored through key performance indicators. BAU will be identified as performance targets are met and the backlog

of requests and works are cleared.

Project Objectives Progress

Rent - The team have continued to work empathetically with tenants to collect rent since the initial lockdown.

An addendum to the Rent Collection Policy, to reflect changes in guidance and practice, has been agreed by the Head of Housing Operations and Portfolio Holder for Housing and shared with the Council's Executive. The Tenants Panel and Housing Overview and Scrutiny Committee were consulted on the addendum policy and comments noted.

The Policy has been updated in response to the Coronavirus Act to reflect the change in legislation and guidance. The policy ethos to maximise income with firm and fair rent collection remains the same whilst recognising the financial hardship tenants may experience as a direct result of the pandemic and economic situation.

No legal action was taken from the end March 2020 to September 2020. No notices (seeking possession) were served during this period nor any escalation of expired notices. The team are working closely with tenants to support them to keep their home through repayment plans, financial advice and referrals. In October 2020 pre-covid high arrears cases were reviewed and action taken on a case by case basis. Four notice seeking possession notices have been issued.

The Courts started to hear possession hearings again from 21 September but are subject to new court processes and procedures developed by the Judiciary. Lockdown Two guidance was released on 6 November stating the bailiffs must not evict renters from their homes during the latest lockdown period, exceptions for illegal occupation, anti-social behaviour, perpetrators of domestic abuse and extreme arrears accrued pre April 2020. This guidance together with the Christmas "truce" on evictions due to start at the beginning of December means evictions for rent arrears is effectively blocked until (at least 11 January 2021).

The arrears rate has fluctuated month on month rising from 0.78% at end April to a peak of 1.01% at end of August. There has been two months of a small reduction in arrears - 0.98% at end of September and 0.95% end of October – against target of 0.7%. The total value of arrears at the end of October was £286k.

Letting homes –Working practices and viewing and sign up processes have been reviewed and updated to comply with working during the coronavirus guidance.

We restarted the service late May with a backlog of c70 homes. As more homes were handed back this increased to c80 at end August and back to c70 at end of September. As at end of October there were 49 empty homes. The contractor is taking ten homes a week and has increased sub contractor labour. An implementation plan was agreed to address the backlog of relet homes by end October. This initial plan was over optimistic given the volume works required we do not expect clear the backlog or meet target this calendar year but we hope to continue to see an increase in homes handed back and let month on month.

There were only 13 lettings in Q1 all exceeding target and a total of 56 homes let

in Q2, two within target. 29 homes were let in October and increase from 15 let in September. The current void loss is at £374,469 above the £300k projected annual figure. Financial forecasts have been updated to expect a further £3000k void loss, a total of £600k this financial year.

Responsive repairs and compliance – the team suspended all but emergency works as the first lockdown was implemented. As the government guidance changed the team held contractor meetings to discuss working regimes under new measures, the expectations of the Council and contractor capacity with operatives returning from furloughed status. The outstanding repairs were reviewed with Ian Williams and an action plan developed.

The responsive repairs service resumed 8 June 2020 receiving c200 requests a week. During October the average reduced to 175 request per week. However there remains c1,000 outstanding repairs which equates to approximately five weeks work (with no new requests). The team are working closely with our interim contractor to steadily reduce the backlog.

Lockdown Two does not prevent responsive works taking place but may add further delay if tenants are reluctant to have operatives in their home and/or the number of cases increases within the local population.

The Housing Customer Service team has been incorporated into the Corporate Customer Service Centre, which was launched softly on 5 October. The same team are taking the housing management and maintenance calls within a new management structure, with a strong focus on customer service and a move towards self service as new systems developed.

Through out the lockdown the team continued with compliance works including water hygiene and gas servicing. Electrical checks and associated works have were reintroduced in June too. Work commenced 26 October for Blunden Court legionella/pipe work replacement.

The **gas** safety check performance has greatly improved, there are only two homes at the end of October (compared to seven homes at the end of Q2 and 74 at end of Q1, without a valid gas safety certificate. Of those outstanding: one has been refusing access due to covid but expect to access w/c 3/11 and the other is unoccupied with the resident in a care home, awaiting social services to arrange access to cap off supply. The team have been successful with securing access with three court warrants to ensure the safety of tenants and neighbours.

Capital works – the team reviewed the capital work programmes and held contractor meetings to discuss working regimes under new measures, the expectations of the Council and contractor capacity with operatives returning from furloughed status. The team are working on some external capital works programmes (roofing and external decorations) and a small bathroom replacement programme. 45% of the annual budget has been invoiced/or committed. The full capital programme budget will not be spent this year. This is reflected in the forecast budget report. The underspend will be added the HRA reserves.

New homes development – The new homes objective was been successfully completed July *date* and the team return to Business As Usual with adapted working practices and updated programme.

Conclusion

The team have progressed work identified in the key service areas and recovered services. New ways of working have been implemented to ensure the health, safety and wellbeing of residents, officers and contractors. The team are keeping abreast of the changes in guidance and arising challenges. These areas continue to be closely monitored by the Head of Service through key performance indicators, managers reports and budget reports until backlogs have been cleared and business as usual.

5. Relationship to the Corporate Strategy and Service Plan

The five key services areas of the project reflect the HRA Business Plan and Housing Operations Service Plan and the Council commitment to promote *“housing to buy and to rent, for those at all income levels”*.

6. Implications of decision

6.1 Resource (Finance, procurement, staffing, IT)

Project acknowledges impact from 12 week lockdown increase in void rent loss and underspend of capital works and responsive repairs. Due to the suspension of works during the lockdown and slow recovery there is a potential underspend on responsive repairs and staffing of £1.3m.

6.2 Risk management

A risk assessment has been completed for the project and mitigations identified to be monitored by the Head of Service.

6.3 Legal

Throughout the lockdown period the Housing team has taken advice from Legal Services to ensure that the activities that have been progressed during the lockdown period have been carried out in line with Coronavirus regulations laid down by the Government, government guidance and to focus on the health and safety of both staff and tenants (including those shielding). This work continues into the recovery phase of the Council’s response to the pandemic, with careful assessment of the Council’s statutory responsibilities to its tenants – both in terms of its Business As Usual statutory functions and the continuing requirements of the Coronavirus statutory regulations.

6.4 Equality, diversity and inclusion

An equality impact assessment has been completed for the project. Noted the positives of increased communication by phone with all customers including disabled and older tenants to explain working practices and safety processes during the corona virus. During lockdown the team contacted all older tenants to complete a welfare check and as services are restarted tenants are contacted to risk assess

before any visit.

6.5 Climate emergency declaration

The lockdown has demonstrated that some services can be managed remotely. There has been a reduction in travel and move to reduce paperwork by offering digital services.

7. Consultation and engagement

Ongoing liaison with Tenants Panel, portfolio holder for housing, housing team and progress reports to Housing Overview and Scrutiny Committee. All tenants information letters sent in March, May and June and tenants newsletter planned for winter 2020.

8. Other options considered

Two other options were considered for the project and immediately ruled out.

“Do nothing” is not recommended as the service would continue to lose rental income from vacant homes, depreciate the asset of homes as responsive work, cyclical and improvement works are not completed. Failure to provide homes to those in housing need, increase dissatisfaction with service and risk of legal challenge.

Reinstate service “as was” is not recommended due to the risk of spreading the coronavirus and putting lives at risk.

9. Governance journey

9.1 Housing O&S and Executive as part of Housing O&S minutes/recommendations

Background Papers

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

CONTACT OFFICER:

Name: Annalisa Howson
Position: Housing Service Improvement Manager
Telephone: 01483 523453
Email: annalisa.howson@waverley.gov.uk

Agreed and signed off by:

Legal Services: 11 November 2020

Head of Finance:

Strategic Director: 12 November 2020

Portfolio Holder: 12 November 2020

WAVERLEY BOROUGH COUNCIL

HOUSING OVERVIEW & SCRUTINY COMMITTEE

23 NOVEMBER 2020

Title:

Scoping Document for Housing Design Standards Review
Task and Finish Group

Portfolio Holder: Cllr A Rosoman, Portfolio Holder for Housing

Head of Service: Andrew Smith, Head of Housing Delivery and Communities

Key decision: No

Access: Public

1. Purpose and summary

- 1.1 The Committee are asked to consider and agree the Scoping Document (set out at Annexe 1) for the Task and Finish Group reviewing the Housing Design Standards. It is expected that the recommendations from this Scrutiny Review will inform the design proposals for future council housing development schemes.

2. Recommendation

It is recommended that the Committee agree the scoping report at Annexe 1 to this report.

3. Reason for the recommendation

The Committee are being asked to confirm the approach and objectives for the review.

4. Background

Waverley Borough Council has an ongoing programme of social house building and it is important to ensure that design standards for these developments take account of current legislation. The standards were last reviewed in mid-2018 and are due for update on a three-year cycle.

The review will focus on the following:

- design requirements arising from the Hackett review which followed the Grenfell Tower disaster
- aligning housing insulation and heating standards with the objectives of the September 2019 Climate Emergency declaration by this Council.
- any other regulatory changes that have arisen since mid-2018
- the Government's proposals for the 'Future Homes Standard' including the results of the consultation on Parts L and F of the Building Regulations.

- aligning the Standards with new Council policies.
- Post-Covid working from home provisions.

The objective of the review is to produce an update of the Building Design Criteria for Waverley Council Houses which is both up-to-date in terms of legislation and incorporates energy efficiency and sustainability into the design in order to contribute towards the Council's aim to reduce emissions. All aspects of the review will be seeking best value for money.

5. Relationship to the Corporate Strategy and Service Plan

- 5.1 The Review of the Design Standards is directly related to the aims of the Corporate Strategy in terms of working to maximise the availability of housing that meets the needs of local people at all income levels and taking steps towards the aim of becoming a net zero-carbon council by 2030 encouraging carbon reduction and carbon offsetting and sustainable homes.

6. Implications of decision

6.1 Resource (Finance, procurement, staffing, IT)

At this stage the financial consequences of the review are not known but will be identified as the work progresses. An objective of the review is to secure best value for money. Staffing will be within existing resources and the new Scrutiny Officer will support the review.

6.2 Risk management

Any relevant aspects of risk management will be identified as part of the review.

6.3 Legal

Legal implications will be identified, where relevant, as part of the review.

6.4 Equality, diversity and inclusion

An equality impact assessment will be completed during the course of the review.

6.5 Climate emergency declaration

A major aim of the review is to ensure the energy efficiency and sustainability standards including housing insulation and heating standards align with the objectives of the September 2019 Climate Emergency declaration by this Council.

7. Consultation and engagement

- 7.1 Consultation with tenants will be included as part of the review.

8. Other options considered

- 8.1 None.

9. Governance journey

- 9.1 It is intended that the Task and Finish Group will bring update reports back to this Committee and will make a final report in June/July 2021. This Committee will make recommendations arising from the report to the Executive.

Annexe:

Annexe 1 – Scoping Document for the Review of Waverley Housing Design Standards

Background Papers

There are / are no background papers, as defined by Section 100D(5) of the Local Government Act 1972).

CONTACT OFFICER:

Name: Louise Blundell

Position: Housing Development Manager

Telephone: 0148 3523205

Email: louisa.blundell@waverley.gov.uk

Agreed and signed off by:

Legal Services: date

Head of Finance: date

Strategic Director: date

Portfolio Holder: 6 November 2020

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Waverley Borough Council Scrutiny Review

**Review of Waverley Housing Design Standards
Scoping Document**

November 2020

Background information		
1.	Title of proposed review	Review of Waverley Housing Design Standards.
2.	Proposed by	Cllr Richard Seaborne
3.	Chair of the Group (once confirmed)	
4.	Membership of the group (once confirmed)	Cllr Peter Marriott Cllr Richard Seaborne Cllr David Else A Tenants Panel representative
5.	Scrutiny Policy Officer supporting the review	tba
6.	Service officer(s) supporting the review	Louisa Blundell (Housing Development Manager), Jane Clement (Building Control), Fotini Vickers/Delma Bryant (Sustainability Projects Officer), Lindsay Kennedy (Housing Finance Manager)
7.	How does this review link with the corporate priorities within the Corporate Strategy?	The review directly relates to the Council's priority on taking action on Climate Emergency and "ensuring all new homes on council land achieve energy efficiency level A".

Purpose and objectives		
8.	Reason for / background to the review	Waverley Borough Council has an ongoing programme of social house building. It is necessary to keep the design standards for those new homes current with legislation. The standards were last reviewed in mid-2018 and are due for update on a three-year cycle.
9.	Purpose (what does the review hope to achieve)	The main focus areas of the review will be to: <ul style="list-style-type: none"> • Affordability for tenants (Rent/Council Tax/operational costs) • Incorporate design requirements arising from the Hackett review which followed the Grenfell Tower disaster / Fire Safety Bill. • Align housing insulation and heating standards with the objectives of the September 2019 declaration of a Climate Emergency by this Council. • Capture any other regulatory changes that have arisen since mid-2018. • Take into account the Government's proposals for the 'Future Homes Standard' including the results of the consultation on Parts L and F of the Building

		<p>Regulations.</p> <ul style="list-style-type: none"> • Aligning the Standards with new Council policies. • Consider Post-Covid working from home provisions.
10.	Objectives (what actions / outcomes are expected as a result of the review?)	<p>The objective of the review is to produce an update of the Building Design Criteria for Waverley Council Houses which:</p> <ul style="list-style-type: none"> • is up-to-date in terms of legislation • incorporates energy efficiency and sustainability into the design in order to contribute towards the Council's emissions reduction efforts <p>All aspects of this review will be seeking best value for money.</p>
11.	Research questions (any questions posed so far for the review to cover)	<p>Look at the approach of other councils such as Norwich and Bristol to the same problem and why?</p> <p>Invite Passivhaus providers to explain their rationale.</p>

Methodology		
12.	What form will this review take (e.g. half day, full day, meetings over several weeks/months, standing Group until...)?	Starting in January 2020 and delivering final report in the June/July committee cycle. Regular meetings every 2 – 3 weeks of no more than 2 hours each.
13.	What evidence will need to be gathered in order to undertake this review (e.g. current policies, satisfaction data, literature)?	Current Design Standards Norwich scheme Bristol approach Policies? Housing Strategy?
14.	What methods will be used to compile information for this review (e.g. desktop research, public consultation, interviews, focus groups)?	Desktop research, gathering evidence from interviews and presentations from other councils, organisations, internal and external witnesses and consultation with Tenants Panel.
15.	What (if any) external resource will be required (e.g. external expertise, consultants etc)?	Potential input from an energy assessor / architects already working for WBC

Limitations and risks		
16.	What does this review not include in its scope? (Consider remit of the committee and purpose of the review.)	<p>What is 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</p>

		Supported Living Accommodation Connectivity and Surroundings – (planning)
17.	What is the Council's risk appetite for the issue being reviewed?	Delivery climate carbon neutral council 2030

Post review		
18.	To where will the recommendations ultimately be addressed (e.g. Executive, Council, external organisation)?	Executive
19.	When will the final report be presented to the parent committee?	June/July 2021
20.	When will the report be presented to Executive/Council (meeting dates)?	July 2021
21.	How will the impacts of the review be measured?	Success in meeting energy efficiency standards whilst achieving value for money and desired number of homes.
22.	When / how often will the impacts be assessed?	Annually through Housing O&S.
23.	When / how often will the impacts be reported to O&S?	Annually.

Some of the sections of this document may need to be completed after the first meeting of the Group.

WAVERLEY BOROUGH COUNCIL

ENVIRONMENT O&S – 11 NOVEMBER 2020

VALUE FOR MONEY AND CUSTOMER SERVICE O&S – 16 NOVEMBER 2020

COMMUNITY WELLBEING OVERVIEW & SCRUTINY 17 NOVEMBER 2020

HOUSING O&S – 23 NOVEMBER 2020

Title:

Revised Waverley Corporate Strategy 2020-2025

Portfolio Holders: Cllr John Ward, Cllr Paul Follows

Head of Service: Robin Taylor, Head of Policy & Governance

Key decision: No

Access: Public

1. Purpose and summary

- 1.1 This report is being presented to each of the Overview and Scrutiny Committees and its purpose is to seek the views of the Committee on the revised Corporate Strategy and to forward any comments and recommendations the Committee may wish to make to the Executive.

2. Recommendation

It is recommended that the Overview & Scrutiny Committee considers the revised Corporate Strategy set out at Annexe 1 to this report and makes any recommendations to the Executive as appropriate.

3. Reason for the recommendation

To ensure the views of the Committee are received and considered by the Executive in finalising the Corporate Strategy.

4. Background

- 4.1 The Council's Corporate Strategy is an important document for setting out the direction of the Council for the next five years. It sits above all other strategies and policies and informs the service delivery and business programme for the service areas. The delivery mechanism for the Strategy is an action plan which in turn is reflected in the Service Plans for each service area. These Plans are also an essential part of the performance management framework. Each member of staff will have annual targets in order to ensure the effective delivery of the Council's strategic objectives.

4.2 The current Corporate Strategy was first published in 2019 and since then the Council has faced the significant impact of the coronavirus pandemic, the recession, continuing uncertainties over Brexit, possible Government devolution proposals and the overall financial implications of all of these. The Executive decided to review the Corporate Strategy in order to be ready to respond to these uncertainties.

4.3 Following comments made on the draft Strategy at the last cycle of the O&S Committees and the Councillor Workshops, the text has been amended to incorporate feedback and the structure changed to reflect the six proposed priorities for the Council.

5. Relationship to the Corporate Strategy and Service Plan

5.1 This is set out in paragraph 4.1 above.

6. Implications of decision

6.1 Resource (Finance, procurement, staffing, IT) TBC

6.2 Risk management

The scrutiny process gives an opportunity to examine the potential risks arising from the corporate objectives. The Corporate Performance Report allows for an ongoing assessment of any risks as a result of underperformance and the monitoring of improvement or mitigation actions put in place to address potential issues.

6.3 Legal

There are no legal implications arising directly from this report.

6.4 Equality, diversity and inclusion

The equality impact assessment undertaken on the original Corporate Strategy will be reviewed and any implications brought to the attention of the Executive.

6.5 Climate emergency declaration

The Corporate Strategy sets out the Council's environmental and sustainability objectives and how these will be delivered through the Action Plan.

7. Consultation and engagement

7.1 Two Corporate Strategy Councillor workshops were held on 7th and 9th September and the draft Strategy was presented to the September cycle of O&S meetings. Feedback from these meetings and the workshops has been included in the Strategy set out at Annexe 1.

8. Other options considered

8.1 None.

9. Governance journey

- 9.1 The Overview and Scrutiny Committees will pass on their comments and recommendations to the Executive who will consider any final changes before the Strategy is considered for approval by Council in December.

Annexes:

Annexe 1 – Revised Corporate Strategy 2020-2025

Background Papers

There are / are no background papers, as defined by Section 100D(5) of the Local Government Act 1972).

CONTACT OFFICER:

Name: Louise Norie
Position: Corporate Policy Manager
Telephone: 0148 3523464
Email: louise.norie@waverley.gov.uk

Agreed and signed off by:

Legal Services: N/A

Head of Finance:

Strategic Director:

Portfolio Holder: 27 October 2020

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Corporate Strategy 2020-25

Introduction by Leader and Deputy Leader

Since our Corporate Strategy was first published in 2019 we have all experienced unprecedented change and challenge. In particular, as well as maintaining our critical services, Waverley Borough Council has done an amazing job in responding to the coronavirus pandemic, supporting the vulnerable in our community and helping local businesses, alongside the health and emergency services and other councils.

Despite facing further uncertainty, we felt that now is a good time to review our objectives as a council and to reflect on the work and measures we have put in place to ensure the continued delivery of our services. Some of these measures have created new opportunities to work in different and more agile ways.

We are facing huge uncertainties and our revised Strategy needs to consider how this Council will respond to these uncertainties in order to protect service delivery and the interests of our residents.

Financial Management

Before coronavirus, we were facing a large financial challenge due to cuts in government funding. Through careful financial management we put measures in place through our Medium Term Financial Plan to secure continued service delivery and to respond to the emergency of climate change. However, as a result of the pandemic we are now facing further financial challenges and the likelihood that the local economy and employment will be impacted by recession. We have maintained ambitious objectives in our revised strategy; however, we recognise that these will need to be affordable so our plans will be costed carefully to secure our desired outcomes. We will maximise the use of our assets and work imaginatively to source income, including grants and other funding, whilst protecting those on low incomes.

Devolution

At the time of reviewing our strategy the Government's proposals on devolution were unknown. However, should proposals be forthcoming we would want a solution that is in the best interests of Waverley's residents as we value the importance of delivering services locally and on a scale where knowledge of community matters. We do not consider one single authority covering the whole of Surrey's 1.2 million inhabitants, such as the scheme suggested by Surrey County Council, is the best option for residents. Waverley Borough Council passed a resolution in favour of a more localist approach and against such a large unitary authority and we will therefore be working collaboratively with other Surrey councils to secure the best outcome for our residents both financially and in terms of locally focused services.

Health and Wellbeing

This strategy recognises that the impact of the pandemic may well last for some time and will continue to have an effect on the health and wellbeing of our residents, many of whom are elderly. Through the work we have done on understanding health

inequalities we know we can make a positive impact on the wider determinants of health such as housing, employment and lifestyle choices. Health outcomes vary widely throughout the borough and it is ever more important that we continue to work closely with our partners in the health and social care services, neighbouring councils, emergency services, cultural and leisure providers and the voluntary and faith sectors to protect and support our residents to live long and healthy lives.

Climate Emergency

In September 2019 the Council declared a climate emergency with an aim to becoming a carbon-neutral council by 2030, within the financial and other constraints laid upon us. Our determination to take urgent action to reduce carbon emissions and conserve biodiversity is embedded in our Corporate Strategy and continues to be an overarching aim. The climate impact of some of our decisions in the coming months and years may not be evident immediately but we are confident that our Climate Emergency Action Plan will ultimately produce beneficial results for our communities. This is not something we can do alone and we will be working with the local community, parish and town councils and all other relevant agencies to support making the entire area carbon-neutral by 2030 – as well as encouraging residents to do their bit to help create a greener, more sustainable and environmentally-friendly borough.

Achieving the target will require additional powers, funding and other resources from central government, so the council will be seeking opportunities to make the case for these to local MPs, Ministers and government agencies.

Our Commitment

Despite the uncertainties facing us in the coming years we will work hard to support our communities to withstand the economic and social pressures facing us by delivering services which are more resilient, accessible and ultimately stronger as a result of our experiences in the last year. In order to realise our vision and objectives a Corporate Strategy Action Plan will demonstrate the progress made and the outcomes achieved.

Signed

Leader

Deputy Leader

Vision

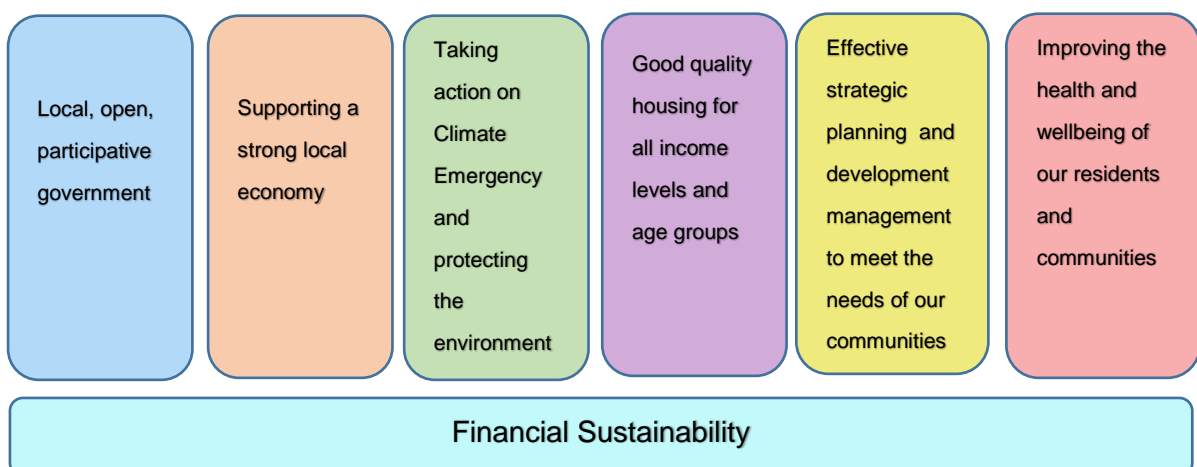
Waverley Borough Council is an authority which promotes and sustains:

- open, democratic and participative governance
- the value and worth of all residents, with opportunities for all, regardless of race, age, disability, religion, gender or sexual orientation, income or wealth
- high quality public services accessible for all
- a financially sound Waverley, with infrastructure and resilient services fit for the future
- a strong, resilient local economy, supporting local businesses and employment
- housing to buy and to rent, for those at all income levels
- effective strategic planning and development management which supports the planning and infrastructure needs of local communities
- a sense of responsibility by all for our environment, promoting biodiversity, championing the green economy and protecting our planet
- the health and wellbeing of our communities.

Our priorities:

- ✓ Local, open, participative government
- ✓ Supporting a strong, resilient local economy
- ✓ Taking action on Climate Emergency and protecting the environment
- ✓ Good quality housing for all income levels and age groups
- ✓ Effective strategic planning and development management to meet the needs of our communities
- ✓ Improving the health and wellbeing of our residents and communities

(for illustrative purposes only)



We cannot achieve our priorities without a sound financial future achieved by careful budgeting and a robust Medium Term Financial Plan. This will depend on making significant savings in expenditure in the next few years as well as securing new income, funding and grant opportunities.

We will deliver savings through a major change programme in the next three years as well as implementing robust Commercial and Investment Strategies. However, central government has a vital role to play in providing financial certainty for local government and we will be lobbying them to secure a fair and future proofed financial settlement.

Local, open, participative government

We are committed to an open, inclusive approach to communications and decision-making.

We will achieve this by:

- ✓ continuing to ensure easy access to council meetings either on-line or in person with opportunities for public speaking;
- ✓ encouraging participation in local democracy by everyone in the community including local forums to consider current issues.

A strong, resilient local economy

We will support new and existing businesses and seek to attract new enterprises and employment opportunities focusing on economic, social and environmental outcomes.

We will achieve this by:

- ✓ implementing Waverley's Economic Development Strategy 2018-32 and the Economic Development COVID-19 Action Plan 2020/21
- ✓ actively engaging and supporting local businesses, both large and small to understand business needs
- ✓ working with partners such as the Enterprise M3 Local Economic Partnership to promote the borough to new businesses and to identify sources of funding and support.

Climate Emergency and the environment

Our aim is to become a net zero-carbon council by 2030, encouraging carbon reduction and the promotion of biodiversity and sustainable homes, businesses and transport across the borough.

We will achieve this by:

- ✓ implementing Waverley's Climate Emergency Action Plan
- ✓ promoting reduction and re-use as well as recycling so as to achieve our targets on household waste and recycling

- ✓ promoting a pedestrian-friendly and cycle-friendly transport network
- ✓ taking action on air quality issues, especially those caused by vehicle emissions, and encouraging zero-carbon buses and taxis
- ✓ working with partners to ensure the environmental stewardship of our open spaces are of the highest quality including the promotion of biodiversity, rewilding and the phasing out of pesticide use other than in exceptional and defined circumstances
- ✓ making Waverley Borough Council a zero carbon organisation, including the offices and other assets, by working with staff and partners to implement carbon reduction schemes and other projects.

Good quality housing for all income levels and age groups

We will optimise the availability of housing that meets the needs of local people at all income levels and which is sustainable and energy efficient.

We will achieve this by:

- ✓ delivering Waverley's new Housing Strategy to ensure homes are the right homes in the right places and that they are truly affordable for those who need them
- ✓ preventing homelessness and meeting housing needs, including needs for supported accommodation and housing for older people
- ✓ working in partnership with social housing providers to deliver good quality homes, building and managing communities which are sustainable in the long term
- ✓ continuing to secure affordable housing on new developments in line with planning policy and ensuring developers meet their planning obligations.

We aim to be the best council landlord in the South East and to be acknowledged so by our tenants.

We will achieve this by:

- ✓ ensuring all our tenants have a safe, warm, high quality, energy efficient and affordable home
- ✓ providing services and support that our tenants need
- ✓ ensuring all new homes on council land achieve energy efficiency level A
- ✓ ensuring the service is financially robust to support improvements to our homes and the building of new homes

Effective strategic planning and Development Management to meet the needs of our communities

Our aim is to ensure that our Local Plan and neighbourhood plans are consistent with meeting local needs and protecting the natural environment.

We will achieve this by:

- ✓ delivering Local Plan Part 2 by December 2021

- ✓ supporting the production of Neighbourhood Plans which are consistent with local needs
- ✓ engaging with central government to influence the outcome of the 'Planning for the Future' proposals to safeguard good development in the borough
- ✓ spending the Community Infrastructure Levy fairly and transparently to deliver the strategic and local community infrastructure necessary to support growth

Major Projects

We will continue to work with Crest Nicholson and Surrey County Council to achieve the best possible outcomes for residents from the Brightwells regeneration scheme and we will support Dunsfold Aerodrome Ltd to deliver Dunsfold Park Garden Village.

Health and wellbeing of our residents

We will use our power and resources to protect the health and wellbeing of all our residents, especially our vulnerable residents, during the coronavirus pandemic and afterwards, to support the capacity of our health services and to mitigate the negative effects of the recession.

We will achieve this by:

- ✓ having robust business continuity plans in place to meet future emergencies and challenges to our ability to deliver services
- ✓ working closely with the Local Resilience Forum

Through the wide variety of services we provide we will seek to reduce health inequalities and support our communities by

- ✓ supporting affordable access to cultural, sports and leisure facilities, open spaces and recreational areas
- ✓ delivering improvements to services across the borough, focusing on health inequalities and where need is greatest
- ✓ continuing to support and work in partnership with our community stakeholders, voluntary and faith organisations to provide vital services to our most vulnerable residents
- ✓ working closely with Health, hospitals and general practitioners, social care and neighbouring councils through the partnerships already in existence to achieve a more joined up approach for the whole borough to improve the health and wellbeing of all our residents
- ✓ using our strategic housing and landlord role to provide healthy homes and to support and guide social housing providers in improving resident wellbeing
- ✓ supporting the most vulnerable in our communities, particularly those experiencing social isolation, loneliness and poor mental health
- ✓ paying benefits quickly and efficiently, in accordance with targets, to support those on low incomes
- ✓ supporting an increasing number of young people into employment through Waverley Training Services and apprenticeships

- ✓ improving and developing engagement through the Safer Waverley Partnership with all stakeholders to better control crime and anti-social behaviour

New Ways of Working

As a result of the coronavirus pandemic, we have had to adopt new agile ways of working which has brought a number of benefits.

We have been able to conduct our council meetings on-line whilst continuing to web cast them and we have enabled all our staff to work effectively from home. We will continue to embrace new technology to increase working efficiency through the delivery of our ICT Strategy. As part of this strategy we have formed a new centralised customer service team which will improve our capacity to respond to customers quickly and efficiently. Through our enhanced use of technology we can also reduce our reliance on paper by largely phasing out printed agendas and reports by December 2022, continuing and enhancing suitable arrangements where appropriate. This will support our cost reduction and climate and sustainability strategy but will be dependant on the control of the Covid virus and resumption of "live" meetings.

We will also continue to explore shared opportunities with other local authorities to work at scale where there are benefits to be achieved for our residents.

In order to meet changing circumstances we will embrace new ways of working whilst maintaining standards, improving public participation and caring for our staff.

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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 the Scrutiny tracker of recommendations for the municipal year.
- Section B – 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 C – Lists live in-depth scrutiny task and finish groups, including objectives, key issues and progress.

Section A
Scrutiny Tracker 2020/21

Housing O&S Scrutiny Tracker				
Meeting date	Agenda item	Outcomes / Recommendations	Officer / Executive Response	Timescale
28 September 2020	Homelessness Strategy Update	The Committee noted the contents of the report and resolved to escalate concerns about resource capacity to house more homeless people over the winter period were the Covid situation to deteriorate further.	A further update on the situation will be given at the November meeting.	November 2020
6 July 2020	Housing Maintenance Contracts Procurement – Working Group Report	The Committee agreed to make the 9 recommendations within the report (with one alteration to the third recommendations) to the Portfolio Holder.	The Portfolio Holder thanked the Committee for its work and agrees to implement the recommendations.	Intention to procure November 2020. Contract commences February 2022
14 January 2020	Housing Revenue Account Business Plan, Revenue Budget and Capital Programme (Hugh Wagstaff)	The Committee generally supported the recommendations listed from Executive to Council.	The recommendations were agreed at full Council Tuesday 18 February 2020.	February 2020

Housing Overview and Scrutiny Committee

20 November 2019	Private Sector Housing (Andrew Smith)	The Committee requested that officers share the information delivered to the Committee on the role of the Private Sector Housing team with the towns and parishes.	Once the Council's Town and Parish meetings begin again officers will revisit this.	TBC
3 July 2018	HRA Asset Management Strategy 2021 – 2026 scoping report (Hugh Wagstaff)	The Committee requested that the current strategy to be updated to ensure it reflects changing technologies, in addition to other considerations listed on page of the report.	Officers will update the Strategy to reflect changes in development and technology. This item is on the work programme and will return to the Committee in the new year.	The new Strategy will be for 2021 – 2026.

Section B

Work programme 2020/21

Subject	Purpose for Scrutiny	Lead Member / Officer	Date for O&S consideration	Date for Executive decision (if applicable)
Corporate Performance Report	To scrutinise the performance of the areas within the Committee's remit.	Heads of Service	Quarterly – next one January '20	N/A
Recovery, Change and Transformation Project Update (Housing)	To receive an update on the progress made against the objectives of the Housing RCT Project. Includes update on Housing maintenance – responsive repairs and voids contract.	Annalisa Howson	Standing item 2020	N/A
Corporate Strategy	To receive and scrutinise the Corporate Strategy before it is proposed for agreement at Executive and Council in December 2020.	Louise Norie	November 2020	December 2020
Homelessness Strategy Update	To receive a verbal update so that the Committee has an understanding of the impact of the pandemic on	Michael Rivers	November 2020	N/A

Housing Overview and Scrutiny Committee

Subject	Purpose for Scrutiny	Lead Member / Officer	Date for O&S consideration	Date for Executive decision (if applicable)
	homelessness and our services.			
Housing Design Standards review - Scoping Document	To agree the scope of an in-depth working group into the Council's housing design standards in light of the Climate Emergency priority.	Scrutiny Policy Officer / Louisa Blundell	November 2020	N/A
Anti-social Behaviour Policy	To contribute to the review of the Policy.	Annalisa Howson	November 2020	
Housing Maintenance – Response Repairs and Voids Contract	For the Committee to remain up to date with the latest developments regarding the contract.	Annalisa Howson / Hugh Wagstaff	January 2021	N/A
Housing Development Update	To receive an update on the current council housing developments.	Andrew Smith/ Louisa Blundell	January 2021	N/A
Tenant Involvement Strategy	To scrutinise and contribute to the development of the Strategy.	Annalisa Howson	tbc	
<i>Housing Revenue Account – updated budget</i>	<i>To scrutinise the revised budget.</i>	<i>Hugh Wagstaff / Lindsay Kennedy</i>	<i>January 2021</i>	<i>December 2020</i>
Service Plans	To consider and contribute to the Service Plans which will be drafted for January 2021 and agreed by Council February 2021.	Annalisa Howson / Andrew Smith	January 2021	February 2021
Asset Management Strategy 2021 – 2026	To receive an update on the progress of the Strategy's development and Committee to share views its content and direction.	Hugh Wagstaff	January 2021	N/A
	Following the recommendations of the Committee after considering the scope of the Strategy July 2018 and those made through the <i>Attitudes to Council Housing: Pride or Prejudice Review</i> , to receive the updated Strategy.	Hugh Wagstaff	January / March 2021	Spring 2021

Housing Overview and Scrutiny Committee

Subject	Purpose for Scrutiny	Lead Member / Officer	Date for O&S consideration	Date for Executive decision (if applicable)
Housing Strategy	To scrutinise and input into the Strategy before it is finalised and approved Spring 2021.	Andrew Smith / Alice Lean	January 2021	Spring 2021
Mental health and housing	To receive a presentation from officers about how the Council works with tenants, and those in housing need, who suffer with mental health issues.	Laura Dillon and Andrew Smith	March 2020	N/A
Affordable housing and housing need within the borough	Following the Housing Strategy and Enabling team's work into profiling housing need within the borough, for the Committee to understand the role of affordable housing and how it meets the needs of residents.	Andrew Smith / Alice Lean	TBC	N/A
Housing Associations (HAs)	To follow the September 2019 information session, the Committee may wish to invite a representative from a major housing association within the borough to present to the Committee.	Andrew Smith	TBC	N/A

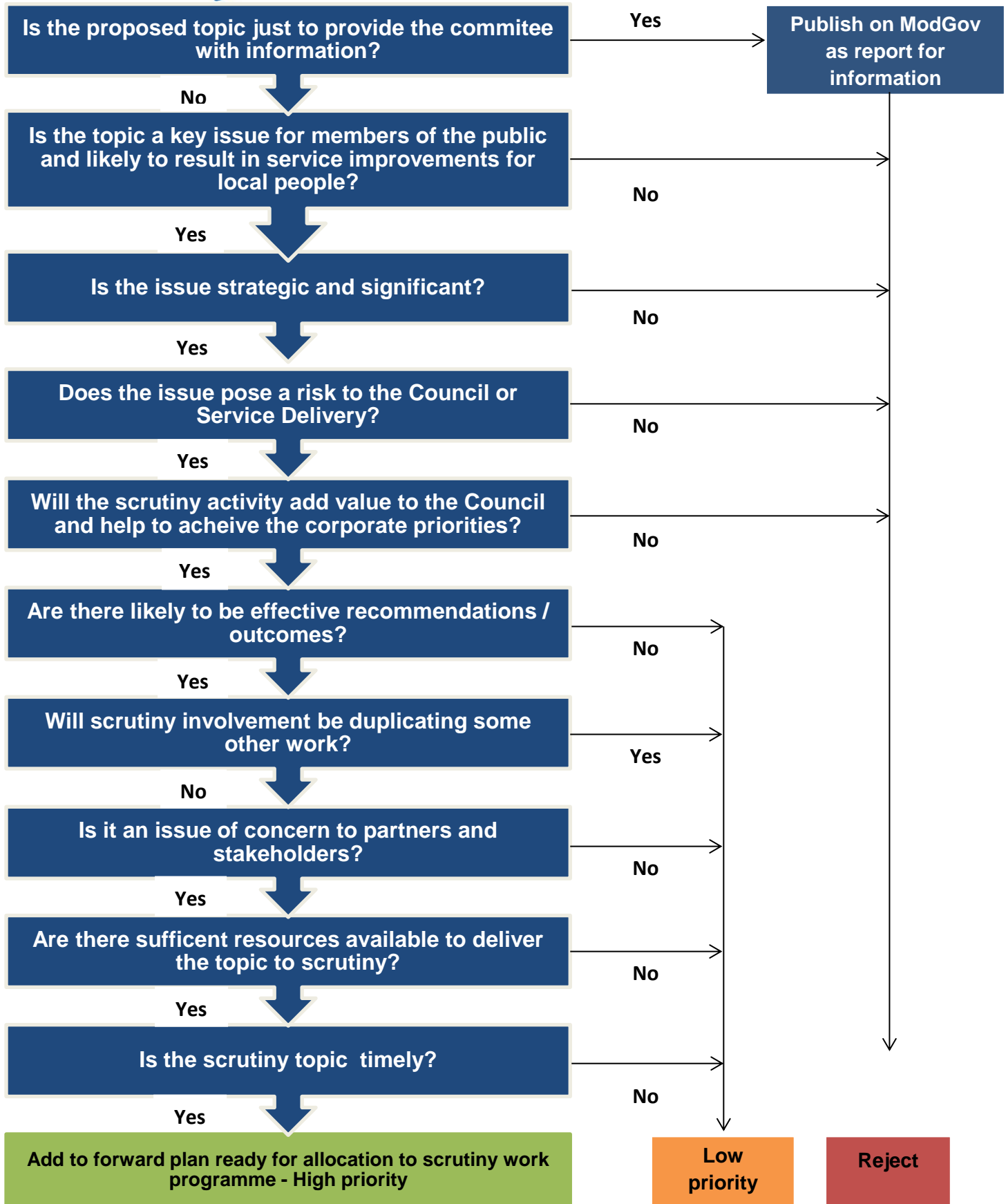
Section C

Scrutiny Reviews 2019/20

Subject	Objective	Key issues	Lead officer	Progress
Housing Design Standards – energy efficiency	To make recommendations to the Executive on the standards to which the Council should build its homes in terms of energy efficiency.	<ul style="list-style-type: none"> • Climate Change Declaration (September 2019 Council) • Energy Performance Certificates • Zero-carbon homes 	Scrutiny Policy Officer and Louisa Blundell	The scoping document for this in-depth review is on the agenda for the Committee's November meeting.
Allocation Policy	Following a recommendation by the <i>Council Housing Attitudes: Pride or Prejudice</i> working group to review the Policy to ensure the criteria and process are appropriate and aligned to the Council's priorities.	<ul style="list-style-type: none"> • Eligibility and criteria • Communication and promotion • Choice-based lettings 	Scrutiny Policy Officer and Annalisa Howson	To be started once the design standards review is completed (not before 2021).

Housing Overview and Scrutiny Committee

Housing Consumer Regulatory Standards	To assess the service and areas for improvement in order to inform the service improvement plan.	<ul style="list-style-type: none">• Homes and Communities Agency• The four consumer standards	Scrutiny Policy Officer and Annalisa Howson	This review was included in the Housing Operations Service Plan 2020-23 and has not yet been scoped.
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