NEWARK &
SHERWOOD
DISTRICT COUNCIL

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Chairman: Councillor R.B. Laughton
Vice-Chairman: Councillor T. Wendels

Members of the Committee:		**Substitutes:**
Councillor Mrs K. Arnold	**Councillor R. Crowe**	**Councillor D.J. Clarke**
Councillor Mrs B.M. Brooks	**Councillor K. Girling**	**Councillor Mrs G.E. Dawn**
Councillor Mrs C. Brooks*	**Councillor Mrs S.M. Michael**	**Councillor Mrs P. Rainbow**
Councillor Mrs I Brown	**Councillor A.C. Roberts**	**Councillor Mrs S. Soar**
Councillor M. Buttery	**Councillor D. Thompson**	**Councillor Mrs A.A. Truswell**

AGENDA

MEETING:	**Homes & Communities Committee**
DATE:	**Monday, 13 June 2016 at 6.00pm**
VENUE:	**Room G21, Kelham Hall**

**You are hereby requested to attend the above Meeting to be held at the time/place
and on the date mentioned above for the purpose of transacting the
business on the Agenda as overleaf.**

If you have any queries please contact Helen Brandham on 01636 655248.

AGENDA

CONFIDENTIAL AND EXEMPT ITEMS

None

NEWARK & SHERWOOD DISTRICT COUNCIL

Minutes of the **HOMES & COMMUNITIES COMMITTEE** held on Monday, 21 March 2016 in Room G21, Kelham Hall at 6.00pm.

PRESENT: Councillor R.B. Laughton (Chairman)
                        Councillor T. Wendels (Vice-Chairman)

              Councillors: Mrs K. Arnold, R.V. Blaney (ex-officio) Mrs. C. Brooks, Mrs I. Brown, K. Girling, Mrs S.M. Michael, D. Thompson and K. Walker.

ALSO IN ATTENDANCE: Councillors: D. Batey, Mrs G.E. Dawn, Mrs M. Dobson, G.P. Handley, J. Lee, D.J. Lloyd, D.R. Payne, Mrs P. Rainbow and Mrs L.M.J. Tift.

Prior to the start of the meeting the Chairman led the Committee in a minute's silence in memory of Councillor Gordon Brooks, a Member of the Committee, who had recently passed away.

45   APOLOGIES FOR ABSENCE

        Apologies for absence were submitted for Councillors: Mrs B.M. Brooks and M. Buttery.

46.   DECLARATION OF INTEREST BY MEMBERS AND OFFICERS AND AS TO THE PARTY WHIP

        NOTED: that no Member or Officer declared any interest pursuant to any statutory requirement in any matter discussed or voted upon at the meeting.

47.   DECLARATION OF ANY INTENTION TO RECORD THE MEETING

        NOTED: that there would be an audio recording of the meeting.

48.   MINUTES OF THE MEETING HELD ON 18 JANUARY 2016

        AGREED   (unanimously) that the Minutes of the meeting held on 18 January 2016 be approved as a correct record and signed by the Chairman.

49.   UPDATE ON THE CO-LOCATION OF SHERWOOD AND NEWARK CITIZENS ADVICE BUREAU (CAB) FROM KEEPERS COTTAGE, NEWARK TO THE NEW COUNCIL OFFICES

        The Committee considered the report presented by the Business Manager – Customer Services & External Communications in relation to the proposed co-location of the Sherwood and Newark Citizen's Advice Bureau from Keepers Cottage, Newark to the new council offices and in relation to the amount of concession the Council would provide towards their accommodation.

Contained within the report was information as to the CAB requirements and financial implications of the move to the CAB and the Council.

Members agreed that the number of desks required by the CAB must be kept under review and acknowledged that this would either increase or decrease once the service was in operation.

In relation to actual working practices, Members were advised that CAB staff would operate a reception and triage area. If a customer required additional assistance, their volunteers working in the building would be asked to come to reception to meet them.

Members noted that CAB operations fell within the remit of the Committee and their performance was scrutinised and that they had reached all their performance targets for the current year. It was also noted that a Service Level Agreement was in place between the Council and the CAB.

AGREED   (unanimously) that:

(a)   the report be noted;

(b)   the increase of the concession the Council give to the CAB to enable them to co-locate to the new offices be approved (this is based on the current requirements of 7 desks and the 2014/15 service charge figure and is in the region of £24,200); and

(c)   the amount of additional grant would be reduced by £4,350 per desk should less than 7 desks be required.

50.   HOUSING ALLOCATION SCHEME REVIEW 2015/16

The Committee considered the report presented jointly by the Business Manager – Housing & Safeguarding and the Chief Executive of Newark and Sherwood Homes (N&SH) that provided Members with an update on the review of the Council's Housing Allocations Scheme. Members were also presented with the proposals for change arising from the review (Phase One); a revised draft Scheme; and an updated project plan for consultation and implementation (Phase Two).

The report set out the work undertaken during Phase One of the review. Appendix A to the report set out the key proposals for change with the revised draft Scheme attached at Appendix B. It was noted that the implementation and management of the new Scheme would be delegated to N&SH in accordance with the implementation plan attached as Appendix C.

Members were presented with the background to the Review and the main drivers for change with the objectives thereof. They were informed of the issues and implications surrounding the implementation of the Housing & Planning Bill and Welfare Reform. A list of the proposals for change was presented and assurances that the Scheme would continue to be monitored and reviewed subsequent to its implementation by a cross Council and Company officer group.

Members noted that initially it had been intended to be a 'light touch' review of the allocations' scheme, principally to address the 'local connection' issue - but that it had then been decided to expand this to a full review of the Scheme.

Members commented on a number of issues contained within the proposed revised Scheme as follows:

<u>Suitability of Property Types – No. 7</u> *(pregnant women)*

A Member in attendance urged that the change be deleted as it was their opinion that uncertainty as to whether appropriate accommodation had been secured would be too stressful during the later stages of pregnancy. In response, Officers advised that a threshold of 36 weeks was considered appropriate as in the past tenants had been awarded a property with an additional bedroom and subsequently accrued arrears prior to the birth of the child. They were not eligible for Discretionary Housing Payments to cover the difference between housing benefit payable and the actual rent due, because of rules relating to the spare bedroom subsidy and enforcement action had commenced due to under-occupation issues. The proposed change did not remove their right to apply for alternative accommodation for which they were eligible.

<u>Penalising Refusals</u>

A Member of the Committee queried whether the proposed action to be taken against an applicant who refused two offers of accommodation was sufficient. They noted that a bid would be made for a property because the applicant wanted to reside there and agreed it was sufficient.

<u>Armed Forces</u>

A Member of the Committee stated that he was very grateful to see the inclusion of specific reference to Armed Forces personnel. However, he queried the period referred to in the Scheme relating to dishonourable discharge. He stated that if an 'ex-forces' personnel had suffered Post Traumatic Stress Disorder as a result of their service this may not manifest itself for a number of years and the proposal did not take this into account. Officers suggested that a degree of discretion be built into the proposals and that the paragraph in question be rewritten to read:

"People who left the regular Armed Forced within the last 10 (ten) years, except those dishonourably discharged."

<u>Band Three – Medical Grounds</u>

A Member in attendance queried as to who would make the decision that an applicant or member of their household could remain and manage in their present accommodation albeit with some difficulties. Officers advised that this would be an operational assessment as to the practicalities of remaining in the property in relation to their health issues and would be based on advice from professional people and social services.

<u>Affordability</u>

A Member in attendance queried whether if a tenancy had been gained through non-disclosure or fraudulent means, it could be re-possessed. Officers advised that there was already provision in the Scheme about non-disclosure.

Another Member in attendance queried whether there was a cap on the amount of money an applicant could have in their bank account before they became ineligible to be offered a Council property. Officers advised that a limit had not been set as it was felt that there needed to be a degree of flexibility. They were also informed that a financial appraisal would be done at the application stage and the financial status of the applicant would be known at that point.

Following the above discussion, Members were provided with a second presentation in relation to the Allocations Scheme Implementation Approach by N&SH's Chief Executive. The presentation provided an overview of: aspects of implementation and the revised scheme; system changes; process and procedure changes; applicant review; consultation; risks; and set out two options for the approach to the implementation process and timescale.

A Member of the Committee noted that Option One was the lower cost option and queried whether existing staff would be used for its implementation. In response, Officers advised that additional resources would be commissioned and that there would be a need for an IT supplier for development purposes with the majority of costs being in relation to staffing resources.

Members noted that if Option One was the preferred choice it would result in a period of six months' delay in implementing the new Allocations Scheme. They requested further information on the costs of the work required for Option One as compared to Option Two. Assurances were sought that the figures presented to Committee were accurate and related to the buying in of additional resource that was not currently available in-house. It was agreed to present this additional information to the next meeting of the Committee in June for a decision to be taken as to the preferred option for implementation of the Scheme and reassurance was given that this would not delay the process as it would still be within the 12 week consultation period.

A Member of the Committee acknowledged that the provision of an on-line self-service portal was essential, but that it was vital to recognise that not all members of the public were able to utilise this type of service. The Member also queried as to who the consultees were, offering their assistance in relation to the Armed Forces. Officers advised that there were some statutory consultees but that other organisations could be considered.

The Director – Safety advised Members that the revised Scheme was attempting to reflect the channel shift the Council was taking in other areas. She added that additional information on this would to be provided to the Committee in June to enable the Committee to make an informed decision about this.

AGREED   (unanimously) that:

>   (a)   the proposals for change and draft scheme be agreed and that the statutory consultation period commence, having regard to the aforementioned Member comments; and

>   (b)   further detail and costed options for 'Phase Two – Implementation' be presented to the June meeting of the Committee for a decision.

51.   <u>MINUTE OF DECISION – URGENCY ITEM</u>

> AGREED   (unanimously) that the Response to the Nottinghamshire County Council 2016/2017 Budget Consultation in relation to the Option for Change (C10) Public Health Grant Realignment Changes for Homelessness Services be noted.

The meeting closed at 7.05pm

Chairman

HOMES & COMMUNITIES COMMITTEE   **AGENDA ITEM NO. 5**
13 JUNE 2016

REVIEW OF CCTV ARRANGEMENTS

1.0   Purpose of Report

1.1   This report reviews the Council's existing CCTV system, setting out the current coverage that exists across Newark & Sherwood. The report sets out how the system operates (including the shared arrangements with two neighbouring local authorities), the current costs of the system, its usage, areas for potential savings and opportunities for growth, all alongside a review of its overall value. The report makes a recommendation requesting selection of options for further progression and implementation.

1.2   Members will be aware that at the full Council meeting on 10 March, 2016 proposals for the District Council's Strategic Priorities were considered. These are currently being consulted upon however, one of the proposals - under the priority of "Safety and Cleanliness" - was to review the use, location and investment in CCTV.

2.0   Background Information

2.1   The existing CCTV installation first went live in 1999 with 16 cameras covering Newark Town Centre. These were funded in the main by the Council with a supporting capital contribution from the Newark business community. In later years, grants from the Home Office allowed increased coverage of areas such as Southwell and by working with the Town Council in Ollerton and Clipstone, coverage was provided to those areas as well. It is fair to say that over the years the CCTV system and areas that it covers has expanded and developed in a piecemeal manner to provide the coverage that exists today. **Appendix One** shows the camera locations as clusters across the District.

2.2   The CCTV control room currently situated at Kelham Hall monitors cameras for Newark and Sherwood, Ashfield DC and Broxtowe BC and also acts as an out of hours resource. A shared CCTV service between the three authorities has been developed over the past 2 – 3 years, with costs and savings being shared proportionately according to the number of cameras that each council has. The service is delivered through a service level agreement, with this Council acting as the host authority. Gedling Borough Council is also considering joining this shared arrangement as part of the Control Room Relocation Project when the Council moves to its new offices (see para 3.6 below).

2.3   The system is currently monitored on a 24/7 basis and requests to access the system come from a range of services, with the main one being the Police (see **Appendix 2**). In 2015/16, 59% of requests to use the system were generated by the Police. Council services such as Community Safety, Markets and Car Parks, Civil Enforcement Officers (Traffic Wardens), Community Protection Officers, Licensing and Neighbourhood Wardens also request access and assistance from the system. Private companies such as insurance companies often submit requests for us to check the system and provide them with images. Where it is appropriate to do so, these are provided and they are charged a fee for this service. A radio link system is also operated by the CCTV control room and is accessed by Shop Watch and Pub Watch members allowing liaison between all users (including the Police) in order to support response to live incidents e.g. shop lifting.

2.4   As to be expected, the system is used primarily to react to live incidents in public spaces e.g. violence, shop theft, however it can also be used for other purposes. Evidence may be retrieved from the system after an event has taken place or it may be used as part of an appropriately authorized surveillance operation. Accidents, cash run monitoring, and emergency planning incidents (flooding etc.) are examples of other uses of the CCTV system. The CCTV system therefore contributes to, and is an important element of, the Community Safety Partnership's strategy for providing safe and welcoming environments for all who reside, work and visit the area.

2.5   The system is monitored by staff under a contract with Profile Security Services Limited, located in the control room at Kelham Hall. The current contract commenced on the 1st June 2016 and runs for three years, with an option to extend for three more single years. In addition to the CCTV monitoring, the staff also provide an out of hours call centre for the Council and will initiate our emergency plans if the need arises. The contract with Profile is valued at £201,000/year, which is proportionately divided between the three authorities based on the number of cameras each authority has.

2.6   The Control Room also has responsibility for monitoring the Pub Watch and Shop Watch radio link, which the Police have access to. In addition to access to this radio system we have limited access to the Police radio in order to be able to assist with live incidents and make them aware of issues as they arise. This provides an additional layer of protection to our own staff and assets in the event of an incident occurring in one of our own buildings.

2.7   In total there are currently eighty-nine fixed cameras in Newark and Sherwood with an additional five mobile cameras which may be redeployed to react to issues that are not covered by the fixed system, for instance to respond to anti-social behaviour cases. The fixed cameras cover Newark, Southwell, Clipstone, and Ollerton. Ashfield have thirty-five fixed cameras, with Broxtowe deploying sixty-three. This means that the Control Room is able to access a maximum of 192 cameras on a 24/7 basis on the assumption that they are all deployed and operational.

How Does CCTV Work and How Effective Is It?

2.8   It is generally accepted that a CCTV system has three main functions;

1. To reassure the public and reduce the fear of crime and anti-social behaviour.
2. To deter potential offenders from committing crime and anti-social behaviour.
3. To act as a tool for gathering evidence in detecting crime etc.

2.9   The first two functions are difficult to measure and no specific data exists to demonstrate the effectiveness of our system in achieving them. The Home Office suggests that CCTV is most likely to deter people from committing criminal acts such as car theft and criminal damage in car parks but does very little to deter violent acts, especially when fuelled by alcohol. We also generally find that members of the public will often request the installation of CCTV when they are in fear of crime and expressing concerns about a perceived spike in criminal activity in their area. This links to function one above, in that the presence of CCTV, often when combined with other factors such as good lighting, will provide reassurance to the public that they are safer in such an area.

2.10   During the financial year 2015/16 the system recorded 1131 incidents in our area. These ranged from rare incidents such as arson/fire (4 in total) to more common occurrences such as anti-social behaviour (125 incidents). **Appendix Two** gives a full breakdown of the recorded usage of the system in Newark and Sherwood, and also across all three monitored areas. The data shows that 58% of all recorded incidents were in our area in 2015/16.

2.11   CCTV is possibly considered to be of greatest value when dealing with live incidents and at **Appendix Three**; there are three indicative examples of interventions that involved the CCTV system, namely;

1.   An incident of anti-social behaviour that involved two females vandalising flowerbeds and then allegedly stealing shoes from ASDA. Both were tracked by the CCTV system allowing the Police to attend and arrest the two perpetrators.
2.   An incident of public disorder where a male threatened another male with a knife. The male with the knife was tracked by the Control Room allowing the Police to make an arrest and prevent a far more potentially serious incident from occurring.
3.   An incident where a male had collapsed coming out of a public house at 2319 hours in February 2016. Potentially vulnerable in this condition the Control Room were able to locate the individual and monitor him whilst awaiting the response of the Police. A Police response is quicker once the incident is confirmed in this way effectively reducing the risk to this individual.

These examples are included to give a flavour of the types of 'live' incidents that the CCTV system gets involved in, although its value in helping achieve the other, more routine aims, as detailed earlier in the report should be recognised since these are equally valid and important.

2.12   The Police have stressed that they appreciate the good quality of the CCTV system as this is an invaluable tool in helping them to tackle a whole range of incidents that they get called to attend, either live or after the event. The current Police Inspector for Newark and Sherwood, Louise Clarke, has set out her view at **Appendix Four** regarding the value that CCTV brings to the Police and their role in the community. It is her view that CCTV "plays a key role in Policing" and that "without CCTV the Police would have fewer convictions due to the power of the evidence this provides".

2.13   With the Council operating as a statutory partner of the Community Safety Partnership and the Council's own obligations under Crime and Disorder legislation, the provision of CCTV to support the Police as one of our key partners in their frontline work is an important element of the service. However, it must be noted that the provision of CCTV is not a statutory service as such and so the Council is under no obligation to provide it.

How Much Does It All Cost?

2.14   The net cost (including internal recharges) to the Council of the current system in 2016/17 is budgeted at £168,330. This is accounted for through £306,770 of expenditure less £138,440 of income. The income received is made up of both internal and external recharges. The service has internal on-costs recharged to it of £30,990 which are not within the direct control of the Community Safety Business Unit and so the report does not focus on these.

2.15 A simple division of the net outturn budget for 2015/16 (£122,582) by the number of incidents recorded for N&SDC in the same period (1131 incidents) reveals a rounded unit cost of £108 per incident (actual of £108.38). It is suggested that it may be appropriate to develop a performance indicator around unit costs as a way of helping to measure the value of the CCTV system.

2.16 Costs which are appropriate to share across the partnership are split in a proportionate manner based on the number of cameras that each authority has (see **Appendix Two**). We are budgeting to receive income of £20,460 from our shared service arrangements in 2016/17. This will increase in 2017/18 as a result of the inclusion of Gedling BC into the partnership. Gedling BC are considering joining the shared CCTV service when the relocation of the Control Room to Sherwood Lodge takes place next year and at this point in time it is not possible to calculate a savings figure. Ongoing discussions between all four Councils will clarify each parties' contribution to the overall running costs of the Control Room.

2.17 With the budget being closely managed on a day to day basis it has been possible to drive out a range of cashable efficiency savings. The budget for 2016/17 when compared with 2015/16 (internal recharges excluded) has realised a saving of £15,732 and this has been achieved through realistic challenges to the budget. The general increased use of CCTV nationally has meant that competition in the market has also increased allowing for the costs to be driven down during the re-tendering of external contracts for monitoring and equipment maintenance and this is a trend we expect to continue over the short to medium term. It also assists greatly that the contracts involve three local authorities as this gives greater economies of scale.

2.18 Renegotiations when the Control Room staff monitoring contract was due for renewal have been able to reduce this cost element of the service to the Council significantly over the last four years. The outturn figures below demonstrate this steady reduction;

- 2012/13 = £140,573
- 2013/14 = £121,288
- 2014/15 = £118,226
- 2015/16 = £106,035
- 2016/17 = £100,000 (budget **not** outturn)

3.0   Proposals

Potential Options for further efficiencies

3.1 **SWITCH TO WIRELESS DATA TRANSMISSION -** As wireless technology has improved we have been able to switch some of our cameras to this method of signal transmission which in turn reduces our revenue costs. The cost to the Council of cabled transmission in 2016/17 is budgeted at £53,310. We have been using the existing revenue budget to upgrade our eight cameras in Southwell to be wireless enabled. Once this work is completed we expect all of the cameras in Southwell to be transmitting wireless signals which will reduce our cabled transmission costs by £14,052 per annum. Looking to the future it is possible to save more money in this area by continuing to implement wireless transmission to replace existing cables. The rest of our system currently transmits by cable with the exception of the lorry park in Newark, so the potential savings are available assuming wireless transmission is technically deliverable across the remainder of our system. This work is proposed as part of the Relocation of the Control Room project and an additional request to roll forward £13,000 into the 2016/17 budget has been submitted to allow completion of the wireless transmission work in Southwell.

3.2   It should be noted that wireless transmissions across certain frequencies require appropriate annual licences from OFCOM and the exact costs associated with those licences are not known at the moment. The soft market testing exercise that has already been carried out relating to the relocation of the Control Room project, estimates these wireless transmission costs at between £2,500 to £11,000/year.

3.2   **RATIONALISE THE NUMBER OF CAMERAS -** The potential to review the number of cameras we operate does present an opportunity to reduce our costs through reduced maintenance and use of surplus cameras as replacements in the case of a breakdown. We have budgeted to spend £46,200 on the maintenance contract for our system in 2016/17. Additionally £34,000 is budgeted to deal with repair and replacement issues above and beyond those which are covered by the maintenance contract. This budget line can fluctuate considerably because of the unknown and reactive nature of the work it covers. By way of example, the cost of replacement of a single broken camera that is beyond economical repair may come in at £2,500 to £3,500.

3.3   It is also considered good practice to review the need for each camera on a regular basis to minimise the deployment of cameras that are no longer required. Changes to the environment or nature of an area may mean that cameras which were once of value are no longer required, e.g. currently we have fourteen cameras monitoring Kelham Hall however post September 2017 following the move to the new Council offices these will no longer be needed. Rationalising the number of cameras is not only a way to potentially save money but an essential process in maintaining a relevant CCTV network.

3.4.   **REDUCE MONITORING HOURS –** The system is currently monitored on a 24/7 basis and it may be possible to reduce these hours without drastically affecting the service provided. However, this is complicated by the fact of our shared service arrangements with Broxtowe and Ashfield and our existing contract with Profile Security Services Limited. If Members wished to explore this option further then we would also to consult with the main users of the system to minimise any impact on them. Exploring the potential options for reduced monitoring hours and associated potential savings is a possibility that could be looked at in greater detail, whilst recognising any resultant negative impact upon the effectiveness of the use of the system.

3.5   **TURN THE SYSTEM OFF –** Turning off the system in its entirety, and complete cessation of the service would potentially save the Council £137,340, based on 2016/17 net budget, (existing internal recharges would need to be redistributed to the remainder of the Council's services). However, this would not be a simple option to execute because of the complex inter-relationships between various partner agencies, existing shared service arrangements and external contract obligations. In addition to the practical issues and legal obligations associated with turning off a system, it is also worth considering the negative impact that this could have upon our communities in terms of the safety and reassurance people get from having a functioning and viable CCTV coverage.

Potential Opportunities

3.6   **RELOCATION OF THE CONTROL ROOM -** The Council's sale and of Kelham Hall and relocation to its new offices necessitates the relocation of the shared CCTV Control Room and a project is currently underway to achieve this. In order to save capital costs on the new office build, (the construction costs of a new CCTV control room as part of the new offices was estimated at £150,000), and to achieve greater synergies with the Police it is

proposed to relocate the CCTV control room at the Police Headquarters, at Sherwood Lodge, Arnold. The Police have offered suitable accommodation to the Council on proposed terms for a lease on a 10 year term rent free, whereby we will be responsible for a proportion of the running costs of the Sherwood Lodge site on a pro-rata basis. For the 108 square metres of accommodation that would be occupied by the new CCTV control room this equates to approximately £13,500 per annum. These running costs would be shared with Broxtowe and Ashfield, and Gedling assuming they decide to join the shared CCTV service. As part of this relocation project we have been working with our colleagues at Ashfield, Broxtowe and Gedling to drive out any identified inefficiencies, modernise our hardware to improve user experience, and increase resilience. This project is ongoing and several technical issues need to be investigated before it is possible to provide a thoroughly accurate figure of sustainable reductions to the revenue budget.

3.7   Part of the relocation project will look at fully integrating wireless technology and establishing the suitability of its use in the new location. Lines of sight are required to use this technology and it may not therefore be possible to completely remove our dependence on cabled transmission, although that is the desired aim.

3.8   Some soft market testing around the move of the CCTV control room was completed in November 2015 with the estimated cost figures detailed below being taken from that piece of work.

3.9   There will be a capital cost involved with the Control Room relocation which is currently **estimated** to be £325,000 and broken down as follows;

I   £115,000 – Switch to wireless data transmission across the whole of the Council's network.
II   £125,000 – Network Management System, monitor wall, server bank, and technical furniture/equipment.
III £55,000 – Construction and internal alteration works, air conditioning, security access, non-technical furniture.
IV   £30,000 – 10% contingency

N.B. The costs relating to items II, III, and IV, would be necessary in any move of the control room from Kelham Hall.

3.10   The first element of capital expenditure (£115,000) is to fund the implementation of wireless transmission of our data across the whole of the Council's network. Once operational it is estimated that this would reduce our fibre transmission costs by approximately 90%, reducing the current budget from £53,310 per annum to £5,331; a saving of £47,979 per year from the revenue budget. We would therefore expect a return from this element of capital investment after three years. Some preparatory work has been done around the viability of installing a wireless network and although the technical information we have received is encouraging, further verification work is required before a guarantee can be given for its use.

3.11   The second element of capital investment (£125,000) also allows for the replacement of the existing Control Room equipment with technically modern equipment allowing greater resilience and reliability. The Control Room staff will benefit from a more user friendly experience when accessing the system and a single Network Management System (NMS) to control the whole network. The single NMS would allow other organisations who

wanted to join the partnership and share the Control Room an opportunity to do so. This is important if we are to offer the service to the open market as a potential for either reducing costs and/or generating additional income in the future. It will also allow us to extract more meaningful and informative data from the system, providing more comprehensive and efficiently generated management reports.

3.12 The project provides an opportunity to upgrade the operating system which is currently a piecemeal arrangement brought together in a relatively unstructured manner. The soft market testing identified that our current system, although fully functional, was "of a cumbersome installation standard". Much of the equipment is ageing and ready for renewal, which is inevitable with the advancements in technology that have taken place in recent years.

3.13 During the soft market test, one company also priced for moving the existing equipment to the new location and this initially came in at £70,000 lower, however, this was offset by the need for additional wireless encoders to ensure compatibility with our existing operating system which reduced the saving to £39,500. Of course the downside to moving old and cumbersome equipment to the new location is that it will be more prone to downtime through failure and breakdown, sometimes necessitating expensive repairs or replacement costs from revenue budgets. It will also reach a point where the system is no longer supported and requires replacement. The new operating system will also allow for fewer servers which may reduce operating costs further.

3.14 The third element of the capital expenditure (£55,000) allows for the construction works to be carried out at Sherwood Lodge to adapt the accommodation to our specific needs. Some internal alterations are required to provide a suitable space for the viewing area and also adequate welfare facilities for the staff. Security coded access will be required along with air conditioning, mains cabling and appropriate ergonomic furniture for long periods of seated observation.

3.15 As indicated above, as part of the Council's move to its new offices it was decided that the relocation of the Control Room would be more effectively dealt with separately, taking up the offer from the Police to move to their head-quarters at a much reduced cost and also giving the opportunity to achieve greater synergies with one of our main users of the CCTV service. A build cost of £150k was estimated to provide a Control Room in the new office building, not including the costs set out above that are associated with the move itself, and this saving on build and FFE costs helped inform the decision.

3.16 Since the move has been instigated by the Council's sale of Kelham Hall and relocation to new offices the majority of the capital cost of the move will need to be borne by the Authority. Broxtowe Borough and Ashfield District Councils have already incurred significant capital costs moving their camera monitors and other equipment to the CCTV control room at Kelham in order to establish the shared service arrangements. However, it is important that all partners and any others set to benefit from the project proportionately contribute to any ongoing costs and this will be negotiated with our partners as part of the relocation project.

3.17 **DEVOLUTION AGENDA -** The devolution of responsibility for services such as car parks to some Town Council's means that the financial contribution towards CCTV cameras that was previously an internal transfer will now be a source of external income. However, this does assume that the income will continue to be received from these sources. If these contributions were withdrawn then the District Council would need to decide whether to continue to provide the CCTV coverage in the area or alter the service provided.

4.0   Equalities Implications

4.1   Equalities implications have been considered and are set out in the attached Equalities Impact Assessment at **Appendix Five**.   Depending on the option(s) chosen potential negative impacts have been identified that may affect certain protected characteristics in relation to a reduction or cessation of the service.

5.0   Impact on Budget/Policy Framework

5.1   The figures included within the report have been confirmed by financial services.

5.2   All of the options outlined in the report have a potential to impact on the budget. Generally they aim to achieve a net reduction in the revenue budget. Some of the options will require further detailed work to be done in order to identify the exact amount of saving that can be realised and some options will require capital investment to achieve a revenue saving.

5.3   The capital funding requested for the completion of the control room relocation project is an estimate. Final figures will be confirmed after completion of the tendering process.

7.0   RECOMMENDATIONS that Members:

(a)   **consider the report reviewing the CCTV service, identify any options that they wish to progress further, and agree a timescale for reporting back on progress with the selected option(s);**

(b)   **approve, in principle, the project to relocate the CCTV control room to the Police HQ, and recommend to the Policy & Finance Committee that provision be made within the capital programme to fund the CCTV Control Room Relocation project; and**

(c)   **request that a further report be submitted to the next meeting of the Committee detailing the heads of terms to be agreed with the Police for the lease of accommodation at their HQ, and progress on the relocation project.**

Reason for Recommendations

To enable the Committee to review the CCTV service provision and progress arrangements to relocate the CCTV control room in good time for when the Council is required to vacate Kelham Hall in 2017.
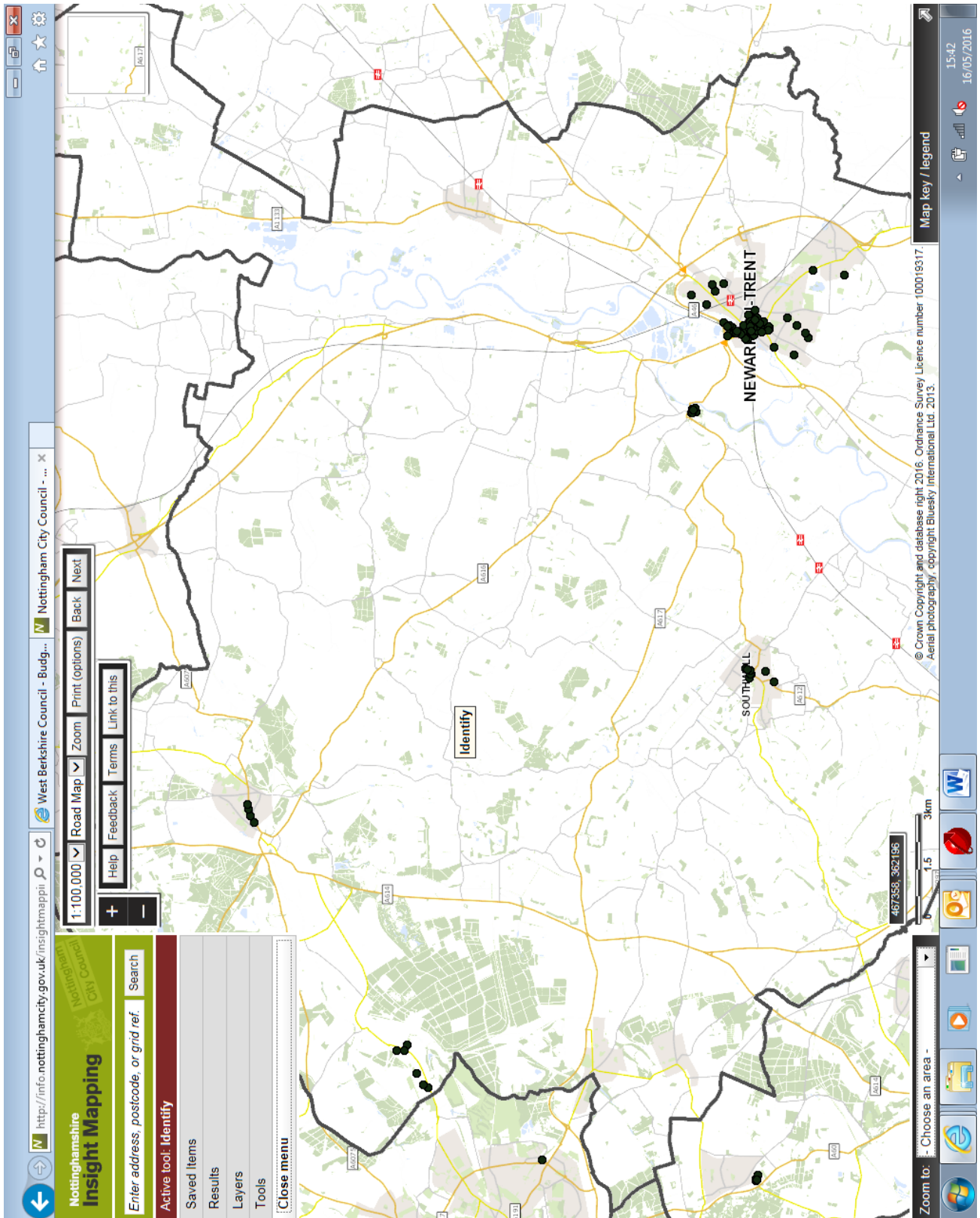
Background Papers

Nil

For further information please contact Ben Adams on Ext. 5232.

Karen White
Director - Safety

Clusters showing the location of cameras in Newark and Sherwood

Camera and Incident Data for 2015/16

Area	Number of Cameras	Percentage of cameras	Number of Incidents	Percentage of total incidents
Newark and Sherwood	89	47.5%	1131	58%
Ashfield	35	19.0%	575	29%
Broxtowe	63	33.5%	249	13%
Total	**187**	**100%**	**1955**	**100%**

Breakdown of incidents in Newark and Sherwood for 2015/16

Type	Number	Percentage
Public Order	143	12.64%
Anti-Social Behaviour	125	11.05%
Suspicious	123	10.88%
Missing Person	106	9.37%
Traffic Offences	79	6.98%
Other	79	6.98%
Shop Theft	75	6.63%
Assault	65	5.75%
Robbery / Theft / Burglary	58	5.13%
Drunk & Disorderly	48	4.24%
Criminal Damage	35	3.09%
Wanted Person	32	2.83%
Alarms	26	2.30%
Collapsed Person	26	2.30%
Self-Harm	24	2.12%
Domestic	22	1.95%
Road Traffic Collision	16	1.41%
Emergency Services	12	1.06%
Drugs	11	0.97%
Animal Welfare	8	0.71%
Vehicle Crime	7	0.62%
Shop and Pub Watch	5	0.44%
Arson / Fire	4	0.35%
Sexual Assault	1	0.09%
Underage Drinking	1	0.09%
Totals	**1131**	**100.00%**

CCTV Activity for Newark and Sherwood during 2015/16

		Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Year Total	% of total
Source of Incidents															
	CCTV	30	27	15	33	23	15	25	37	21	19	15	19	279	25%
	Police	66	57	60	66	62	49	40	51	60	53	60	46	670	59%
	Shop / Pub Watch	18	14	8	9	12	5	13	10	11	18	16	9	143	13%
	Other	5	2	6	6	2	0	4	1	2	4	3	4	39	3%
Total Incidents		119	100	89	114	99	69	82	99	94	94	94	78	1131	100%
Arrests		15	23	12	22	18	11	17	19	11	14	3	9	174	
Viewings		36	45	39	50	35	40	64	35	31	54	35	38	502	
Evidence produced		9	10	9	19	8	12	19	20	14	68	11	14	213	

Note – The unusually high number in January 2016 for evidence produced was a result of investigations into an armed robbery.

Incident Reports

Example One   Anti-Social Behaviour and possible shop theft resulting in two arrests

Full Incident Report

Incident Number - 18184

File Number	Category	Sub Category	Operator Name(s)
18184/N	03 Anti-social behaviour		david cumberworth davep

Date and Time	Closed Date and Time	Incident Status	
24/07/2015 23:14:00	25/07/2015 03:14:28	Closed	

Arrests Made	Number Arrested	Call Source	Crime Number
Yes	2	CCTV Operatives	

Incident Location

Incident Description

*** 25/07/2015 03:19 (david cumberworth) ***
Saw 2 females ripping up flowers from one of the boxes on Carter gate.

Incident Zone	Incident Street	Incident Building	Incident Unit
Newark Town Centre			

Action Taken

*** 25/07/2015 03:21 (david cumberworth) ***
Put on the police monitor and updated NH. The 2 females went to ASDA and were there when police arrived. One of the females ran off after alledgedly stealing shoes. Caught sight of her about half an hour later and directed police accordingly.

Incident Result	Result Description
police attend	*** 25/07/2015 03:21 (david cumberworth) *** Put on the police monitor and updated NH. The 2 females went to ASDA and were there when police arrived. One of the females ran off after alledgedly stealing shoes. Caught sight of her about half an hour later and directed police accordingly.

Media Used   **DVRs**

Camera Name
07
05

Incident Responses

Incident Vehicles

Example Two   Public Order incident involving one male threatening another with a knife and an
arrest made

Full Incident Report

Incident Number - 18095

File Number	**Category**	**Sub Category**	**Operator Name(s)**
18095/N	15 Public Order/Public Disorder		david cumberworth craigw

Date and Time	**Closed Date and Time**	**Incident Status**	
11/07/2015 02:10:00	11/07/2015 04:36:17	Closed	

Arrests Made	**Number Arrested**	**Call Source**	**Crime Number**
Yes	1	CCTV Operatives	

Incident Location

Incident Description

*** 11/07/2015 04:39 (david cumberworth) ***
Observations requested for a male with a knife on Balderton gate.

Incident Zone	**Incident Street**	**Incident Building**	**Incident Unit**
Newark Town Centre			

Action Taken

*** 11/07/2015 04:40 (david cumberworth) ***
Located the male and put the camera on the police monitor. Continued to monitor as the male threatened another male. Knife seen clearly on footage.

Incident Result	**Result Description**
police attend	*** 11/07/2015 04:40 (david cumberworth) *** Located the male and put the camera on the police monitor. Continued to monitor as the male threatened another male. Knife seen clearly on footage.

Media Used	**DVRs**

Camera Name

09

Incident Responses

Incident Vehicles

<u>Example Three</u>   Collapsed vulnerable male supported to return home by the Police

Full Incident Report

Incident Number - 19366

File Number	**Category**	**Sub Category**	**Operator Name(s)**
CCTV 19366 / N	06 Collapsed Person		craigw benb

Date and Time	**Closed Date and Time**	**Incident Status**	
28/02/2016 23:19:00	28/02/2016 23:35:00	Closed	

Arrests Made	**Number Arrested**	**Call Source**	**Crime Number**
No		Police airwaves radio	

Incident Location

*** 29/02/2016 05:42 (craigw) ***
Newark

Incident Description

*** 29/02/2016 05:44 (craigw) ***
Report of a male on floor somewhere near the Ram pub on Castle Gate, Newark

Incident Zone	**Incident Street**	**Incident Building**	**Incident Unit**
Newark Town Centre	Boar Lane		

Action Taken

*** 29/02/2016 05:45 (craigw) ***
Monitoring area. Locate unconscious male on floor on Boar Lane. NH updated. Police attend, rouse and take him home.

Incident Result	**Result Description**
police attend	

Media Used	**DVRs**
	Synectics

Camera Name

17
02

Incident Responses

Police			
Tasked Date & Time	**Arrival Date & Time**	**Completed Date & Time**	**Total Time**
28/02/2016 23:19:00	29/02/2016 23:33:00	29/02/2016 23:35:00	0.00 Hours 2.00 Minutes

Incident Vehicles

Statement as to the Value of CCTV to Nottinghamshire Police in the N&SDC Area

CCTV plays a key role in Policing in terms of live monitoring and evidential value.

The CCTV Control Room has direct radio contact with the Police and Shop Watch which successfully aids communication for live incidents as they happen.

CCTV operators monitor incidents and feedback valuable information to the officers who are travelling to the scene, for example describing the offender of an assault or shop theft etc. Due to the radio contact the immediacy of communicating these messages has led to the quick identification of offenders and has assisted officers in detaining them, especially when they move off prior to Police arrival. Offenders can be followed as they disperse and CCTV regularly provides the details of vehicles offenders have made off in prior to Police arrival.

With an ability to zoom in on individuals or groups, facial recognition is possible and the operatives have a good knowledge of local offenders and quite often are able to inform staff of the identity of an offender, allowing officers to make precursory checks and assisting with the allocation of the correct resource to a scene.

The operators are able to pick up on incidents or events that aren't called through to the Police and this is a successful way of preventing incidents from escalating by allocating resources at an early stage opposed to after an incident has occurred. In particular this is very helpful for the Night Time Economy when groups move around the town centre from pub to pub or make their way home when disorderly behaviour can occur.

Officers attending an incident often shout for the CCTV to monitor the incident in order that the incident can be relayed to them and also so it is recorded as evidence for future purposes.

We are all conversant with seeing images from CCTV as part of appeals to the public, and they are promoted widely to assist in identification on all forms of media.

As evidence CCTV is an excellent tool in showing a court exactly the circumstances of an offence in a manner that is not so easily portrayed by witnesses. An example of this is the affray by the Atrium bouncers in September 2014 that was subsequently released to the media. This footage allowed the court to see exactly who did what and when and the CCTV collated throughout that evening assisted the Police case in terms of the overall picture of what happened that night prior to this incident.

A further incident to note is the Andrew Michaels jeweller's robbery. Not only did the offenders and their vehicle appear on the footage at the time of the offence but days earlier performing a recce of the premises. CCTV also assisted with determining the direction in which the vehicle made off from the offence which subsequently led to it being recovered.

Without CCTV the Police would have fewer convictions due to the power of the evidence this provides and the Police fully support its continued use.

Inspector Louise Clarke

District Commander – Newark & Sherwood Area
County Division - Bassetlaw, Newark & Sherwood

EQUALITIES

NEWARK & SHERWOOD *DISTRICT COUNCIL*

Review of CCTV

[EQUALITY IMPACT ASSESSMENT]

This document should be completed only after the Equalities Checklist has been completed and it has been determined that a full Equality Impact Assessment is required.

Service Area:

Business Unit - Community Safety

Section/service delivery/policy covered by the assessment

Community Safety CCTV Control Room
The CCTV system provides a service to the general public and members of the Community Safety Partnership

Stage 1 - what is being assessed?

The existing CCTV system and the potential impact of any proposed changes to the service.

Stage 2 - who is carrying out the assessment?

Members of the assessment team: Ben Adams and John Bullock.

Others involved in the assessment (external challenge). Depending on the decision a further EIA will be undertaken and relevant parties consulted.

Stage 3 - aims of the strategy or service

The existing CCTV system currently provides coverage in Newark, Ollerton, Clipstone, and Southwell to reassure the public, reduce the fear of crime, deter criminal acts, and assist in the capture and provision of evidence for court proceedings. It is a community safety tool of significant value to the community and the CSP in keeping areas of the borough safe.

Stage 4 - knowing our customers, communities and employees

List the main customers, employees, users or groups receiving, delivering or affected by, this strategy or service:

- The general public and business community are afforded additional protection
- The Community Safety Partnership – Police, Fire Authority, Notts County Council, Voluntary Organisations, Social Landlords, Borough Council can

access data from the system

- Ashfield DC, Broxtowe BC, and potentially Gedling BC – are partners who also have (or may soon have) their cameras monitored by the shared Control Room

A further detailed EIA may be undertaken depending on the option(s) chosen.

Stage 5 - background information

Relevant data relating to CCTV incidents in 2015/16.

Area	Number of Cameras	Percentage of cameras	Number of Incidents	Percentage of total incidents
Newark and Sherwood	89	47.5%	1131	58%
Ashfield	35	19.0%	575	29%
Broxtowe	63	33.5%	249	13%
Total	**187**	**100%**	**1955**	**100%**

Relevant data relating a breakdown of the type of incidents captured on CCTV

Type	Number	Percentage
Public Order	143	12.64%
Anti-Social Behaviour	125	11.05%
Suspicious	123	10.88%
Missing Person	106	9.37%
Traffic Offences	79	6.98%

Other	79	6.98%
Shop Theft	75	6.63%
Assault	65	5.75%
Robbery / Theft / Burglary	58	5.13%
Drunk & Disorderly	48	4.24%
Criminal Damage	35	3.09%
Wanted Person	32	2.83%
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Self-Harm	24	2.12%
Domestic	22	1.95%
Road Traffic Collision	16	1.41%
Emergency Services	12	1.06%
Drugs	11	0.97%
Animal Welfare	8	0.71%
Vehicle Crime	7	0.62%
Shop and Pub Watch	5	0.44%
Arson / Fire	4	0.35%
Sexual Assault	1	0.09%

Underage Drinking	1	0.09%
Totals	**1131**	**100.00%**

Issue	Equality Area									
	Age	Race	Gender	Disability	Sexual Orientation	Gender re-assignment	Marriage/ Civic partnership	Pregnancy/ Maternity	Religion or belief equality	Socio-economic
CCTV Options										
Option 1 - Switch to Wireless Data Transmission	X	X	X	X	X	X	X	X	X	X
Option 2 - Rationalise the Number of Cameras	✓	✓	✓	✓	✓	✓	X	X	✓	X
Option 3 – Reduce Monitoring Hours	✓	✓	✓	✓	✓	✓	X	X	✓	X
Option 4 – Turn the System Off	✓	✓	✓	✓	✓	✓	X	X	✓	X

1. **Switch to Wireless Data Transmission**

Issue	Protected Characteristic	Positive Impact	Negative Impact	Measures to mitigate	Further action required
None identified as this option is simply an upgrade of technology	n/a	n/a	n/a	n/a	n/a

2. Rationalise the Number of Cameras

Issue	Protected Characteristic	Positive Impact	Negative Impact	Measures to mitigate	Further action required
A reduction in the number of cameras resulting in less coverage.	Age, race, gender, gender reassignment, Disability, sexual orientation, Religion or belief	Some assurance retained through the retention of a CCTV system.	A reduction in the number of cameras could potentially have a disproportionate impact on vulnerable members of society e.g. increased fear of crime, less reassurance for the public and reduced ability to capture criminal activity.	It may be possible to use targeted redeployable CCTV cameras where intelligence allows this to be done.	It would be necessary to monitor any impact through crime statistics and partnership feedback.

3. Reduced Monitoring Hours

Issue	Protected Characteristic	Positive Impact	Negative Impact	Measures to mitigate	Further action required
A reduction in the number of hours that the system is monitored	Age, race, gender, gender reassignment, Disability, sexual orientation, Religion or belief	Some assurance retained through monitoring the system and visible presence of the cameras assumes some visual assurance	A reduction in the number of monitoring hours could potentially have a more disproportionate impact on vulnerable members of society when incidents occur outside of the monitored hours.	Targeted monitoring through intelligence led allocation of monitoring hours and any other resources available to the CSP.	Monitoring any impact through crime statistics and partnership feedback including times during which incidents occurred.

4. Turn the System Off

Issue	Protected Characteristic	Positive Impact	Negative Impact	Measures to mitigate	Further action required
No CCTV system	Age, race, gender, gender reassignment, Disability, sexual orientation, Religion or belief	None identified	Turning the system off could potentially have a disproportionate impact on vulnerable members of society if incidents occurred and no CCTV was available. Detections and prosecutions of criminal acts would be more difficult to achieve.	Allocation of remaining resources to target areas and incidents based on statistical data and intelligence.	Monitoring any impact through crime statistics, partnership feedback and customer comments.

Stage 7 - Action plan and Policy Review

From the previous section list the specific actions required to address any problems you have identified:

Action	Service Plan / Delivery Plan	Officers responsible	Timescale	Resources	Milestones, monitoring and review details
Review of CCTV	Refer to any specific actions set out above. Once a preferred option(s) has been selected we will need to establish the process for implementation having regard to existing CCTV policies and procedures and EIA implications. Consultation with relevant parties covered by the policy will be required.	**Business Manager – Community Safety**	To be completed by March 2017	Officer time	Updates to be provided to the Director of Safety / Homes and Communities Committee.

Date of next review
To be decided once
option chosen

Stage 8 – Outcome(s) of equality impact assessment:

No major change needed	Adjust the policy/proposal	Adverse impact but continue	Stop and remove the policy and proposal
N/A	N/A	Appropriate mitigating procedures and actions to be introduced as above.	N/A

Stage 9 – Confirmation and publish the results

I confirm that the actions set out above will be progressed and where appropriate adopted as everyday practice and if necessary incorporated into the Service Plan or Delivery Plan.

Signed by Lead Officer : *Ben Adams*

Date: 24/5/2016

HOMES & COMMUNITIES COMMITTEE   <u>AGENDA ITEM NO. 6</u>
13 JUNE 2016

HOUSING PERFORMANCE FRAMEWORK: TENANTS' PANEL

1.0   Purpose of Report

1.1   To advise the Committee on the role of the Tenants' Panel and provide detail on the Panel's Annual report, its work programme for 2015/16 and recently completed scrutiny report covering the area of Property Maintenance.

1.2   The provision of this informaiton is in accordance with the housing performance framework established to monitor the Council's housing management company Newark and Sherwood Homes (NSH).

2.0   Background Information

2.1   During the process to formulate the new Management Agreement with NSH the Policy Committee at its meeting on 19 September 2013 resolved that the Homes & Communities Committee have the remit to '*undertake scrutiny of the operational performance of the Council's wholly owned housing management company',* with the Policy Committee taking responsibility for the determination of the Key Performance Indicators (KPI's).

2.2   As reported to the Policy Committee on 19 September 2013 a housing performance framework has been established to monitor the activities of NSH, which comprises the following:

 ▪ Strategic based Key Performance Indicators relating to the Company's function and HRA Business Plan*. (Performance for 2015/16 will be reported at the next Committee meeting)*
 ▪ Benchmarking of the Company's performance and cost of services against peer organisations. (*Annual event*)
 ▪ Annual scrutiny report provided by the Tenants Panel.

2.3   To compliment the above and ensure the ongoing scrutiny of NSH, the management agreement stipulates that the Company provides, in consultation with the Council, the below key documents annually:

 ▪ Delivery Plan
   (*Along with setting/reviewing the Company's main activities, targets or standards under the provisions of the management agreement for each financial year, it also records the KPI's, benchmarking information and work of the Tenants Panel*)
 ▪ Asset Management Programme
 ▪ Tenant Panel Feedback/Work Programme
 ▪ Assurance Report (*covering financial affairs & governance*)
 ▪ Details of formal complaints (*outcome of*)
 ▪ List of let contracts
 ▪ Procurement Plan
 ▪ Management Fee

2.4   The following sections will provide the Committee with background to current national housing regulation framework introduced in 2012 and then focus on the function of the Tenants Panel.

2.5   Representatives of NSH and the Panel will then present to the Committee its' annual report, work programme for 2015/16 and recent scrutiny report covering the area of Property Maintenance.

3.0   <u>Regulation</u>

Homes & Communities Agency

3.1   Since the abolition of the Tenant Services Authority (TSA) in April 2012, responsibility for upholding the TSA standards has been transferred to the Homes & Communities Agency (HCA), who now regulates the housing sector.

3.2   The implementation of new regulatory framework was coupled with the demise of the Audit Commission, which at the last inspection recorded NSH as having a 'good' two-star rating with 'promising' prospects for improvement.

3.3   The HCA has drawn a clear line between the economic (not applicable to local authorities) and consumer standards that apply to all registered providers and for the latter will be using a more 'light-touch' regulation.

3.4   Consumer standards have been set so that tenants, landlords and stakeholders know the outcomes that are expected. This is crucial if tenants are to be able to hold landlords to account effectively. These standards therefore support co-regulation. Where necessary, they reflect directions issued to the Regulator by Government.

3.5   The Localism Act 2011 specifies the Regulator's role in, and its approach to, regulating the consumer standards. Providers' boards and councillors are responsible for ensuring their organisation meets the consumer standards. The HCA's role is limited to setting the consumer standards, as Regulator it has no role in monitoring providers' performance or routine compliance with the consumer standards and will only intervene where failure of the standard could lead to risk of serious harm to tenants or potential tenants (known as the serious detriment test). The main sources of intelligence about potential cases of serious detriment will be information referred to the Regulator by third parties.

3.6   A summary of the four consumer standards and sub-headings are provided below:

- **Tenant Involvement and Empowerment**
- Customer service, choice and complaints
- Involvement and empowerment
- Understanding and responding to the diverse needs of tenants
- **Home Standard**
- Quality of accommodation
- Repairs and Maintenance
- **Tenancy Standard**

- Allocations and mutual *exchange (the Allocation Scheme is a direct statutory responsibility of the Council overseen by the Homes and Communities Committee, with the scheme administered by NSH)*
- Tenure *(The Council sets the Tenancy Strategy as approved in January 2013 and NSH implement a Tenancy Policy)*
- **Neighbourhood and Community Standard**
- Neighbourhood management
- Local area co-operation
- Anti-social behaviour

3.7   Full details of the Regulatory Standards can be found in the following link: https://www.gov.uk/government/publications/regulatory-standards

4.0   Tenants Panel

4.1   In preparation for the revised approach to regulation nationally and introduction of consumer standards, coupled with the need to ensure tenants continue to be at the heart of this process, NSH established a Tenants Panel at the end of 2010 to strengthen the process of tenant scrutiny and standards, with its aims being:

Aims

o   To work on behalf of tenants and residents receiving services from Newark and Sherwood Homes, ensuring that Newark and Sherwood Homes provides tenant-centred services of the highest standard thus ensuring that tenants are at the heart of the business.
o   To provide a check and if needed a challenge to Newark and Sherwood Homes' services, service delivery and performance.
o   To ensure that Newark and Sherwood Homes embeds the appropriate regulatory framework.
o   To form an effective part of the management structure within Newark and Sherwood Homes together with the Board and Senior Management Team.
o   To ensure that Newark and Sherwood Homes is a well managed, viable organisation which places residents at the heart of its business delivery through resident led scrutiny.
o   The Terms of Reference are set around a number of core standards, which are:
    o   To be accountable to the wider resident body.
    o   To act with transparency.
    o   To reflect the needs and aspirations of the resident body.
    o   To make recommendations based on robust evidence.

3.9   The full role of the Tenants Panel is set out at **Appendix A.**

3.10   The Panel has a yearly work plan to scrutinise specific service areas of the Company, which is set in consultation with the Board, and presents the outcomes of this work in an annual report to the Board.

3.11   Reference to the Tenants Panel is made in the management agreement with the Company and 'Tenants Panel's Feedback' is identified as an annual event for submission to the Council.

3.12   In this respect representatives of the Company and Panel will attend the Committee meeting to provide the Members with a verbal report on the following matters:

- 2014/15 Annual Report
- 2015/16 Work Programme
- Scrutiny report: Property Maintenance.

3.13   These matters have already been considered and approved by the Company's Board and copies of the relevant reports are set out at **Appendix B** and **C.**

3.14   The presentation of this information compliments the reporting of KPI's and benchmarking information to the Committee to ensure it can effectively scrutinise and challenge the function and strategic performance of the Company.

3.15   The Company's Board also has an integral regulatory role to play to ensure that NSH is delivering against the expected outcomes and expectations of the consumer standards at the operational level.

4.0   Proposals

4.1   In line with the requirements of the Management Agreement, HRA Business Plan and regulatory framework it is proposed that the Committee considers the contents and findings of the Tenants Panel annual report, its work programme for 2015/16 and scrutiny report covering Property Maintenance making observations as appropriate.

5.0   Equalities Implications

5.1   The housing performance framework established to monitor the activities of NSH looks at both the Tenants Panel annual report and the satisfaction levels of tenants covering the core housing services provided by NSH, where further interrogation would be made if it is found that the standards introduced adversely impact on the equality and diversity issues experienced by tenants.

6.0   Impact on Budget/Policy Framework

6.1   The establishment of a robust housing performance framework to monitor the activities of NSH is critical to ensure delivery of the core principles of the management agreement, to sustain a viable HRA Business Plan and to measure delivery of the wider strategic housing priorities.

7.0   RECOMMENDATION

That the Committee approves the proposal detailed as set out in Paragraph 4.1.

Reason for Recommendation

To ensure a robust performance framework is put in place to monitor the strategic performance activities of Newark & Sherwood Homes in accordance with the management agreement and to sustain a viable HRA Business Plan.

<u>Background Papers</u>

Nil

For further information please contact Rob Main, Strategic Housing – Business Unit on 01636 655930.

Karen White
Director – Safety

Newark and Sherwood Homes
THE ROLE OF THE TENANTS PANEL (OCT 2011)

The Panel will:

(a) **Review and scrutinise** Newark and Sherwood Homes' delivery and performance against the Company, Objectives, Business Plan and Local Service Standards.

(b) **Be the a third stage in the Company Complaint process** to hear an appeal against the decision of the Company with regard to a complaint made by a customer.

The Panel will hold the Management and Board to account by looking at Objectives, Business plan and Service Standards and how it is meeting targets.

The Panel will aim to improve:

(i) Tenant involvement in the organisation.
(ii) Customer focus.
(iii) The drive for continuous improvement in service delivery.
(iv) Value for Money.
(v) Efficiency and effective procurement.

The Panel will seek to develop best practice models and facilitate more openness and accountability.

The Panel will utilise best practice from other organisations as part of the scrutiny process to ensure Newark and Sherwood Homes delivers excellent services, including national standards and accepted best recognised practice.

The Panel will develop and agree its Scrutiny Annual Work Plan with the Board to oversee the effective review of items of tenants' scrutiny business throughout the year which shall:

(i) Identify priorities for the Scrutiny Panel to review from the Business Plan, corporate priorities, issues identified by tenants and the agreed Terms of Reference.
(ii) Ensure Officer Reports can be prepared and tailored to meet the associated requirements of the Scrutiny Panel and process.
(iii) Conduct scrutiny and make recommendations in the form of a report to the Board or Officer with delegated authority.

The Panel will consider requests for scrutiny raised via an existing Tenant Involvement mechanism in accordance with the Resident Involvement Strategy. The Tenants' Panel will then consider if the existing programme of work would be revised to take account of this request.

The Panel will:

(i) Identify training, a development plan and support needed for each individual Panel member's needs to carry out the terms of reference of the Panel.
(ii) Produce an Annual Report that reviews the work the Panel has undertaken during the year identifying successes and future training and development requirements.
(iii) Annually review the operation of the outcomes of the panel and make recommendations for improvements including an appraisal of the Chair and Vice Chair of the Panel.

BOARD REPORT SUMMARY			
		Meeting date	1 October 2015
Report Title	Tenants' Panel Annual Report and Work Programme 2015/2016	Agenda item	9
Report To	Board	Non confidential	
Report From	Stephen Feast	Decision	

Report Purpose and Background	The purpose of the report is to enable the Board to consider the activites undertaken by the Tenants' Panel in the 2014/2015 governance year and to consider and approve the Tenants' Panel Work Programme for the 2015/2016 governance year.
Budget Implications	None applicable
Objectives and Vision	☐ To deliver upper quartile and improving performance in customer satisfaction and all areas of service provision ☐ To provide efficient and effective investment and service solutions, targeted to meet local need and deliver sustainable Homes and Communities in the future ☐ To maintain and manage a sustainable and viable financial business plan
Risk	None applicable
Relevant Consultative Action	The Tenants' Panel undertakes relevant consultation as part of its scrutiny exercises and its reports are open to the public when considered by the Board. Additionally the Chairman of the Tenants' Panel presents an annual report to the Company's Annual General Meeting.
Equality & Diversity Issues	The Tenants' Panel is representative of the diverse population of the community of Newark and Sherwood. The Panel takes into account equality and diversity issues when undertaking both elements of its role and takes steps to ensure that no individuals or group receiving services from Newark and Sherwood Homes are disadvantaged.
Recommendations	(a) **the Tenants' Panel be thanked for its hard work and efforts during the 2014/15 governance year;** (b) **the Tenants' Panel Annual Work Programme for 2015/16 be approved.**

BOARD REPORT

1 Introduction

1.1 During 2010 the Board considered the impending changes in the regulation and scrutiny of social housing and in November 2010, having regard to these impending changes in regulation, the Board, as part of its annual review, took the decision to further enhance tenant scrutiny with the introduction of a Tenants' Panel to further scrutinise service performance and also to act as the third stage of the Company's Complaints process.

1.2 Following its inception and the subsequent training and development of the Panel members to enable them to effectively discharge their roles, the Panel had delivered its annual scrutiny programme, as agreed by the Board, and reported their findings to the Senior Management Team and Board for consideration and appropriate action.

1.3 This report provides the Board with detail of the Tenants' Panel activities during the 2014/15 governance year and the Panel's proposals for its annual work programme for the 2014/15 governance year.

2 Annual Report

2.1 Following the Board's approval of the Panel's work programme for 2013/2014 the Panel has been scrutinising the Company's approach to property maintenance. This is a wide ranging and complex area of the business and the Panel has worked extremely hard to understand this topic and identify both the high performing elements of the service and those areas where improvements can be delivered. As always, the Panel has placed great emphasis on obtaining the views of both tenants and staff in addition to its analysis of the relevant data to provide a comprehensive scrutiny report.

2.2 In line with the Tenants' Panel procedure rules, once a Panel report has been completed then the matter will be included on the agenda of the next available meeting of the Board. The Panels' report on property maintenance is in its final stages and will be presented at the November meeting of the Board. Mr John Clark, Chair of the Tenants Panel, will present the Panel's report to the Board and other members of the Tenants' Panel will be in attendance at that time.

3 Work Programme

3.1 The Tenants' Panel procedure rules identify that the Panel may scrutinise and review the delivery of services to tenants through the consideration of the Company's:

(i) Objectives
(ii) Business Plan
(iii) Local Service Standards

3.2 In selecting areas for inclusion in its work programme and in the prioritisation of topics for consideration, the Panel has given regard to the following principles:

(i) To add value to the work of Newark and Sherwood Homes.
(ii) To deliver demonstrable and significant outcomes.
(iii) To have impact across the Company's services.

(iv)   To be of value for money in terms of proportionality and manageability of the area under consideration.

(v)   To not be solely for information purposes.

(vi)   To avoid duplication of scrutiny.

3.3   In addition, the Panel will not normally consider the scrutiny of issues which are being reviewed by another means, e.g.: other tenant bodies, staff, councillors, external bodies or advisors.

3.4   Due to the scale and nature of the Panel's scrutiny of property maintenance the Board deferred the second area identified for scrutiny as part of the 2013/2014 work programme, Resident Involvement, for consideration as part of the 2015/2016 work programme.

3.5   Unfortunately due to the time taken to effectively complete the scrutiny of property maintenance the Panel have been unable to complete this year's scrutiny exercises within the governance year. It is therefore proposed that the scrutiny of Anti-Social Behaviour and Welfare Reform along with the scrutiny of Resident Involvement be brought forward as the proposed 2015/2016 Tenants' Panel work programme in line with paragraph 1 of the Panel's procedure rules.

4   Undertaking the Scrutiny Exercise

4.1   Upon approval by the Board, the Tenants' Panel will commence scrutiny of the identified areas in priority order. The scrutiny exercise will follow the process detailed below:

(i)   Agree criteria for the selection of issue for scrutiny.

(ii)   Agree expected outcomes.

(iii)   Select proposed topics for scrutiny.

(iv)   Agree overall Scrutiny Annual Work Plan programme.

(v)   Scrutiny Panel agrees Terms of Reference or brief for each scrutiny.

(vi)   Plan the scrutiny and agree timetable.

(vii)   Invite written evidence from staff.

(viii)   Invite Newark and Sherwood Homes' staff and Board members as witnesses.

(ix)   Gather information.

(x)   Carry out site visits in consultation with Newark and Sherwood Homes' Board.

(xi)   Consider written evidence and report presented by the Newark and Sherwood Homes' staff.

(xii)   Deliberate and debate the issue.

(xiii)   Panel considers emerging themes and recommendations.

(xiv)   Panel develops and writes reports including recommendations.

(xv)   Report and attend Board/Senior Management Team to present recommendations.

(xvi)   Opportunity for the Board/Senior Management Team to debate Scrutiny Report.

(xvii)   Board/Senior Management Team responds to recommendations.

For enquiries or clarification on the content of the report please contact:
Stephen Feast via email on stephen.feast@nshomes.co.uk
or telephone 01636 655448

BOARD REPORT SUMMARY			
		Meeting date	31st March 2016
Report title	**Tenants' Panel Scrutiny of Property Maintenance**	**Agenda item**	12
Report to	Board	**Non Confidential**	
Report from	Stephen Feast	**Information**	

Report Purpose and Background	To consider the report of the Newark and Sherwood Tenants' Panel on Property Maintenance.
Budget Implications	There are no budget implications identified in this report.
Vision and Mission	**Delivering Excellent Housing Services** **We will deliver through our Mission by:** ☐ **Managing and maintaining homes to agreed standards and offering services to support vulnerable people in the community and their own homes** ☐ **Engaging with our customers, tenants, residents, the public, and staff to get the best possible service for every pound spent** ☐ **Building homes for local people and providing opportunities for people to access the housing they need** ☐ **Encouraging tenant involvement in the management of their homes**
Risk	This report does not create any new strategic risks or impact on the existing risks within the Strategic Risk Register.
Relevant Consultative Action	None identified.
Equality & Diversity Issues	There are no specific Equality and Diversity issues raised as a result of report.
Recommendations	**(a) that the Tenants' Panel be thanked for its hard work and efforts.** **(b) that the Tenants' Panel Report and the agreed actions identified to progress the recommendations of the Tenants Panel be noted.**

BOARD REPORT

1   Purpose of the Report

1.1   To enable Directors of the Board to consider the scrutiny report of the Newark and Sherwood Tenants' Panel in the area of Property Maintenance,

2   Contextual Information

2.1   At its meeting on 25 November 2010, the Board, as part of its Annual Review, considered the impending changes in scrutiny and resolved that a Tenants' Panel be established to further enhance the Performance Management arrangements of the Company with a focus on review and scrutiny and to act as the third stage of the complaints policy and procedure.

2.2   The Tenants' Panel procedure rules identify that the Panel may scrutinise and review the delivery of services to tenants through the consideration of the Company's:

(i)   Objectives
(ii)   Business Plan
(iii)   Local Service Standards

2.3   In selecting areas for inclusion in its work programme and in the prioritisation of topics for consideration, the Panel gives regard to the following principles:

(i)   To add value to the work of Newark and Sherwood Homes.
(ii)   To deliver demonstrable and significant outcomes.
(iii)   To have impact across the Company's services.
(iv)   To be of value for money in terms of proportionality and manageability of the area under consideration.
(v)   To not be solely for information purposes.
(vi)   To avoid duplication of scrutiny.

2.4   In addition, the Panel will not normally consider the scrutiny of issues which are being reviewed by another means, e.g.: other tenant bodies, staff, councillors, external bodies or advisors.

3   Scrutiny of Property Maintenance

3.1   In line with the Tenants' Panel procedure rules, once a Panel report has been completed then the matter will be included on the agenda of the next available meeting of the Board.

3.2   The report of the Tenants' Panel scrutinising of the area of Property Maintenance is attached at **Appendix A** along with the agreed action Plan at Appendix B The Chairman of the Tenants' Panel, Mr John Clark, will present the Panels' report to the Board and other members of the Tenants' Panel will be in attendance.

For enquiries or clarification on the content of the report please contact: Stephen Feast –Director by email to stephen.feast@nshomes.co.uk or telephone 01636 655448.

Scrutiny of Newark and Sherwood Homes' Property Maintenance Service

1.   Introduction

1.1   This report has been written by the Newark and Sherwood Tenants' Panel to present the findings of a scrutiny review of Newark and Sherwood Homes' property maintenance service. The Tenants' Panel initially suggested that the property maintenance services be scrutinised during the 2012/2013 governance year; but the scrutiny was deferred to commence in the 2013/2014 governance year due to the service being subject to a large amount of change, including changes to systems, processes and structures. The scrutiny of property maintenance was subsequently approved by the Board for inclusion in the 2013/2014 work programme of the Panel.

1.2   Through scrutinising the service the Panel hoped to gain an understanding of the maintenance service, the way Newark and Sherwood Homes deliver this service to its tenants, and to identify if there is anything that we feel could be done to improve the service for the tenants.

1.3   The Panel was given an initial brief on the repairs service from the Director, Stephen Feast, which included the House Mark dashboard analysis, that the repairs service was a 'low cost, low performing' area. The Panel decided that, although it was not an easy task, they thought it beneficial to review the whole area of property maintenance including consideration of performance, customer satisfaction and value for money.

1.4   The Panel wanted the scrutiny outcome to be a better performing service which places Newark and Sherwood Homes in the upper quartile for Repairs performance. All aspects of the service were examined and benchmarked, and some mystery shopping and a survey were commissioned to provide additional primary data. This extensive data was used to arrive at a number of conclusions and recommendations which are listed at the end of this report.

2.   Scope of the Scrutiny Project

2.1   The Panel have scrutinised all areas of property maintenance including:

(i)   Responsive Repairs
(ii)   Void Management
(iii)   Programmed Repairs
(iv)   Cyclical Repairs

2.2   The following Newark and Sherwood Homes' policies provide context:

(i)   Access and Customer Care Strategy
(ii)   Aids and Adaptations Policy
(iii)   Asset Management Strategy
(iv)   Business Plan 2011-2017
(v)   Local Service Standards
(vi)   Equality and Diversity Strategy 2011-2014
(vii)   Gas Safety Scheme
(viii) Procurement Strategy
(ix)   VFM Strategy

2.3   Based on the reasons Panel members gave for the scrutiny of property maintenance and the brief provided, the Panel set the following scope for the scrutiny:

(i)   Understanding the customer journey through the repairs service and assessing the effectiveness of:
  a. the appointments process;
  b. communication during repairs work being undertaken, particularly follow up visits, use of letters, text messages and the internet;
  c. customer understanding of planned and responsive works and how this is conveyed when a repair request is made;
  d. ease of reporting a repair and correctly identifying the repair;
  e. how the service responds to meeting individual needs.

(ii)   What might a responsive repairs service look like in the future? For example, consideration of the use of a handyperson service or different ways to deliver the service.

(iii)   An understanding of how planned maintenance operates, including how the programmes are decided.

(iv)   The management and completion of works to empty properties (voids).

2.4   During the first few month of undertaking the scrutiny it became clear that it would take a long period of time to report on all parts of the scrutiny scope. As a result of this a report was presented to the Board in October 2014 highlighting how complex this scrutiny exercise was and requesting that the Panel be supported to complete the scrutiny exercise in an extended timescale of the 2014/2015 governance year.

3.   Methods used for the scrutiny of Responsive Repairs Service

3.1   The Panel has used a variety of methods to gather a range of evidence. This enabled effective judgements and recommendations to be made in relation to the service. These methods included:

(i)   Reviewing information that is available to customers on the repairs service.

(ii)   Receiving a briefing from the heads of each section with responsibility for an element of property maintenance on the service their teams provide. This gave the Panel an overview of the delivery of the repairs service at Newark and Sherwood Homes, including statutory obligations, headline performance information and current priorities linked to the 30 year Asset Management Strategy. The Panel had follow- up meetings with the Responsive Repairs Manager, Contracts Manager and Tenancy and Estates Manager to drill down to the areas which they had highlighted for additional scrutiny.

(iii)   Mystery Shopping – the panel tried several times to arrange this but for whatever reason it wasn't possible.

(iv)   Surveys – designed by the Panel and gathered by the Newark and Sherwood Homes' customer access service. The Panel wanted to gather its own data as we feel that we need to do our own independent research instead of NSH gathering the data for us.

(v)   Attendance at the Repairs Monitoring Group, Housing Management Monitoring Group and Voids Monitoring Group. The Panel have been supplied with monthly performance information at each of these meetings charting progress and highlighting any areas which may form part of the scrutiny.

(vi)   Considering Benchmarking information provided by House Mark on the performance of Newark and Sherwood Homes compared to other similar housing providers.

4.   Findings/Conclusions of the scrutiny exercise

(i)   Tenant satisfaction with the quality of a tenant's home has remained consistent at 88% over the past 5 years which is within the highest quartile of performance.

(ii)   Tenant satisfaction with the responsive repairs being completed including property maintenance has dropped by 1 percentage point in 2014/2015 with the reasons for this being:
    a.   Not being able to make an appointment
    b.   Repairs not being completed right first time
    c.   The length of time taken to complete a repair

(iii)   Newark and Sherwood Homes' own customer satisfaction survey shows that 98% of tenants who had a repair completed were happy with the quality of service they received during 2013/2014 and 2014/2015.

(iv)   Repairs performance has improved significantly since 2012/2013 with all but 1 of the current repairs performance indicators achieving or exceeding target at the end of the 2014/2015 financial year.

(v)   The single performance target that did not achieve target failed to do so by only 0.01% and is therefore not considered to be an area of concern.

(vi)   80% of tenants find it easy to report a repair with a further 22 rating the ease of reporting a repair as average. Only 4% of people found it difficult to report a repair with the main reason for this being difficulty in communicating the problem.

(vii)   The works job number is not issued consistently to customers at the point of reporting. The Panel feel that by issuing a reference number consistently, the customer would be reassured, and there would be no issue with proving that a report had been made.

(viii)   The customer satisfaction questionnaire that is sent to customers before work is carried out could be lost or forgotten, which may be the reason for the low levels of response.

(ix)   The Panel found that once a repair had been completed that customers are generally satisfied.

(x)   Contractors employed by Newark and Sherwood Homes to undertake planned works are not signing off jobs; tenants are not having a final visit.

(xi)   Planned works such as bathroom and kitchen replacements seem drawn out with contractors 'coming and going' rather than working constantly at a property.

(xii)   The information provided on planned works at the point of tenancy sign up is not comprehensive.

(xiii)   There are a significant number of jobs where a card is left because the tenant is not at home or is not able to answer the door in the time allowed by the member of staff.

(xiv)   Tenants do not understand the term "void". We suggest empty homes.

(xv)   There appears to be a delay in communicating information when it is requested by tenants groups.

(xvi)   The condition of the gardens on void properties are a source of dissatisfaction.

(xvii)   The Panel are concerned that the same issues are carried forward by the monitoring groups for months without any resolution

(xviii)   The Panel are concerned that not enough tenant inspections of void properties are taking place.

(xix) The Panel are disappointed that tenants still report a communication problem between NSH and its tenants despite a report being presented to the Board on this matter previously. The communications issues relate in particular to telephone calls not being returned.

5. Recommendations

5.1 The recommendations of the panel can be grouped into 3 areas:

(i)   Customer Care and Communication.
(ii)   The Repair of Empty Properties.
(iii) Management of Planned Maintenance.

5.2 <u>Customer Care and Communication</u>

(i)   If a tenants group makes a request for any information a reply should be received within 10 working days.

(ii)   Develop area on website for tenants to post questions relating to property maintenance, including rights and responsibilities with regard to property maintenance. This could be broadened to include other areas.

(iii)   Increase tenant involvement in the monitoring and improvement of all elements of property maintenance.

(iv)   Review the satisfaction surveys for all elements of property maintenance so tenants can rate the service once the repair has been completed.

(v)   Only issue the repairs receipt for those jobs with long completion dates and ensure this includes the appointment date.

(vi)   Ensure the job number is provided to all tenants when they call to report the repair.

(vii)   Consider the use of "text ahead" and email to make tenants aware of the appointment and that a tradesman is on his way.

(viii) If a tenant chooses not to complete the satisfaction survey with the workman when a job is completed then this is followed up by email or telephone call. This is because some tenants may feel unable to say how they feel when being asked by the person stood in front of them

5.3 <u>The Repair of Empty Properties</u>

(i)   The process for ensuring the gardens of void properties is addressed as part of the works completion should be reviewed, so that tenants are not in breach of their tenancy agreement immediately after they have signed for the property.

(ii)   Impending repairs/major works information must be passed onto new tenants in written format at sign up.

(iii)   The voids standard needs revisiting, and changes made should be done with tenant involvement.

(iv)   A more detailed questionnaire should be left with the tenant at sign up asking them to evaluate their experience through the whole process.

(v)   Consider whether the use of a handyman service and/or a list of recognised companies could improve the void service by, for example, connecting cookers or undertaking redecoration, if tenants choose to pay for these services.

5.4   <u>Management of Planned Maintenance</u>

(i)   Ensure all contracts are monitored closely to ensure tenants are satisfied with the works and that the works are completed within the target timescales.
(ii)   Where snagging works are required, ensure these are inspected.
(iii)   Defects monitored for trends.
(iv)   Make it clearer who to complain to if tenants are not satisfied with how the work is progressing during the period of works.
(v)   Provide tenants with a programme of works and keep the tenants informed at every stage of planned works.

5.5   Due to the changes in the repair service being introduced, this service would benefit from us re-visiting it within the next 12 to 18 months and doing a scrutiny update to see how things are progressing.

Appendices
Appendix A: Star Survey 2014
Appendix B: Service Standard – Repairing your Home
Appendix C: Repairs Performance Indicators 2013/14 and 2014/15
Appendix D: Tenants' Panel Survey of tenant non responses
Appendix E: Customer Satisfaction with Allocation – Voids 2013/2014
Appendix F: Voids Satisfaction Survey
Appendix G: Void Standard *(currently under review)*

Responsive Repairs Scrutiny - Action Plan

Recommendation	Action	Lead	Target Delivery Date
Customer Care and Communication			
If a tenants group makes a request for any information a reply should be received within 10 working days.	Agreed.	DN	April 2016
Develop area on website for tenants to post questions relating to property maintenance, including rights and responsibilities with regard to property maintenance. This could be broadened to include other areas.	Agreed.	DN	May 2016
Increase tenant involvement in the monitoring and improvement of all elements of property maintenance.	Agreed.	DN	October 2016
Review the satisfaction surveys for all elements of property maintenance so tenants can rate the service once the repair has been completed.	Agreed.	DN	June 2016
Only issue the repairs receipt for those jobs with long completion dates and ensure this includes the appointment date.	Agreed.	DN	July 2016
Ensure the job number is provided to all tenants when they call to report the repair.	Agreed.	DN	April 2016
Consider the use of "text ahead" and email to make tenants aware of the appointment and that a tradesman is on his way.	Agreed	DN	March 2018
If a tenant chooses not to complete the satisfaction survey with the workman when a job is completed then this is followed up by email or telephone call. This is because some tenants may feel unable to say how they feel when being asked by the person stood in front of them	Agreed.	DN	June 2016
The Repair of Empty Properties			
The process for ensuring the gardens of void properties is addressed as part of the works completion should be reviewed, so that tenants are not in breach of their tenancy agreement immediately after they have signed for the property.	Agreed,	SF	June 2016
Impending repairs/major works information must be passed onto new tenants in written format at sign up.	Agreed.	DN	April 2016
The voids standard needs revisiting, and changes made should be done with tenant involvement.	Agreed.	SF	June 2016
A more detailed questionnaire should be left with the tenant at sign up asking them to evaluate their experience through the whole process.	Agreed.	DN	June 2016

Recommendation	Action	Lead	Target Delivery Date
Consider whether the use of a handyman service and/or a list of recognised companies could improve the void service by, for example, connecting cookers or undertaking redecoration, if tenants choose to pay for these services.	Agreed.	DN	September 2016
Management of Planned Maintenance			
Ensure all contracts are monitored closely to ensure tenants are satisfied with the works and that the works are completed within the target timescales.	Agreed.	AD	June 2016
Where snagging works are required, ensure these are inspected.	Agreed.	AD	May 2016
Defects monitored for trends.	Agreed.	AD	June 2016
Make it clearer who to complain to if tenants are not satisfied with how the work is progressing during the period of works.	Agreed.	AD	June 2016
Provide tenants with a programme of works and keep the tenants informed at every stage of planned works.	Agreed.	AD	May 2016

HOUSING ALLOCATION SCHEME REVIEW 2015/16 – IMPLEMENTATION

1.0   Purpose of Report

1.1   To provide the Committee with detail requested by the Homes & Communities Committee on 21 March 2016; in respect of the options available to facilitate the implementation of the revised Allocations Scheme.

2.0   Background Information

2.1   As part of its work programme, the Homes & Communities Committee has been overseeing a review of the Council's Housing Allocations Scheme'. At its meeting on 7 September 2015, the Committee approved a project initiation document which included a set of objectives for the revised Scheme and gave a broad, indicative timetable for progressing the review, with the intention to implement a revised Scheme in Autumn 2016.

2.2   At its meeting on 21 March 2016, the Committee approved the recommendations put forward, endorsing the proposed changes and draft Housing Allocations Scheme, in order for statutory consultation to take place; which launched on Friday, 29 April 2016. Implementation and management of the new Scheme is delegated to the Council's wholly owned management company, Newark and Sherwood Homes (NSH). NSH presented an indicative implementation plan at this meeting and the Committee requested that NSH provide a more detailed appraisal of the options for implementation to its meeting on 13 June 2016.

3.0   Implementing the Revised Scheme

3.1   To implement the revised Allocations Scheme the Company will need to comprehensively redesign operational processes and procedures, and the associated IT systems will need to be significantly reconfigured to ensure that the rules which establish eligibility for housing and determine bandings can be accurately applied to each application in line with the revised Allocations Scheme. The majority of this work will be undertaken by Council and Company Officers however changes to the database and programming of the Company's housing management system will require input from the system vendor.

3.2   The changes to processes, procedures and systems will include the following specific actions:

   i.   Revise the banding attributes within the housing management system to reflect the revised allocations scheme and the programming logic within the system that supports this.
   ii. Create new data fields within the system to store the additional data required by the revised scheme
   iii. Redesign the application processes to support the collation of the revised data requirements including the creation of an online applications form
   iv. Obtain new data required by the revised scheme (for example financial data) and ensure this is accurately and appropriately stored within the system

v. Amend the systems programming to support the new shortlisting criteria introduced through the new scheme

vi. Train staff on the application of the new allocations scheme

3.3 The reconfigured processes, procedures and system will need to be extensively tested to ensure accuracy before the new Scheme can be applied.

4.0 **Implementation Options**

4.1 **Option 1 – Implementation of the revised Allocations Scheme using online self-service options**

4.1.1 In order to support channel shift and to align the implementation of the Allocations Scheme with other digital aspects of the Council's Moving Ahead Project, it is proposed the process and procedure redesign will include the adoption of online application input by potential tenants. This will include the need for customers to self-serve by utilising online application forms and submit bids via the website.

4.1.2 At the point of implementation customers will be required to input their application details onto the system using the web based application process to enable the reassessment of their application to take place in line with the revised Allocations Scheme. This would remove the requirement for administratively intensive review processes which would previously have been employed to collect the revised data required by the new Scheme.

4.1.3 The key stages involved in electronically implementing the revised allocations scheme in addition to those steps identified in section 3.1 are:

i. Commission Capita to build web based application process (including shadow pages for new scheme)

ii. Complete testing of process. This will be completed using existing resource from Newark and Sherwood Homes.

iii. Undertake a public launch of the on-line application process for new and existing applicants.

iv. Use existing contact details to notify all existing applicants of the need to re-apply on-line

v. Close manual application process and only take on-line applications

vi. Review on-line applications and request proof of eligibility form applicants

vii. Validate data

viii. Switch data at go live date

ix. Review changes to banding

x. Notify applicants of changes to banding

xi. Allocate property in accordance with new scheme.

4.1.4 Bespoke support will continue to be offered to those applicants who are not able to input their application through the chosen process. The web based application process will enable the new Scheme rules to be applied and will include the facility for applicants to establish their own eligibility and affordability before submitting an application.

4.1.5 The Company currently has a comprehensive programme of IT related projects in place to support the Council in its Moving Ahead Project and also to support the delivery of efficiencies. To deliver this additional project within existing resourcing levels a timeline for completion of all the elements detailed above would give a go live date of April 2017.

4.1.6 The costs associated to the implementation of the Scheme under option 1, have been considered in detail and are expected to be no more than £30,000.

4.1.7 As part of the Company and the Council's comprehensive programme of IT related projects, both organisations have been giving thought to channel shift, encouraging more and more of our customers to make payments by means other than cheque or cash, particularly through direct debit. This is particularly relevant as progress is made on universal credit etc. It is very uncommon for persons not to have a bank account, however the Company does have support in place to assist tenants in opening and maintaining bank accounts where this is the case. It is also therefore recommended that the Council move towards making provisions to require tenants to pay their rent via direct debit.

4.1.7 The pros and cons of this option are detailed in the table below:

Pros	Cons
i. Administration costs minimised	i. Additional cost of £30,000 to undertake manual review and inputting.
ii. Encourages channel shift in line with Council and Company agenda.	ii. Customers not yet comfortable with web delivered services may initially need increased support.
iii. Provides more robust up front information to the customer at the point of application submission.	iii. Slightly longer timescale for implementation
iv. Resource not required to manually input application forms.	
v. Establishes eligibility at an early stage without requiring staff intervention, thereby managing customer expectation.	
vi. Supports customers to access services 24 hours a day, 365 days a year at a location of their choice.	
vii. Knowledge and skill of new processes and systems retained in house.	

4.2 Option 2 - Implement the revised Allocations Scheme through a Manual Review process

4.2.1 Where amendments have previously been made to the Allocations scheme this has been implemented using a manual review. This approach is less contemporary and is administratively intensive, requiring the Company to post application forms to existing applicants and undertake manual inputting of all returned forms. A manual exercise of review and notification for new and existing applicants will then by carried out and banding changes applied before applicants are notified of any changes to their banding

4.2.2   The following key stages would be required:

  i.   Post application form to all existing applicants with a return time of two weeks. Those who do not return the form will be removed from the register.
  ii.   Begin manual processing of all the returned forms; this will require additional resource and new applicants to the existing scheme will need to be entered onto both systems.
  iii. In order to ensure that applicants have supplied the correct information and therefore are eligible and are assigned the correct banding applicants will need to submit the required evidence for all applications.
  iv.   In order to ensure 100% accuracy of data entry NSH will undertake an audit on all applications.
  v.   On completion of audit all changes to bandings of existing applicants will be reviewed.
  vi.   All existing applicants whose bandings have changed will be notified using their preferred method of communication.
  vii. Banding changes will be manually applied by NSH staff
  viii. Begin to allocate properties using the new scheme.

4.2.3   These steps would be required in addition to those highlighted at section 3.2 of this report which detail the changes required to the systems, processes and procedures used to assess, band and shortlist applications once the relevant data has been collated.

4.2.4   To undertake this approach would require a temporary but significant increase in resource to ensure all application data is accurately input into the revised system at a cost of £11,500.

4.2.5   The pros and cons of this option are detailed in the table below:

Pros	Cons
i. Approach is consistent with previous application reviews and customers will have comfort with this approach.	i. Additional cost of £11,500 to undertake manual review and inputting.
ii. Shorter timescale for implementation of revised allocations scheme.	ii. Does not support the Council and Company agendas of shifting customers to more cost effective access channels.
	iii. The introduction of the online submission of application data is not aligned to the implementation of the revised Allocations Scheme.
	v. Customer will not receive information regarding their eligibility at the point of application submission.

4.3   **Option 3 – Implementation of the revised Allocations Scheme using online self-service options with additional resources**

4.3.1   This option is a variation of Option 1 - Implementation of the revised Allocations Scheme using self-service options but would engage additional technical resource to run elements of the implementation in shorter timescales, to allow the overall timescale for the implementation of the new Allocations Scheme to be reduced by 8 weeks.

4.3.2   The Council and the Company's current IT resource is fully engaged in the delivery of a range of projects which support the agendas to embrace agile working, channel shift and the Moving Ahead project and the need to complete these projects within fixed timescales. As detailed in paragraph 4.1.5 utilising the limited existing technical resource available outside these projects would result in the delivery of the revised allocations scheme in April 2017. This option would support the engagement of a specific, technical resource for a limited period to progress elements of the project which would support the achievement of the implementation of the revised allocations scheme in a shorter time period.

4.3.3   The cost of adopting this approach would be an additional £13,000.

4.3.4   The pros and cons of this option are detailed in the table below:

Pros	Cons
i. Timescale for implementation reduced by 8 weeks.	i. Additional cost of £13,000 incurred.
ii. Resource not required to manually input application forms.	ii. Customers not yet attuned to web delivered service may initially need increased support.
iii. Encourages channel shift in line with Council and Company agenda.	
iv. Provides more robust up front information to the customer at the point of application submission.	
v. Establishes eligibility at an early stage without requiring staff intervention thereby managing customer expectation.	
vi. Supports customers to access services 24 hours a day, 365 days a year at a location of their choice.	
vii. Knowledge and skill of new processes and systems retained in house.	

5.0   Summary of Implementation Options

5.1   The table below gives a summary of the implementation options:

Implementation Options	Cost	Timeline
Option 1 – Implementation of the revised Allocations Scheme using online self-service options	£30,000	April 2017
Option 2 - Implement the revised Allocations Scheme through a Manual Review process	£41,500	March 2017
Option 3 – Implementation of the revised Allocations Scheme using self-service options with additional resources	£43,000	January 2017

6.0   Equalities Implications

6.1   These will be outlined in full at the meeting.

7.0   Finance Comments

7.1   The costs for implementation of the new Scheme are between £30,000 and £43,000, depending on the options/timescale agreed. It is considered that the costs should be shared equally between the Council's Housing Revenue Account and General Fund and that in the case of the element charged to the General Fund, savings should first be sought elsewhere in the Housing Options budget or a contribution be made from the Homelessness Reserve.

8.0   RECOMMENDATIONS that the Committee:

(a)   **approve the implementation of the revised Allocations Scheme   using Option 1 – Implementation of the Revised Allocations Scheme using online self-service options; and**

(b)   **approve the recommendation detailed in paragraph 4.1.7 relating to the requirement for tenants to pay their rent via direct debit.**

Reason for Recommendations

The implementation of the revised Allocations Scheme utilising an online application process is the most cost effective implementation method and additionally supports the joint agenda of the Council, the Moving Ahead Project and Newark and Sherwood Homes through the delivery of services through contemporary, cost effective service delivery channels.

Background Papers

Nil

For further information please contact Dave Newmarch on 01636 655455 or at dave.newmarch@nshomes.co.uk (Company) or Leanne Monger, Business Manager – Housing and Safeguarding on extension 5545 (Council).

Karen White
Director - Safety

GENERAL FUND BUDGET PERFORMANCE REPORT TO 31 MARCH 2016

1.0   Purpose of Report

1.1   This report compares the General Fund Homes & Communities Committee net expenditure for the period ending 31 March 2016 with the profiled budget for the period.

2.0   Background Information

2.1   The Council's Constitution states that the Section 151 Officer shall present to the Policy & Finance Committee, at least twice in each financial year, budgetary control statements showing performance against the approved estimates of revenue expenditure and income. The appropriate Chief Officer will report on any major variances from planned budget performance.

2.2   It also states that budget performance monitoring information shall be provided to the appropriate Committee on a quarterly basis.

2.3   Where it appears that the amount included under any head of the approved budget is likely to be exceeded or the budgeted amount of income under any head is unlikely to be reached then budget officers are required to find savings elsewhere in their budget. In circumstances where savings cannot be identified it will be necessary to consult with the Section 151 Officer and ultimately take a report to the Policy & Finance Committee.

3.0   Proposals

3.1   The attached appendices detail performance against budget for the period to 31 March 2016 for those budgets within the remit of the Homes & Communities Committee. This report considers the costs of providing services rather than 'below the line' costs such as borrowing costs and interest, contributions to and from reserves, government grants and income from Council Tax and retained Non Domestic Rates.

3.2   The format of the report identifies direct expenditure, i.e. employee costs and running expenses, both of which can be controlled by the budget officer, however central recharges and capital charges, are not reported as they are largely outside their control. Income is shown separately. A significant number of transactions take place 'below the line', i.e. shown in the General Fund account rather than identified to a particular service. This is in line with the CIPFA Code of Practice and includes such things as transfers to and from reserves.

3.3   Under the Accounting Code of Practice Local Authorities are required to show capital charges for the use of their assets based on the current market value. These amounts are included within the estimates to show the true cost of delivering local services however they are reversed 'below the line' in the overall cost of services therefore not impacting on the Council Tax payer. Variations on 'capital charges' are therefore not an area for concern.

3.4　　The introduction of International Financial Reporting Standards (IFRS) for the financial year 2010/2011 has resulted in a change in the way the Council accounts for grants received from third parties. These changes mean that income and expenditure is charged direct to the service accounts and, at the year end, any under spend is transferred to reserves and any overspend is transferred from reserves.

3.5　　Support services (e.g. HR, Financial Services) are charged to individual budget heads at the end of the financial year and are reported here for noting only. The direct costs of providing those services are scrutinised as part of the relevant Committee.

3.6　　Capital charges are applied to accounts at the end of the financial year and are reversed 'below the line' so have no impact on the Council Tax payer. These are reported here for noting only.

4.0　　Performance Comments

4.1　　The total for direct service net expenditure shows an under spend of £137,384 against the profiled budget for the period to 31st March 2016. All managers are very aware of the current financial environment and challenges facing local government in the future and are ensuring that only essential expenditure is incurred. The detailed performance figures are shown at **Appendix A**.

4.2　　Variations from the profiled budget to 31st March 2016 are itemised below:

4.2.1　Employee Costs –
- Although there is a relatively small variance of £9k on the overall employee costs – there is an underspend on Emergency Planning of £9k relating to a vacant post and long term sickness. A temporary appointment in Energy and Home Support has resulted in an overspend of £13k, this cost is offset by additional unbudgeted income (please see comment in 4.2.4). Two vacant posts in ICT have resulted in an underspend of £19k.

4.2.2　Supplies and Services –
- The CCTV budget is currently underspent by £89k, this is due to a number of factors; CCTV is now a shared service with Broxtowe Borough Council and more recently Ashfield District Council, a new maintenance provider has resulted in a reduction of monthly maintenance costs. Also an ongoing project has been delayed and will not be completed by the year end, it is hoped that this element of the budget £13k can be carried over to the new financial year – this will enable the works to be completed. The budget relating to CCTV has been reduced by £50k in 2016-17.
- There are also a large number of smaller underspends and overspends across other services reporting to the Homes and Communities Committee.

4.2.3　Transfer Payments -
- This is the surplus of income over expenditure for Private Sector Speech Call. The monitoring of the alarm service is provided by Newark and Sherwood Homes under the management agreement, therefore, the surplus is transferred at the year end. The HRA will show income of £73,061.

4.2.4   Income
- Within the Energy and Home Support budget, additional funding of £13k for 2015-16 has been secured to fund the Project Manager for the Nottinghamshire Warm Homes on Prescription Project. This is a Nottinghamshire wide project that is being managed and hosted by Newark and Sherwood District Council.
- CCTV income for 2015-16 is showing an under achievement of income of £20k - £16k of this is due to the reduction of income from Ashfield District Council as a result of the shared service arrangement. The loss of income has been reflected in the budget for 2016/17.
- Unbudgeted income of £8k has been received from the Clinical Commissioning Group (CCG) for a contribution to the publication and delivery of The Voice.
- The new leisure company, Active4Today Limited, started trading 1st June 2015. The ICT Business Unit has recharged £55k for the services that have been provided to the company in 2015-16.
- Private Sector Speech Call is £10k over achieved – this has been paid to the HRA.
- There are various small under and over income achievements on a number of budgets that report to the Homes and Communities Committee

4.3   The underspent expenditure budgets and over achieved income budgets have been reviewed as part of the budget process for 2016-17 and future years.

5.0   RECOMMENDATION

That the overall position of the Homes & Communities Committee net expenditure compared to budget at 31 March 2016 be accepted.

Reason for Recommendation

To advise Members of the current net expenditure compared to service budgets for the period ending 31 March 2016.

Background Papers

Nil

For further information please contact Robin Clay on Ext 5332.

Nicky Lovely
Business Manager and Chief Financial Officer – Financial Services

PERFORMANCE REPORT FOR THE PERIOD ENDING 31st March 2016

	Base Budget 15/16	Profile Budget 31-Mar-16	Actual Expenditure 31-Mar-16	Variance	Budget Officer Comments
EMPLOYEES	1,726,140	1,858,451	1,849,540	(8,910)	Although there is a small variance on the overall employee costs, there is an under spend on Emergency Planning of £9k relating to a vacant post . A temporary appointment in Energy and Home Support has resulted in an overspend of £13k, this cost is offset by additional unbudgeted income (please see comment in the income section). Two vacant posts in ICT have resulted in an underspend of £19k.
PREMISES	31,320	29,020	28,287	(733)	
General	*29,340*	*27,040*	*26,492*	*(548)*	
Electricity	*1,130*	*1,130*	*1,256*	*126*	
Gas	*850*	*850*	*539*	*(311)*	
TRANSPORT	15,900	15,900	11,733	(4,167)	
SUPPLIES AND SERVICES	985,480	1,391,532	1,322,044	(69,488)	The CCTV budget is showing an underspend of £89k, this is due to a number of factors; CCTV is now a shared service with Broxtowe Borough Council and more recently Ashfield District Council, a new maintenance provider has resulted in a reduction of monthly maintenance costs. Also an ongoing project has been delayed and will not be completed by year end, a request has been made for £13k to carry to the new financial year, this will enable these works to be completed. The budget relating to CCTV has been reduced by £50k in 2016/17. There are other smaller under and over spends across other services reporting to Homes and Communities Committee.
TRANSFER PAYMENTS	60,220	60,220	73,061	12,841	This is the surplus of monitoring income over expenditure for Private Sector Speech Call. The monitoring of the alarm service is provided by NSH under the management agreement therefore the surplus is transferred to the HRA at the year end. The HRA will show an income of £73.061
TOTAL EXPENDITURE	2,819,060	3,355,123	3,284,665	(70,458)	
INCOME	(841,350)	(926,228)	(993,154)	(66,926)	
General	*(677,270)*	*(761,248)*	*(820,817)*	*(59,569)*	Within the Energy and Home Support budget additional funding of £13k has been secured to fund the Project Manager for the Nottinghamshire Warm Homes on Prescription Project. This is a Nottinghamshire wide project that is being managed and hosted by Newark and Sherwood District Council. The new leisure company Active4Today started trading on 1st June 15 -The ICT Business Unit has recharged £55k for the services that have been provided to the company in 2015-16. Within the Communications budget £8k has been received from CCG (Clinical Commissioning Group) for a contribution to The Voice. The CCTV budget is showing an under achievement of income £20k - £16k of this is due to the reduction of income from Ashfield District Council as a result of the shared service arrangement. The loss of income has been reflected in the budget for 2016-17. Private Sector Speech Call is £10k over achieved - £10k (monitoring) and this has been paid to the HRA. There are a number of small under and over income achievements on a number of budgets that report to the Homes and Communities Committee.
Licensing	*(164,080)*	*(164,980)*	*(172,337)*	*(7,357)*	
TOTAL INCOME	(841,350)	(926,228)	(993,154)	(66,926)	
NET EXPENDITURE	**1,977,710**	**2,428,895**	**2,291,511**	**(137,384)**	
MEMORANDUM ITEMS					
Support	*737,970*	*0*	*0*	*0*	Support services are charged to budget heads at the end of the financial year. The direct costs of providing central services are scrutinised in the relevant Committee. These costs have yet to be finalised.
Capital	*469,250*	*0*	*0*	*0*	Capital charges are applied to accounts at the end of the financial year and reversed 'below the line' so have no impact on the Council Tax payer. These costs have yet to be finalised.
Recharged Support Services	*(1,538,320)*	*0*	*0*	*0*	
TOTAL PER BUDGET BOOK	**1,646,610**	**2,428,895**	**2,291,511**	**(137,384)**	

RECONSTITUTION OF WORKING PARTIES/TASK & FINISH GROUPS

1.0   Purpose of Report

1.1   To reappoint 2 representatives to the Local Development Framework Task Group (LDF) and to reaffirm the Chairman and Opposition Spokesperson as the Committee's representatives on the Strategic Housing Liaison Panel (SHLP).

2.0   Strategic Housing Liaison Panel

2.1   The parent Committee of SHLP is the Policy & Finance Committee. The remit of the Panel is to strengthen the relationship, joint working and common purpose and understanding between the Council and its housing Company; to discuss the Council's longer term strategic view and direction for the Company; To develop the forward Delivery Plan; Key Performance Indicators and outcomes; and To review progress against the Delivery Plan at a strategic level.

2.2   The Panel's previous Membership consisted of the Chairman, Vice-Chairman and Opposition Spokesperson from Policy & Finance Committee, together with the Chairman and Opposition Spokesperson from this Committee.

2.3   It is therefore proposed to reaffirm the Chairman and Opposition Spokesperson as the Homes & Communities representatives on the Strategic Housing Liaison Panel.

3.0   Local Development Framework Task Group

3.1   The parent Committee of the LDF Task Group is the Economic Development Committee. The remit of this Group is to oversee and advise on the progress of the Local Development Framework production and to make recommendations to this Committee on the LDF.

3.2   The Groups previous Membership consisted of 2 Members of the Economic Development Committee, 1 Member of the Policy & Finance Committee, 3 Members of the Planning Committee and 2 Members of this Committee.

3.3   Should the Economic Development Committee reconvene the LDF Task Group at their meeting on 15 June 2016 and retain the same representation, Members are requested to nominate 2 representatives.

4.0   RECOMMENDATIONS that:

(a)   the Committee reaffirm the Chairman and Opposition Spokesperson as their representatives on the Strategic Housing Liaison Panel in accordance with Paragraph 2.3 of the report; and

(b)   the Committee nominate 2 Members as their representatives on the Local Development Framework Task Group in accordance with Paragraph 3.3 of the report.

<u>Reason for Recommendations</u>

To reconvene the appropriate Working Parties/Task & Finish Groups.

<u>Background Papers</u>

Nil

For further information please contact Nigel Hill on Ext. 5243.

Andrew Muter
Chief Executive

HOMES & COMMUNITIES COMMITTEE   **AGENDA ITEM NO. 10.**
13 JUNE 2016

AFFORDABLE HOUSING DELIVERY

1.0   Purpose of Report

1.1   To provide the Committee with an update on affordable housing delivery across the district for 2015/16, including details of the Council's recent development programme and on future anticipated delivery.

2.0   Background Information

2.1   The delivery of new affordable housing continues to be a strategic priority for the Council, with the need to develop a mixed provision of affordable homes to meet the requirements of younger people, families with young children and older people.

2.2   The Council, along with enabling the supply of new affordable housing, now delivers directly new Council homes through its Housing Revenue Account (HRA) Housing Growth Programme in partnership with its housing management company, Newark & Sherwood Homes (NSH).

2.3   In addition to the Council's own development programme a range of approaches are adopted to secure the delivery of new affordable housing units in the district, through working with Registered Providers (housing associations) and developers.

2.4   The delivery of affordable housing is set against the Council having a robust evidence base and as the Committee will recall at its meeting on 7th January 2015 the findings of the Newark and Sherwood Housing Market and Needs Assessment (2014) were presented and endorsed.

2.5   The assessment indicated a total net affordable housing need of 677 units per annum and after deducting the annual supply of housing the shortfall for the next 5 years is 221 homes per annum. There are currently 3919 applicants on the Council's housing register.

2.6   During 2015/16 the Council has worked with three Registered Providers, along with its own programme of housing growth, to deliver new affordable homes for the districts urban and rural residents.

3.0   Affordable Housing Delivery 2015/16

3.1   Over the past eleven years a total of 887 additional affordable homes have been provided within the district, through S106 agreements, 100% affordable housing developments, the Council's own developments and Newark and Sherwood Homes Growth Programme.

3.2   Between April 2015 and March 2016, 68 additional affordable homes have been delivered across the district (located in Ollerton, Walesby, Edwinstowe and Newark) and the approaches to deliver these are set out below:

Developer: Section 106 Agreements	Registered Provider 100% Schemes	Council Housing	Total
27	15	26	68

3.3 The tenure breakdown of these units is as follows:

Social Rent	Affordable Rent	Intermediate Housing (Shared Ownership)
6	52	10

Council House Development

3.4 The Council is working in partnership with NSH to deliver affordable housing on former garage sites across the district that are poorly used, in disrepair and have, in some cases, become hot spots for anti-social behaviour.

3.5 Following a successful bid submission to the Homes and Communities Agency (HCA) 2015-18 Affordable Homes programme for grant funding, 32 new build homes for affordable rent have been developed (26 in the 2015/16 year).

Location of Scheme	No. & Type of Units
Lilac Close, Newark	6 x 1B2P apartments 4 X 2B3P apartments
Wolfit Avenue, Balderton Site A	4 x 2B3P apartments
Wolfit Avenue, Balderton Site B	4 x 1B2P apartments
Coronation St /Grove View Road, Balderton	4 x 2B3P apartments 4 x 1B2P apartments
Second Avenue, Edwinstowe	6 x 1B2P apartments

3.6 The before and after pictures of these schemes can be found at **Appendix A.**

3.7 The homes have been built by Robert Woodhead Ltd, a local company, to the Code for Sustainable Homes Level 3 and meet the Core Standards of the HCA's Design and Quality Standards. NSH have utilised initiatives during the construction process to enable the use of local employment, skills and training.

3.8 All the schemes have now been completed and will be let to local people from the Council's housing register on an affordable rent basis.

Rural Exception site

3.9 Exception sites, in accordance with Planning Policy, are schemes solely for the development of affordable housing on land within or adjoining existing small rural communities, which would not be otherwise released for general market housing. In March of this year a scheme in Walesby was completed by Nottingham Community Housing Association (NCHA) delivering 15 affordable homes, consisting of two bed bungalows and houses for local people.

3.10 This scheme has generated significant local interest and over 70 applications were received for the affordable rented units.

3.11   The District Council enabled development of the scheme and made a grant contribution towards the overall scheme costs.

Opening Event, Walesby

Section 106 Agreements

3.9   The table below details the location of the affordable housing units delivered through Section 106 agreements:

Location	Ownership	Affordable Rent	Shared Ownership	Type
Beacon Court, Ollerton	Home Housing	0	3	1 X 1 bed apartments 2 X 2 bed houses
Fernwood, Newark	NCHA	6 Social Rent	2	8 x 2 bed houses
Beacon Hill Road, Newark	Longhurst	16	0	16 x 1 bed apartments
Total		**22**	**5**	

4.0   Anticipated Affordable Housing Delivery

4.1   The table below shows the number of units that are at this point anticipated to be delivered over the next 4 financial years. It is difficult to give an accurate picture beyond 2018 as further sites may come forward through the planning system, some sites may be delayed, funding and policy arrangements may change and it is also difficult to gauge delivery on major schemes that will have a number of phases over a long build period.

Scheme Details	Ownership	No. of units	Progress
Anticipated delivery 2016 - 18			
Edwinstowe, 4 x 1 bed apartments in. *(100% affordable housing development)*	NSH	4 *(intermediate rent)*	*Completed Qtr1 2016/17.*
Bowbridge Road, **Newark** - 60 unit supported housing/extra care scheme in partnership with Nottinghamshire County Council & NSH. Secured funding through the HCA's 2nd phase Care and Support Specialised Housing Fund and all other financial approvals now in place. Planning permission secured. *(100% affordable housing development)*	HRA	60 *(affordable rent)*	Anticipated start on site June 16. Practical completion Qtr. 4 2017/18.
Barratt Homes development of 88 units at Ash Farm, **Farnsfield**. 26 affordable homes are being delivered on the site, 10 for shared ownership & 16 for affordable rent. Through the S106 agreement the Council is acquiring 16 units for rent comprising 8 x 2 bed houses, 4 x 3 bed houses & 4 x 2 bed bungalows. Policy & Finance Committee approval given to purchase the 16 rented units and contracts exchanged. *(S106)*	HRA	16 *(affordable rent)*	In development. Property handover anticipated between August 2016 and June 2017.
Ben Bailey (Avant) Homes development of 148 homes at Wellow Road, **Ollerton**. 8 units (2 bed houses) to be transferred to the NSH as a S106 contribution for a nominal sum of £1 per unit, as approved by the Policy & Finance Committee *(S106)*	NSH	8 *(affordable rent)*	In development. Anticipated contract exchange May 2016. Property handover anticipated Qtr.3 2016/17.
Sleaford Road, **Newark** 71 unit affordable housing scheme with HCA grant funding secured. The scheme comprises 20 x 1 Bed apartment, 39 x 2 bed/4p houses and 12 x 3 bed/5p houses. *(100% affordable housing development)*	Waterloo	71 *(affordable rent/shared ownership)*	In development. Indicative practical completion Qtr. 4 2017/18

Beacon Hill Road, **Newark** - development consists of 189 units, 57 affordable homes are being delivered on site. The affordable units comprise 24 x 1 bed apartments, 18 x 2 bed houses, 13 x 3 bed houses, 2 x 4 bed houses. *(S106)*	Longhurst	57 *(intermediate rent/shared ownership)*	In development. *Phase 1 - 16 x 1 bed apartments – delivered in 15/16.* Phase 2 - 4 x 1 bed house and 2 x 2 bed house, indicative completion 09/16. Remaining delivery of the affordable housing units dependent on sales of the market housing.
Clipstone x 3 sites in NCHA's ownership, total indicative scheme will comprise 1 bed apartments and 2 bed houses. HCA funding has been secured for the schemes. *(100% affordable housing development)*	NCHA	25 *(affordable rent/shared ownership)*	Subject to Planning Permission. Anticipated completion Qtr. 4 2017/18.
Caunton - rural housing scheme – 4 x 2 bed houses and 2 x 3 bed houses. HCA grant funding has been secured, along with a contribution from the district Council. Planning permission approved. *(100% affordable housing development)*	NCHA	6 *(affordable rent/shared ownership)*	Anticipated completion Qtr. 4 2017/18.
Anticipated delivery 2018 - 20			
The Council is assessing the feasibility of taking an off-site S106 contribution in the form of land (**Newark** location) and a monetary sum. The land would then be developed for affordable housing. *(100% affordable housing development)*	HRA	12 *(affordable rent)*	Policy & Finance Committee approval required to commence scheme.
The Council has completed a financial appraisal to acquire 6 units from St. Leonards Hospital Trust, **Newark.** *(This is not new additional affordable housing for the district, but will add to the HRA's stock)* *(Stock acquisition)*	HRA	6 *(affordable rent)*	Policy & Finance Committee approval given to make an offer for the units, which has been submitted.

Blidworth, Belle Vue – NSH have acquired this site and currently assessing the feasibility of development. *(100% affordable housing development)*	NSH	21 *(tenure TBC)*	Subject to Planning Permission, (this is an allocated site for housing). NSH Board approval required to progress delivery
Southwell, Nottingham Rd - 10 affordable homes comprising 8 x 1 bed apartments and 2 x 2 bed houses. *(S106)*	NCHA	10 *(affordable rent/shared ownership)*	Miller Homes development, construction has commenced with affordable trigger on completion of 60% of the market housing.

4.2   In addition to the above table the Council is also developing an ambitious HRA housing growth programme over the next 5 years, which will see a significant number of new council homes being developed across the district.

4.3   This matter has been progressed through the Strategic Housing Liaison Panel with formal approval to be sought from the Policy & Finance Committee at its meeting on 30th June 2016.

5.0   <u>Armstrong Gardens, Bilsthorpe</u>

Armstrong Garden, Bilsthorpe

5.1   In July 2013 the Council, in partnership with NSH, were successful in their grant bid to the Homes and Communities Agency Care and Support Specialised Housing Fund (health funding), to deliver an older persons' scheme of 25 bungalows at Scarborough Road, Bilsthorpe.

5.2   The scheme was completed in early 2015 and a partnership was subsequently formed with the County Council who now deliver extra care support to residents in 9 of the bungalows.

Exceptional Initiative Award

5.3   The successful scheme has received an award from the National Federation of ALMO's in the judges 'Exceptional Initiative Award' category on the 19th April 2016.

5.4   The scheme was judged to have taken exceptional initiative to bring together all the partners involved - the District Council, County Council and Newark Clinical Commissioning Group, Department of Health funding (through the HCA) and Newark and Sherwood Homes – to deliver and successfully operate a high quality, accessible supported housing scheme for older persons, including extra care provision, to 25 homes through collaborative working.

5.5   Judges acknowledged that these homes allow residents to continue to live independently within their own communities with individual tailored care and support:

'The flexibility of the accommodation, along with the necessary care and housing support is maximising residents' independence whilst reducing the pressure on wider health and social services.'

5.6   It was also noted that the management service provides residents with bespoke support. This includes support with budgeting, benefit maximisation, personal safety and liaising with other agencies in relation to the residents' welfare or requirements for assessment e.g. for further support or adaptations.

6.0   Housing & Planning Act

6.1   The Housing & Planning Bill recently received Royal Assent on 13th May 2016, which could have a detrimental impact on the total number of affordable housing units in the district through depletion of the existing stock and reduction in new build delivery. The reasons for this are cited in the following paragraphs.

6.2   The Act (http://services.parliament.uk/bills/2015-16/housingandplanning.html) will enable the following policies to be introduced with the details of these to be set out in regulation:

- Pay to Stay – expected implementation April 2017
- Higher Value Council houses - expected implementation April 2017
- Ending of life time tenancies - expected implementation April 2017
- Introduction of voluntary Right to Buy to Housing Association properties – currently being trailed in 5 pilot Associations.
- Starter Homes
  New homes available for first time buyers between 23 - 40, homes to be at least 20 per cent less than the market value, with an initial price cap at £450,000 in London and £250,000 outside, which after 5 years can be sold at full market value.

6.3   Additionally, it is proposed to amend the definition of affordable housing in national planning policy to include a wider range of low cost home ownership options, which could dilute and reduce the delivery of traditional forms of affordable housing, i.e. social and affordable rented units.

6.4 The Department for Communities and Local Government has also now updated the Planning Practice Guidance in relation to the requirement for affordable housing on sites of 10 or less units, further to a recent Court of Appeal decision. This means that the current policy within the districts' Local Plan requiring an affordable housing contribution *'on all housing proposals of 5 or more dwellings'* will be deleted.

6.5 The HCA's recently introduced national affordable homes programme for 2016 - 2021 will now focus on the supporting the delivery of shared ownership units rather than affordable rented units.

6.6 In light of the above, Registered Providers operating in the district are currently reporting that through their revised Business Planning processes their ability to deliver affordable rented products may diminish and their focus could switch to delivery of low cost home ownership products.

6.7 As Members will expect a great amount of uncertainty on the future delivery of affordable housing in the district has been generated by the above matters, along with considering the impact on residents in housing need and the wider housing market in the district.

6.8 There is still a lack of clarity on the specific details of the policies and implementation frameworks. Officers continue to monitor these matters, with initial scenarios being assessed, and future reports will be presented to the relevant Committee's once the full detail has been provided.

7.0 **Equalities Implications**

7.1 The Council's housing needs evidence based informs the type of affordable housing to be delivered across the district to meet the needs of all communities, including those with protected characteristics.

8.0 **Impact on Budget/Policy Framework**

8.1 All policy and budgetary matters are considered in the report.

9.0 **RECOMMENDATION**

That the Committee notes the affordable housing delivery in 2015/16; future anticipated delivery and makes any observations as appropriate.

Reason for Recommendation

To appraise Members on the current and future delivery of affordable housing across the district.

Background Papers

Nil

For further information please contact Rob Main, Strategic Housing on 01636 655930

Karen White
Director – Safety

BEFORE - LILAC CLOSE, NEWARK

BEFORE - LILAC CLOSE, NEWARK

AFTER – LILAC CLOSE, NEWARK

ALL COMPLETED COUNCIL HOUSING SCHEMES:

Coronation Street, Balderton	Grove View Road, Balderton
Lilac Close, Newark	Second Avenue, Edwinstowe
Wolfit Avenue, Balderton (A)	Wolfit Avenue, Balderton (B)

HOMES & COMMUNITIES COMMITTEE   AGENDA ITEM NO. 11
13 JUNE 2016

PERFORMANCE MANAGEMENT UPDATE - YEAR END UPDATE 2015/16

1.0   Purpose of Report

1.1   This report will provide Members with a selection of performance information falling under the remit of the Homes and Communities Committee.

2.0   Background

2.1   The Council's performance management framework is administered using Covalent, the performance management system. Each business unit has a selection of performance indicators which are used to inform its management.

2.2   Where performance indicators are measured against a target, their status is reflected by a colour as follows:

	Green status - P.I.'s performing at or above target
	Amber status - P.I.'s performing at minimum level of service delivery
	Red status - P.I.'s performing below minimum level of service delivery

2.3   Targets for all key performance indicators are agreed with Business Managers and their Directors at the start of each financial year.

2.4   Data only performance indicators are not measured against a target.

3.0   Performance Information

3.1   A selection of detailed Business Unit performance data is attached at **Appendix A** for information. An overview of their mid-year performance is reflected in the pie chart below.

Overview of Performance Indicator Status
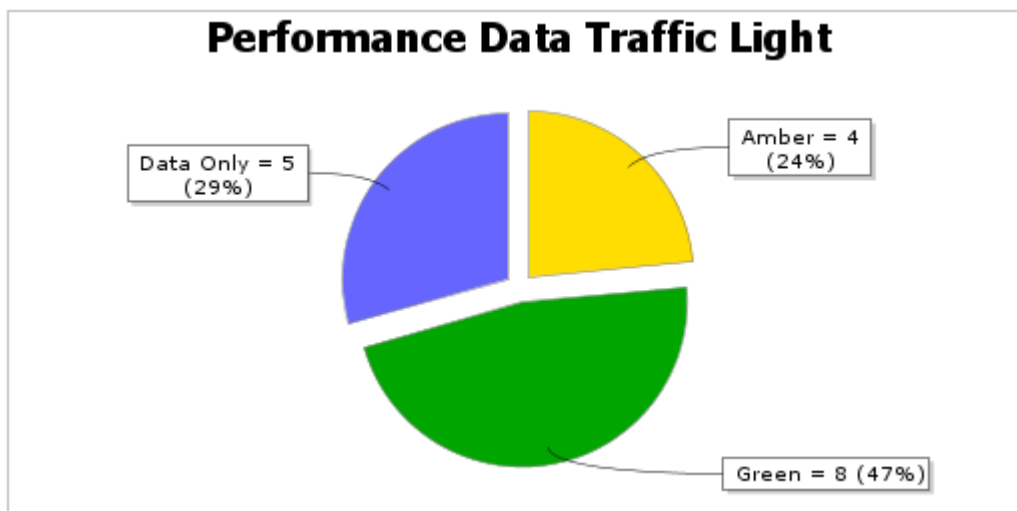
4.0   Equalities Implications

4.1   There are no direct equalities implications of the report itself as the report is for information only. However, there may be some implications relating to the individual performance indicators included in the report **Appendix**.

5.0   Impact on Budget/Policy Framework

5.1   There are no direct budget/policy framework implications of the report itself as the report is for information only.   However, the Committee could take any of the financial performance into account when considering its budget.

6.0   RECOMMENDATION

That the contents of the report be noted.

Reason for Recommendation

This report is to keep Members informed of the latest performance information relating to the Homes & Communities Committee so there are no recommendations requiring action

Background Papers

Nil

For further information please contact Ged Greaves on Ext 5231.

Kirsty Cole
Deputy Chief Executive

Committee Performance Report - Homes & Communities Committee

NEWARK & SHERWOOD DISTRICT COUNCIL

Total no. of CCTV proactive incidents responded to

Actual for Period

Cumulative result for 2015/16 as of March 2016
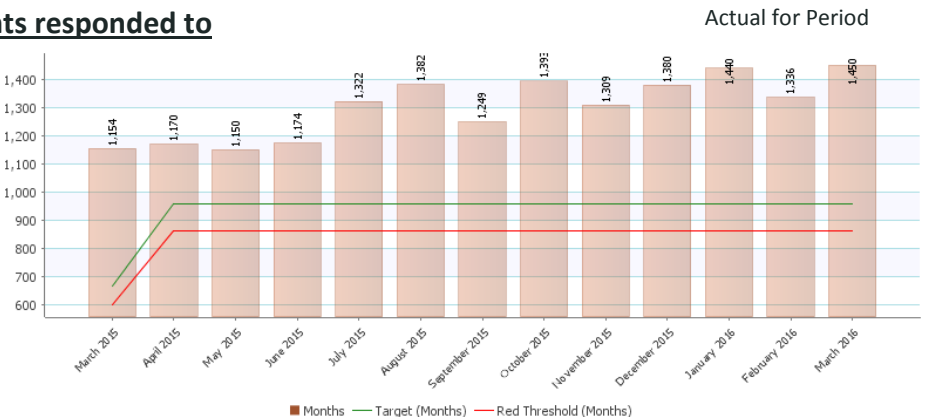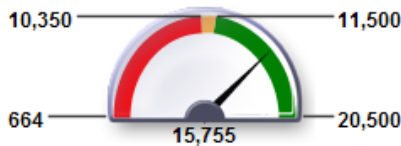
Commentary:	Community Safety Business Manager: Having investigated the source of this data a decision has been made to review the PI to make it more meaningful for 16/17. *The graph is showing the actual result for each month. The gauge is displaying the cumulative result for the year.*

No. of workplace employee accidents per 1000 employees

Actual for Period

Latest result for 2015/16 as of Q4 2015/16
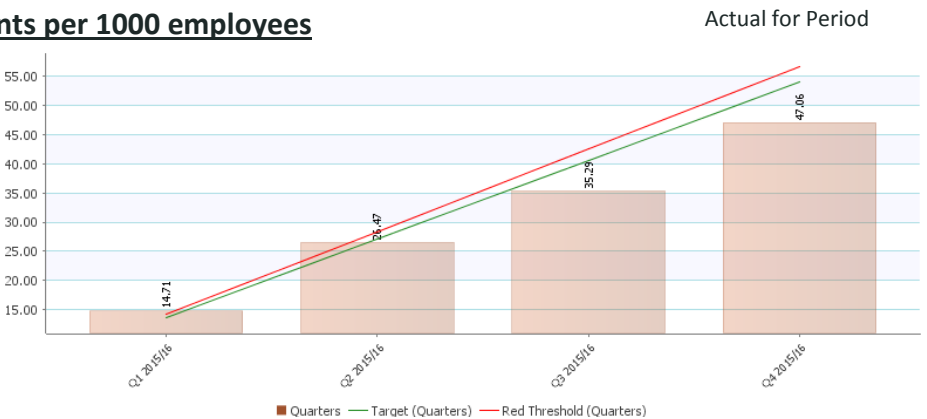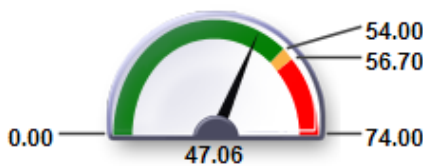
Commentary:	Community Safety Business Manager: A figure of 47.06 equates to 16 reported workplace accidents.

% Reduction in ASB - Newark & Sherwood District

Rolling / Snapshot Outturn

Latest result for 2015/16 as of March 2016
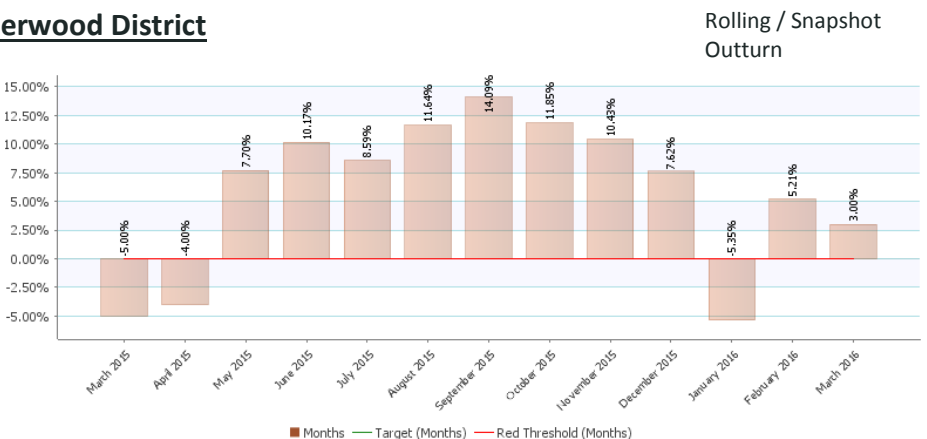
Commentary:	Community Safety Business Manager: ASB has been reducing across the County as a trend but the project with 'Framework' to help homeless street drinkers in Newark town centre has been a contributory factor along with a well-developed partnership approach to Community Safety

No. of web page views on the NSDC website - Whole Council

Cumulative result for 2015/16 as of March 2016
161,409
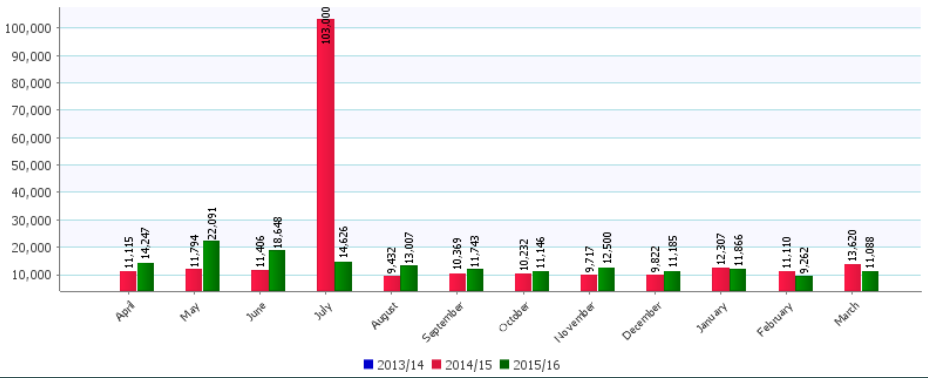
Legend: 2013/14 2014/15 2015/16

Commentary:	Customer Services Business Manager: Deemed no additional commentary necessary. *The graph is showing the actual result for each month. The gauge is displaying the cumulative result for the year.*

No. of customer face to face enquiries - Newark Town Hall

Actual for Period

Cumulative result for 2015/16 as of March 2016
13,752

Legend: 2013/14 2014/15 2015/16
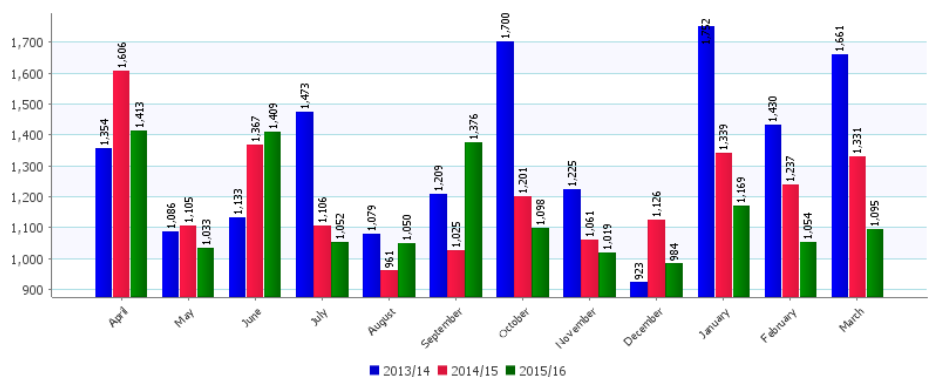
Commentary:	Customer Services Business Manager: These figures are for the enquiries dealt with in the two interview rooms. Due to a continuing reduction in the number of cash and cheque payments received at the cash desk, this has enabled more basic enquires to be answered at the cash desk. These are not captured in these figures. *The graph is showing the actual result for each month. The gauge is displaying the cumulative result for the year.*

Avg % of calls filtered to contact centre via 650000 - answered within 20 seconds

Actual for Period

Average result for 2015/16 as of March 2016

Legend: Months Target (Months) Red Threshold (Months)

Commentary:	Customer Services Business Manager: This increase in performance means that telephone calls are customers are being answered quicker and is due to additional resource working in the contact centre. *The graph is showing the actual result for each month. The gauge is displaying the average result for the year.*

Avg % of media enquiries completed within media deadline (deadline dependant on enquiry)

| Commentary: | Customer Services Business Manager: The dip in performance in August is due to the timing of when one enquiry was received. It was received very late in the afternoon and as the respond was provided the following day the reporting system classed it as not meeting the timescale. The system parameters have been amended to reflect times enquires are received.

The graph is showing the actual result for each month. The gauge is displaying the average result for the year. |
|---|---|

Avg % of requests for information under FOI/DPA/EIR legislation responded to within deadline (20 working days)

| Commentary: | Customer Services Business Manager: Excellent results as the number of requests received in 2015/16 is the greatest ever received in one year

The graph is showing the actual result for each month. The gauge is displaying the average result for the year. |
|---|---|

No. of approaches for advice and assistance - Housing Options (Demand Gauge)

Actual for Period

Cumulative result for 2015/16 as of March 2016
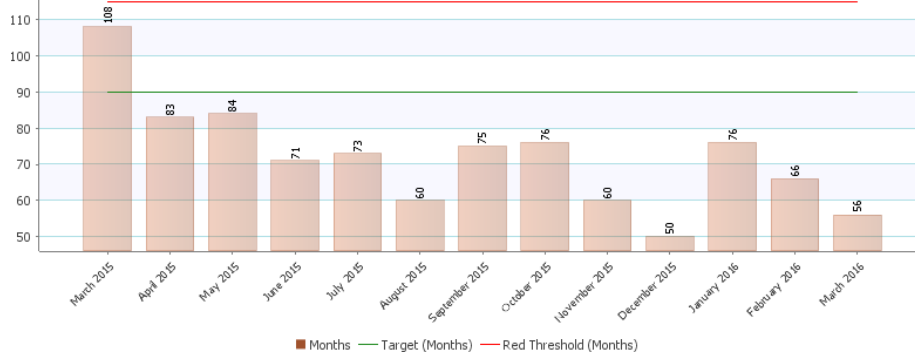
| Commentary: | Housing Options Business Manager: This is comparable with other local authorities in the County.

There is an increasing number of 'contacts' being made to and recorded by our Customer Service Advisors that do not require a referral to Housing Options as an approach - resource is being targeted to those in need and often requires statutory assistance.

The graph is showing the actual result for each month. The gauge is displaying the cumulative result for the year. |
|---|---|

No. of Statutory Homeless Applications - Housing Options (Demand Gauge)

Actual for Period

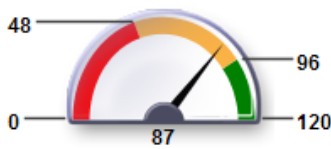Cumulative result for 2015/16 as of March 2016
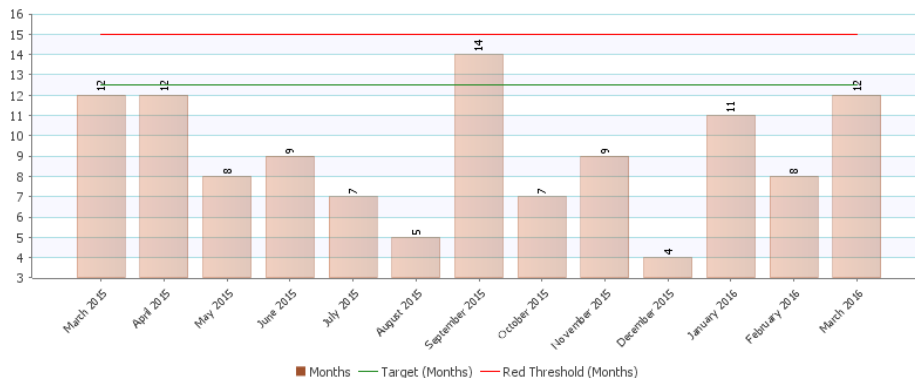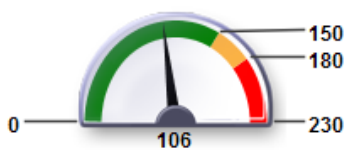
| Commentary: | Housing Options Business Manager: No concerns – within demand gauge, although cases are much more complex and difficult.

The graph is showing the actual result for each month. The gauge is displaying the cumulative result for the year. |
|---|---|

No. of applicants accepted as owed a homeless duty (Demand Gauge)
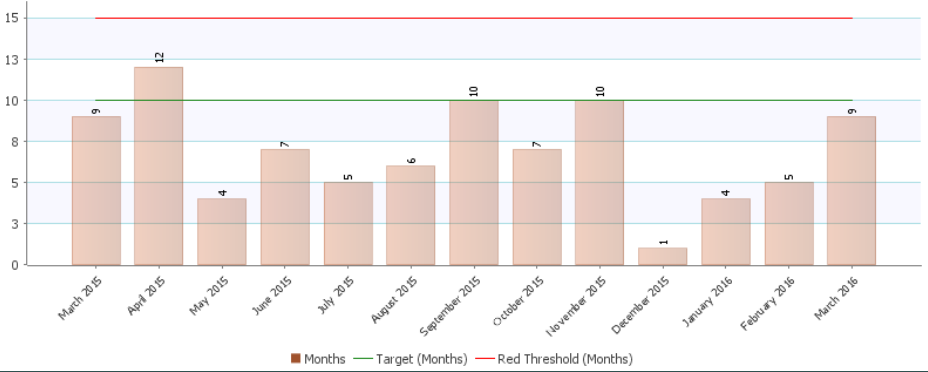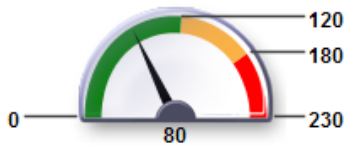
Cumulative result for 2015/16 as of March 2016

Commentary:	Housing Options Business Manager: No concerns – within demand gauge, although cases are much more complex and difficult. *The graph is showing the actual result for each month. The gauge is displaying the cumulative result for the year.*

No. of successful homelessness prevention cases

Accumulating Data
(Month1 +2=2)

Cumulative result for 2015/16 as of March 2016
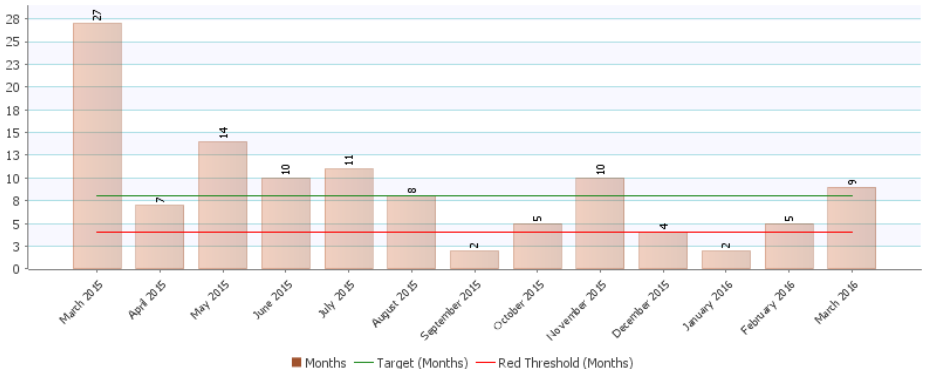
Commentary:	Housing Options Business Manager: No concerns – within demand gauge, although cases are much more complex and difficult. *The graph is showing the actual result for each month. The gauge is displaying the cumulative result for the year.*

Average Length of Stay in Temporary Accommodation (weeks) - Housing Options

Rolling / Snapshot
Outturn

Latest result for 2015/16 as of March 2016
11.71
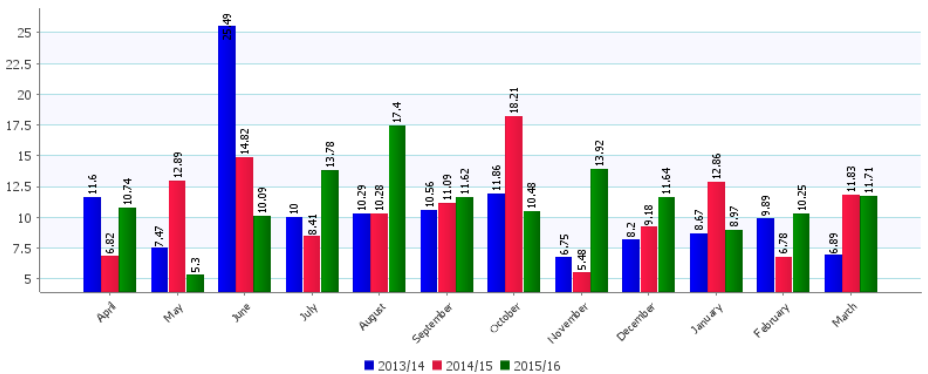
Commentary:	Housing Options Business Manager: No concerns – although usage is on the increase. Average length of stay is dependent on suitable move on accommodation. Those accommodated under interim duties also impact on these figures.

Avg % of ICT systems available within working hours

Average result for 2015/16 as of March 2016

97.10%
96.00%
99.50%
101.00%
99.08%
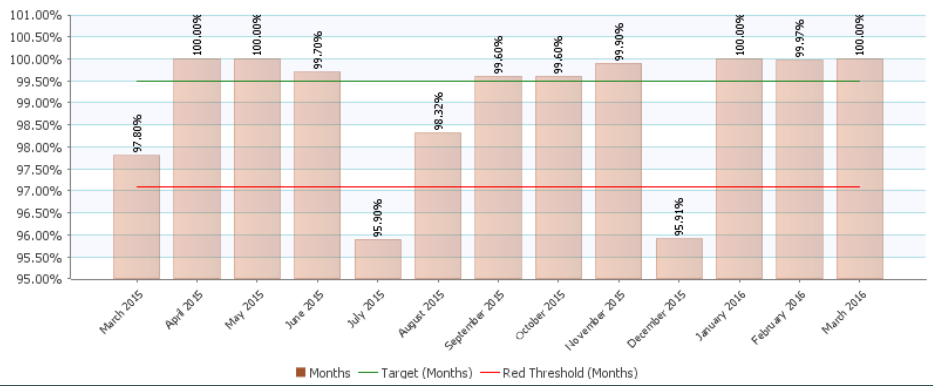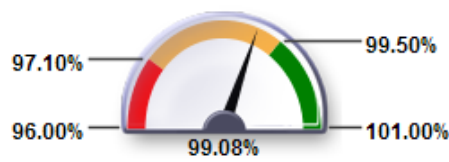
| Commentary: | ICT Business Manager: The 2 incidents in July & December which caused the significant fall in performance of this indicator were both external issues caused by Virgin Media hardware failures and so were out of our direct control. Extracting these incidents, the system availability within the control of NSDC was 99.96%
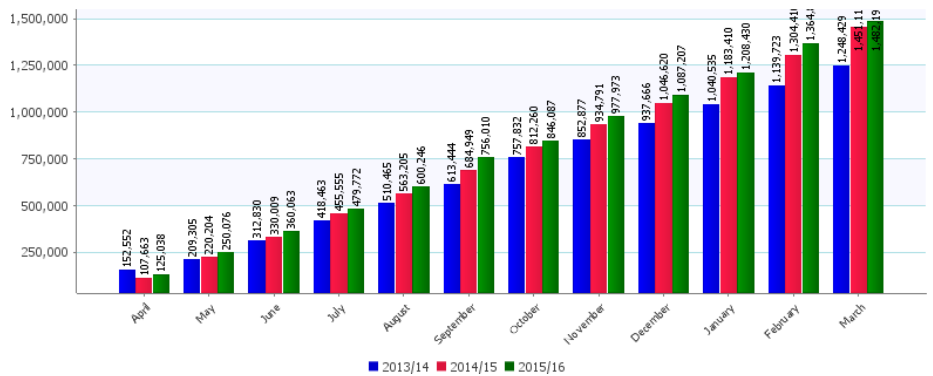
The graph is showing the actual result for each month. The gauge is displaying the average result for the year. |
|---|---|

No. of incoming emails - NSDC

Accumulating Data
(Month1 +2=2)

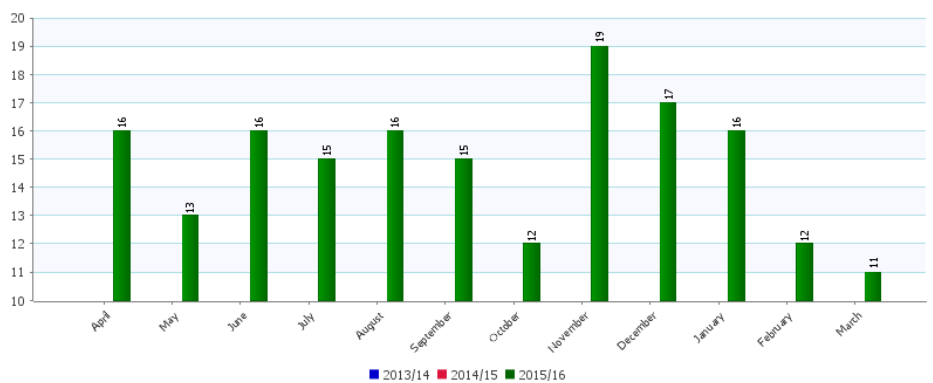Latest result for 2015/16 as of March 2016
1,482,198

Commentary:	ICT Business Manager: The graph shows the continued increase in email traffic across the Council as a key access channel to our services.

No. of NSDC customer face to face enquiries - Ollerton Town Hall

Actual for Period
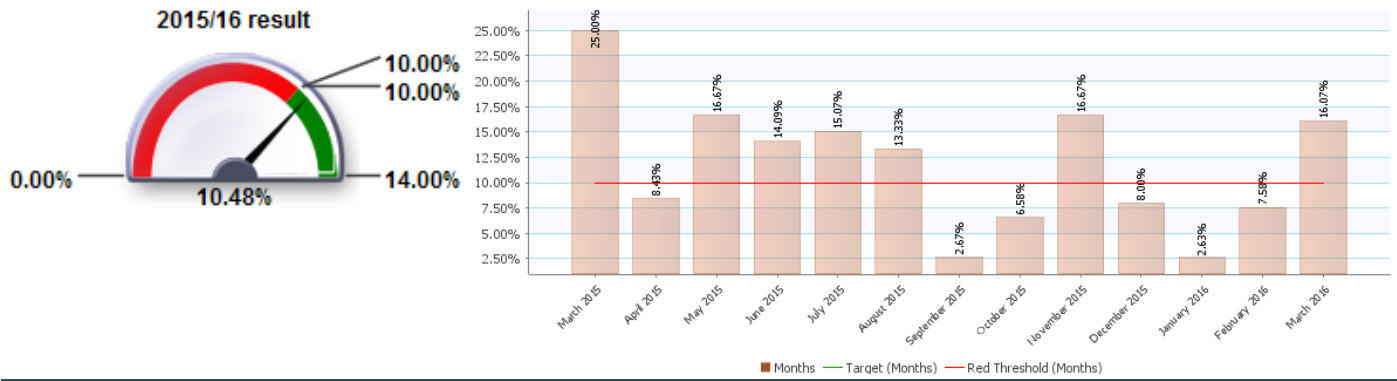
Cumulative result for 2015/16 as of March 2016
178

| Commentary: | Customer Services Business Manager: Deemed no additional commentary necessary.

The graph is showing the actual result for each month. The gauge is displaying the cumulative result for the year. |
|---|---|

% of approaches converted to successful homeless prevention cases.

Actual for Period

| Commentary: | Housing Options Business Manager: No concerns – within demand gauge.

The graph is showing the actual result for each month. The gauge is displaying the cumulative result for the year. |
| --- | --- |