

BOROUGH OF BARROW-IN-FURNESS

HOUSING MANAGEMENT FORUM

Meeting, Thursday, 17th January, 2019
at 2.00 pm (Committee Room No. 4)

Group Meetings at 1.15 p.m.

A G E N D A

PART ONE

1. Urgent Items

To note any items which the Chairman considers to be of an urgent nature.

2. Delegations

To receive notice from Members who may wish to move any delegated matter non-delegated and which will be decided by a majority of Members present and voting at the meeting.

3. Admission of Public and Press

To consider whether the public and press should be excluded from the meeting during consideration of any of the items on the agenda.

4. Declarations of Interest

To receive declarations by Members and/or co-optees of interests in respect of items on this Agenda.

Members are reminded that, in accordance with the revised Code of Conduct, they are required to declare any disclosable pecuniary interests or other registrable interests which have not already been declared in the Council's Register of Interests. (It is a criminal offence not to declare a disclosable pecuniary interest either in the Register or at the meeting).

Members may however, also decide, in the interests of clarity and transparency, to declare at this point in the meeting, any such disclosable pecuniary interests which they have already declared in the Register, as well as any other registrable or other interests.

5. Confirmation of Minutes

5 - 22

To confirm the Minutes of the meeting held on 1st November, 2018.

6. Apologies for Absence/Attendance of Substitute Members.

FOR DECISION

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FOR INFORMATION

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PART TWO

FOR DECISION

(D)	15.	Housing Maintenance Investment Programme	
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NOT FOR PUBLICATION BY VIRTUE OF PARAGRAPH 3 OF PART ONE OF SCHEDULE 12A OF THE LOCAL GOVERNMENT ACT 1972 AND ACCESS TO INFORMATION (VARIATION) ORDER 2006

NOTE (D) – Delegated
 (R) – For Referral to Council

HOUSING MANAGEMENT FORUM MEMBERS

Councillors: Hamilton (Chairman)
 Barlow
 Blezard
 Brook
 Heath
 McEwan
 Thurlow
 Williams

Tenant Reps: Mandy Anderson
 James Christie
 Linda Craig
 Allan McIntosh

For queries regarding this agenda, please contact:

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HOUSING MANAGEMENT FORUM

Meeting: Thursday 1st November, 2018
at 2.00 p.m.

PRESENT:- Councillors Hamilton (Chairman), Blezard, Brook and McEwan.

Tenant Representatives:- Mrs M. Anderson, Mr J. Christie and Mr A. McIntosh.

Officers Present:- Janice Sharp (Assistant Director - Housing), Paula Westwood (Democratic Services Officer - Member Support) and Sandra Kemsley (Democratic Services Officer).

20 – Minutes

The Minutes of the meeting held on 13th September, 2018 were taken as read and confirmed.

21 – Apologies for Absence

Apologies for absence were received from Councillor Mr D Barlow and Tenant Representative, Ms L Craig.

22 – Permission to Cross Access Roads to Council-owned Garages

The Assistant Director - Housing submitted a report advising Members that she had been approached to formally acknowledge the right of a Resident to use an access road to a Council-owned garage site. The Resident making the request owned a property which adjoined a block of garages. They had applied and been granted planning permission to build a garage in their rear garden, and gain access to the public highway via the access road to the garage site at the rear which runs along their garden.

Access to the garage was not a matter for the planning application. Clearly, the Resident had sought permission to construct the garage, however, they had not sought permission from the Housing Service to use the access road to access the public highway.

This matter had been raised during the process of the Resident looking to sell the property, when it was evident they had no right of access over the road in question. Subsequently, there had been a request to grant a Deed of Easement which had been declined, as providing that permission could potentially restrict the Council's options in the future should a decision be made to look for an alternative use of the garage site.

The purpose of the report was to establish the principle of how future requests would be dealt with.

The Housing Service had in the region of 50 garage sites through the Borough. There was a variety of different designs and access arrangements to the garages depending on the original design.

Whilst periodic site inspections had been carried out, monitoring of issues such as third party use of the access roads had not been included. This had only been highlighted as an issue during the conveyance of the property as mentioned above.

There could be the situation that Residents had created access in other localities, in some cases, in the past, on the sale of Council houses when it had not been appreciated that public footpaths and even roads were, in fact, unadopted. As the issued has not come to light in such cases, the Council would have little choice but to grant a Deed of Easement should the case arise.

A Deed of Easement should be used where the Council grants a right of way in perpetuity, and should contain provisions for maintenance contributions; other provisions can be included, for example restricting the use to non-commercial vehicles.

With regard to the access roads in question, they would remain the responsibility of the Housing Revenue Account to maintain.

The Assistant Director - Housing considered it would be impractical to attempt to reverse what had gone on before. As such, she suggested any future requests should not be supported and suggested that arrangements be made for the Mobile Caretaking Unit to erect notice signs clearly stating the land is private and the road is to be used for access to Council-owned garages only.

RECOMMENDED:-

1. To agree that permission should not be not given to use an access road provided to Council-owned garage sites; and
2. To agree that notice signs be erected advising the land is private and the access road is used to access Council-owned garages only.

23 – Procure Plus Contractor Selection Report - Update

The Assistant Director - Housing submitted a report advising Members of the outcome of the direct selection and mini competitions recently completed with regard to the appointment of suitable Contractors to undertake housing improvement works in line with the 2018 Procure Plus framework.

It had been noted that at the meeting held on 13th September, 2018 Members had agreed to undertake a series of direct call off or mini competitions in line with the guidance provided by the procurement team at Procure Plus.

The new Procure Plus framework would be operational for a four year period that would end on 31st July 2023.

Copies of each work stream report from Procure Plus had been provided to allow Members to consider the appointment of suitably qualified Contractors to carry out work to Council housing assets between 1st April, 2019 and 31st July, 2023.

Direct Call off Procedure

This procedure allowed the Council to directly select a Contractor within a particular work stream taking account of the Contractor's original framework submitted costs (40% weighting) and quality (60% weighting) submissions in line with the Official Journal of the European Union notice reference – 2017/S 184-376396.

Procure Plus had carried out a detailed review of suitable Contractors available for selection. Eligible Contractors had been ranked on the basis of the overall assessment of cost and quality. Procure Plus had conducted a direct call off exercise for the following work streams:-

- Painting Improvements (Lot 13);
- Heating (Lot 3C); and
- Windows and Doors (Lot 5D).

Painting Improvements

Details of the companies available for selection from Lot 13 were as follows:-

A. Connelly;
B4Box;
Bell Group UK;
DLP Services (Northern) Ltd;
Emanuel Whittaker Ltd
E. R. Williams (Painting Contractors) Ltd;
ForWorks (City West Works);
George Jones;
Holden Building Solutions Ltd;
Jackson, Jacksons & Sons Ltd;
Mears Ltd;
Mitie Property Services;
Novus Property Solutions Ltd;
Seddon Construction; and
Wright Build Ltd

Procure Plus had concluded that George Jones were ranked No. 1 Contractor and were the most economically advantageous Contractor based on their overall assessment of cost and quality. A summary of the overall scores had been detailed in the report.

Heating Improvements

Details of the companies available for selection from Lot 3C were as follows:-

A. Connelly;
AFM Gas Services;
CPH Northern Ltd;
Engie Regeneration Ltd T/A Keepmoat Regeneration;
G&M Heating Utilities Ltd;
Herbert T. Forrest Ltd;
Holden Building Solutions;
Kier Services Ltd;
Liberty Gas Group;
Mears Ltd;
Mitie Property Services;
Seddon Construction;
Sure Maintenance Ltd;
Warmer Energy Services Ltd; and
Wates Construction Ltd T/A Wates Living Space.

Procure Plus had concluded that Sure Maintenance Ltd were ranked No. 1 Contractor and were the most economically advantageous Contractor based on their overall assessment of cost and quality. A summary of the overall scores had been detailed in the report.

Window and Doors

Procure Plus had carried out a detailed review of suitable Contractors available for selection from Lot 5D and had concluded that Richmond Joinery and Builders Ltd were ranked No. 1 Contractor and were the most economically advantageous Contractor based on their overall assessment of cost and quality. A summary of overall scores had been detailed in the report.

Mini Competition Procedure

This procedure allowed the Council to evaluate Contractors using a pre-defined assessment criterion:

- **Written Quality Submission** - This section of the assessment contributes 70% to the total mark.
- **Costing Document** - This section of the assessment contributes 30% to the total mark.

Eligible Contractors were ranked based on their overall assessment of cost and quality. Procure Plus had recommended the Council considered appointing the following work streams using the “Mini Competition” procedure:-

- Electrical Rewiring and Testing;
- Re-Roofing works and External works; and
- Aids and Adaptation works.

Electrical Rewiring and Testing

Members had been requested to review the full content and recommendations of the “Mini Competition” report provided by Procure Plus reference P180098 (MCPM), a copy of which had been available in the Members’ area.

The Procure Plus report had identified eligible Contractors under “Lot 4C of the framework”. All eligible Contractors had been contacted about the mini competition. 10 Contractors had expressed an interest in bidding for the work stream. 2 Contractors declined the offer and the following 8 contractors had submitted a valid bid:-

- Complete Electrical (UK) Ltd;
- Herbert T Forrest Ltd;
- Holden Building Solutions Ltd;
- Kier Services Ltd;
- Mears Limited;
- Mediastone Limited t/a Logic Group;
- Mitie Property Services; and
- Seddon Construction.

Procure Plus had concluded that Keith Wilson Electrical were ranked No. 1 Contractor and were the most economically advantageous Contractor based on their overall assessment of cost and quality. A summary of the Contractor’s scoring matrix had been detailed in the report.

Re-Roofing Works and External Works

Members had been requested to review the full content and recommendations of the “Mini Competition” report provided by Procure Plus reference P180100 (MCPM), a copy of which had been available in the Members’ area.

The Procure Plus report had identified eligible Contractors under “Lot 6B of the framework”. All eligible Contractors had been contacted about the mini competition. 12 Contractors had expressed an interest in bidding for the work stream and the following 4 Contractors had submitted a valid bid:-

- BAAS Construction;
- DLP Services (Northern) Limited;
- Jacksons & Sons; and
- Mitie Property Services.

Procure Plus had concluded that DLP Services (Northern) Ltd were ranked No. 1 Contractor and were the most economically advantageous Contractor based on their overall assessment of cost and quality. A summary of the Contractor’s scoring matrix had been detailed in the report.

Aids and Adaptation Works

Members had been requested to review the full content and recommendations of the “Mini Competition” report provided by Procure Plus reference P180099 (MCPM), a copy of which had been available in the Members’ area.

The Procure Plus report had identified eligible Contractors under “Lot 9B of the framework”. All eligible Contractors had been contacted about the mini competition. 11 Contractors had expressed an interest in bidding for the work stream and the following 5 Contractors had submitted a valid bid:-

- BAAS Construction;
- DLP Services;
- Wright Build;
- Top Notch; and
- WRPS Ltd.

Procure Plus had concluded that DLP Service (Northern) Ltd were ranked No. 1 Contractor and were the most economically advantageous Contractor based on their overall assessment of cost and quality. A summary of the Contractor’s scoring matrix had been detailed in the report.

RECOMMENDED:- To agree the recommendations and outcomes of the direct call off and mini competition reports provided by Procure Plus to appoint the following Contractors for the period 1st April, 2019 to 31st July, 2023:-

- Painting Improvements – George Jones and Sons;
- Heating Improvements – Sure Maintenance;
- Window and Doors – Richmond Joiners and Builders Ltd;
- Electrical Rewiring and Testing – Keith Wilson Electrical;
- Re-Roofing Works and External Works – DLP Services (Northern) Ltd; and
- Aids and Adaptation Works – DLP Services (Northern) Ltd.

24 – Stock Condition Survey

The Assistant Director - Housing submitted a report updating Members on the progress made to date with regard to the planned stock condition survey in 2019/20.

It had been noted that at the meeting held on 14th June, 2018 Members had agreed to appoint a suitable surveying company via the Procure Plus Holdings framework to carry out a 100% survey of the Council’s housing stock and related assets.

Progress to date

She advised that Officers had explored the opportunity to appoint a suitable surveying company and that a Mini Competition had been issued to the following companies on 23rd October, 2018:-

- Pennington Choices Ltd;
- Elvet Construction Consultants; and
- Michael Dyson Associates Ltd.

The closing date for tenders was midday on 6th November, 2018.

Officers aimed to review and score the submissions in conjunction with the procurement team at Procure Plus and expected to be in a position to recommend a suitable Contractor by 16th November, 2018.

The next meeting of the Housing Management Forum was scheduled to take place on 17th January, 2019 and, as such, there would be a three-month period where mobilisation and preparation work would need to be progressed.

Officers sought Members' approval to progress the appointment of the No. 1 ranked Contractor before the meeting on 17th January, 2019 to allow fulfilment of the programme outlined below:-

- | | |
|---|---------------------|
| • Submit Priced Schedule | 6th November, 2018 |
| • Score and provisionally appoint surveying company | 16th November, 2018 |
| • Agree survey form, schedule of rates, life cycles, etc. | 21st December, 2018 |
| • Provision of impressionistic study report (first milestone) | 31st January, 2019 |
| • Commence site surveys | 28th February 2019 |
| • Completion of site surveys (third milestone) | Early June 2019 |
| • Provision of draft report (fourth milestone) | Late June 2019 |
| • Provision of final report | Early/Mid July 2019 |

RECOMMENDED:-

1. To agree that Officers would progress the provisional appointment of the No. 1 ranked surveying company in line with the Procure Plus Holdings mini competition issued on 23rd October, 2018 and the delivery timetable outlined in the report; and
2. To agree that Officers retrospectively provide Members with a detailed report of the mini competition results at their meeting to be held on 17th January, 2019.

24 – Domestic Abuse Policy for Housing Staff

The Assistant Director – Housing submitted a report providing Members with a copy of the Domestic Abuse Policy for Housing Staff. She advised that the Housing Service had a 'zero tolerance' position on domestic abuse and was committed to ensuring that any member of staff who was a victim of domestic abuse had the right to raise the issue with their employer in the knowledge they would receive appropriate support and assistance. The Housing Service had domestic abuse champions who were experienced in dealing with victims of domestic abuse to offer support and guidance.

The Housing Service also works in Partnership with Women's Community Matters (WCM) who offer advice or guidance about anything from available benefits to help with experiences of the criminal justice system. WCM could also help to signpost and support without judgement or comment.

By developing an effective Policy and working to reduce the risks, the Council would create a safer workplace and send out a strong message that domestic abuse was unacceptable.

For the purpose of this Policy, domestic abuse was defined as:-

“Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners of family members regardless of gender or sexuality”.

The abuse could encompass, but was not limited to:

- Psychological;
- Physical;
- Sexual;
- Financial;
- Emotional;
- Coercive control; and
- Harassment.

The Housing Service acknowledged that whilst it was mainly women who experienced domestic abuse, the Policy applied equally to men who needed advice or support.

In support of the Policy anyone who was experiencing or had experienced domestic abuse could raise the issue in the knowledge that the matter would be treated effectively, sympathetically and with confidentiality.

This Policy applied to staff in all teams across the Housing Service.

It was noted that the Housing Service would promote and publicise the Policy and information about domestic abuse and the resources and support available for survivors across the service and in other places when and where appropriate. Support would also be provided to employees involved in domestic abuse, confidentially and safety would be prioritised.

RECOMMENDED:-

1. To note the content of the report; and
2. To agree to adopt the Domestic Abuse Policy for Housing Staff to create a safer workplace and send out a strong message that domestic abuse was unacceptable.

25 – Scrutiny - Sign-up Packs

The Assistant Director - Housing submitted a report providing Members with an update on progress with the Scrutiny review of the tenancy sign-up packs. The Tenants Scrutiny Working Party had agreed the scope and timeframe of the project based on a four-stage approach as follows:-

- Stage 1: Fact finding;
- Stage 2: Further investigation, compare and challenge;
- Stage 3: Analysis and recommendations; and
- Stage 4: Implementation and review.

In line with the agreed scrutiny process, further meetings would be held to look at updated health and safety information relevant to tenancies to be included within 'sign-up packs'.

A further report would be drafted for information on the final updated 'sign up packs' prior to implementation.

RECOMMENDED:-

1. To note the content of the report; and
2. To agree the Tenant Scrutiny Working Party process through to Stage 4 with a further report being submitted once the new sign-up packs had been agreed and ready for implementation.

26 – Dwelling and Garage Rents 2019/20

The Business Support Manager submitted a report setting out the proposed rents for 2019/20 for both dwellings and garages in preparation for year end and running rent review through CX and also in preparation for the HRA budgets for the coming financial year.

She advised that 2019/20 marked the final year of the Government's current rent policy of reducing social rents by 1%. That, combined with increased sales of Council property through Right to Buy, had resulted in reduced income for the HRA as identified in previous reports.

It was understood from consultation papers published in September 2018, that the Government would allow social rents to be increased by CPI plus 1% from 2020/21 onwards. Whilst that was positive in terms of generating income, the continued sale of Council properties through Right to Buy and general increased costs/inflation would remain a challenge for the HRA.

The Council therefore needed to remain focused on controlling expenditure and looking at ways to generate income wherever possible. The proposed increase in garage rents was one area where increased revenue could be generated. The Business Support Manager advised that she would be looking to progress the introduction of leasehold administration charges, which had been agreed at the HMF in January 2018.

Dwelling Rents

The effect on rents* of the 1% reduction was as follows:-

	52 Weeks	48 Weeks	Average rent decrease over 48 weeks 0.80p
2017/18	£75.36	£81.65	
2018/19	£74.58	£80.79	
2019/20	£73.83	£79.99	
2020/21	CPI + 1%	CPI + 1%	

*Based on average rent

Garage Charges

The Council had discretion to set appropriate rents for garages. The current years increase by 2% did not appear to have affected the ability to let garages when they become vacant and had not had any other obvious adverse effects. It was therefore proposed to increase garage rents for 2019/20 by 2% again.

	No	2017/18	2018/19	2019/20	Increased Revenue 2019/20
Garage rate 1	27	£7.10	£7.24	£7.38	£4,511
Garage rate 2	451	£9.79	£9.99	£10.19	
TOTAL	478	£221,135	£225,646	£230,157	

RECOMMENDED:-

1. To note the information in the report;
2. To note the information regarding rents on dwellings for the coming financial year; and
3. To agree to the proposed increase in garage rents of 2%.

27 – Planned Investment and Planned Maintenance 2018/19 Expenditure

The Assistant Director - Housing submitted information relating to the Planned Investment and Planned Maintenance Programme for 2018/2019. The information is attached at **Appendix 1** to these Minutes.

RESOLVED:- To note the information.

28 – Performance Information Report

The Assistant Director - Housing submitted information relating to the Housing Performance Indicators for 2018/2019 in comparison with previous years. The information is attached at **Appendix 2** to these Minutes. It had been noted that the information available had been limited due to the implementation of the new CX system and that it was anticipated that more comprehensive information would be available at the meeting in January

RESOLVED:- To note the information.

The meeting closed at 2:20p.m.

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PLANNED INVESTMENTS 2018/19

SCHEME	PROCUREMENT TYPE	AVAILABLE BUDGET	EXPEND. TO DATE	APPROX START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	COMMENTS	Lease-holders affected
GREENGATE ESTATE RE-ROOFING WORKS	Procure Plus Holdings	£450,000	£4,430	1.7.2018	31.3.2019	DLP Roofing	ROOFING WORKS COMPLETE EXTERNAL WORKS ONGOING	No
WINDOW & DOOR REPLACEMENTS VARIOUS HOUSING AREAS	Procure Plus Holdings	£200,000	£ -	1.8.2018	31.3.2019	TOP NOTCH	DUE FOR COMMENCEMENT IN NOVEMBER 2018	No
WALNEY RENDER & DAMP PROOFING WORKS	Procure Plus Holdings	£320,000	£ 1,661	1.7.2018	31.3.2019	DLP Roofing	WORKS ON SITE	Yes
DALTON ESTATE RE-ROOFING WORKS	Procure Plus Holdings	£120,000	£7,428	1.9.2018	31.3.2019	DLP Roofing	WORKS ON SITE	No
LOWER HINDPOOL RE-ROOFING WORKS	Procure Plus Holdings	£150,000	£ 2,544	1.8.2018	31.3.2019	DLP Roofing	WORKS ON SITE	Yes
COMMUNAL ENTRANCE LIGHTING	Procure Plus Holdings	£40,000	£29,166	1.10.2018	31.3.2019	K WILSON	WORKS ON-GOING	Yes
COMMUNAL ENTRANCE PAINTING	Procure Plus Holdings	£10,000	£37	1.9.2018	31.3.2019	GEORGE JONES	ESTIMATED START DATE NOVEMBER 2018	Yes
GARAGE IMPROVEMENTS	Procure Plus Holdings	£20,000	£44,727	1.10.2018	31.3.2019	CUMBRIA ROOFING	DUE FOR COMMENCEMENT IN NOVEMBER 2018	No
REWIRES	Procure Plus Holdings	£306,000	£46,212	1.7.2018	31.3.2019	K WILSON	WORKS ON-GOING	No
BATHROOMS	Procure Plus Holdings	£207,000	£321	1.7.2018	31.3.2019	WRIGHT BUILD	DUE FOR COMMENCEMENT IN NOVEMBER 2018	No
HEATING	Procure Plus Holdings	£420,000	£290,217	1.7.2018	31.3.2019	AFM GAS Ltd	WORKS ON-GOING	No
PAINTING	Procure Plus Holdings	£180,000	£62,779	1.6.2018	31.3.2019	G JONES	WORKS ON-GOING	Yes

HOUSING MAINTENANCE COMMITMENTS 2018/19

	Funding Available	EXPENDITURE TO DATE	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£1,346,426	£510,169	£25,893	38%
Voids	£513,472	£428,718	£9,874	83%
Gas Servicing	£302,106	£158,171	£5,810	52%
Decoration Vouchers	£30,000	£13,974	£577	47%
Environmental Impmts	£5,000	£3,905	£96	78%
Disabled Adaptations	£100,000	£33,229	£ 1,923	33%
Electrical Testing	£61,000	£50,854	£1,173	83%
Door Entry Maintenance	£19,176	£510	£369	3%

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HOUSING PERFORMANCE INFORMATION

Arrears & Collection- Dwellings (exc. Dispersed)	Actual 2016/17	Actual 2017/18	Qtr. 1 2018/19	Qtr. 2 2018/19	Current YTD	Qtr. 3 2018/19	Qtr. 4 2018/19
£ Rent & Service Charges due (Including empty properties)							
£ Rent loss due to empty dwellings (voids)							
£ Rent collected from Current Tenants							
£ Rent collected from Former Tenants							
Total Rent collected as % of rent due							
£ Current Arrears							
£ Former Arrears							
£ Write Offs (Gross)	£98,187	£71,297	£17,114	£42,896	£60,010		
No. tenants evicted for rent arrears	25	19	4	3	7		
£ Rent Arrears UC claimants							
Arrears & Collection - Other Properties							
£ Rent arrears Dispersed (Homeless)							
£ Rent arrears Garages							
£ Rent Arrears Shops							
£ rent loss due to empty Dispersed (Homeless)							
£ rent loss due to empty Garages							
£ rent loss due to empty Shops							
Voids & Lettings (General Needs)							
Total Dwellings							
Total number of re-lets	248	255	28	79	107		
% of re-lets accepted on first offer	68.1%	63.1%	53.6%	62.0%	59.8%		
Number of re-lets that underwent Major Works	94	84	8	21	29		
Average relet time in days (Standard)	42	44	46	54	52		
Average re-let time in days (Major Works)	73	74	61	74	71		
Average re-let time in days (all re-lets)	53	54	50	60	57		
Number of units vacant and available for letting at period end							
Number of units vacant but unavailable for letting at period end							
No.Tenancies terminated							
Tenancy Turnover %							
ASB							
Number of new anti-social behaviour cases reported							
Number of closed successfully resolved ASB cases							
Number of closed unresolved anti-social behaviour cases							
Repairs & Maintenance							
Average number of calendar days taken to complete repairs							
Percentage of repairs completed at first visit							
% all responsive repairs completed on time							
Number Repair Orders completed							
Average Responsive repairs per property							
Appointments kept as a percentage of appointments made							

Major Works & Cyclical Maintenance	Actual 2016/17	Actual 2017/18	Qtr. 1 2018/19	Qtr. 2 2018/19	Current YTD	Agenda Item 5 Appendix 2 Page 20	
Percentage of dwellings with a gas safety certificate renewed by anniversary							
Percentage of homes that fail to meet the Decent Homes Standard							
*Average SAP rating of dwellings at end of year (based on RD SAP 9.83)							
Homelessness FROM APRIL 2018							
Average days in temporary (dispersed) accommodation	77	58.8	37	42	48		
Average days in B&B accommodation	62	5.81	1.4	1.6	1.5		
Number of triage assessments	Unable to provide as new comparison due to new legislation		136	140	276		
Number of Homeless Prevention cases opened			46	39	85		
Number of Homeless Relief cases opened			29	38	67		
Number that failed to attend appointments		Can provide from Qtr. 3					
Number of Successful Prevention cases			22	29	51		
Number of Successful Relief cases			9	27	36		
Number cases closed without successful outcome			6	16	22		
Number of decisions made that main housing duty is not owed			3	4	7		
Number owed the main housing duty (final duty)			1	0	1		
Employees							
Average permanent employee headcount		53	43	48	47	47	
Number of leavers	0	9	1	1	2		
Ave. working days lost / sickness absence	13.1	11.3	9.1				
Customer Complaints							
The number of Stage 1 complaints upheld in the year	4	3	0	awaiting info			
Water Charge Collection							
Total number of direct debit payers							
Number of rent agreements where a water support tariff or help to pay scheme is in place	562	552	not available	606	606		
Housing Register							
Cumbria Choice Register- Qtr. Reporting will be number of new apps, annual/YTD figure will be total number of apps	1186	1127	179 new apps	171 new apps	1405		
Housing Stock							
Houses	1223	1205	1203	1196	1196		
Flats	1221	1218	1216	1216	1216		
Bungalows	156	156	156	156	156		
General Needs Dwellings	2600	2579	2575	2568	2568		
Dispersed	12	13	15	16	16		
Homeless (Cold Weather Provision)	1	0	0	0	0		
New Lives Project	2	2	2	2	2		
Adelphi Court	12	12	12	12	12		
Total Dwelling Stock	2627	2606	2604	2598	2598		
Community Centres	5	5	5	4	4		
Leaseholds	212	215	215	216	216		
Garages	504	504	504	504	504		
Shops	19	19	19	19	19		
TOTAL PROPERTIES	3367	3349	3347	3341	3341		

RTB & Land Values	Actual 2016/17	Actual 2017/18	Qtr. 1 2018/19	Qtr. 2 2018/19	Current YTD	Agenda Item 5 Appendix 2 2018/19	Item 4 2018/19
£ Houses	£1,170,025	£779,460	£64,200	£331,590	£395,790	Page 21	
£ Flats	£87,820	£47,700	£0	£18,000	£18,000		
£ Bungalows	£0	£0	£0	£0	£0		
£ Land	£0	£0	£0	£0	£0		
TOTAL	£1,257,845	£827,160	£64,200	£349,590	£413,790		

Sold 2017/18	Sold YTD
18	7
3	0
0	0
0	0

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Part One

HOUSING MANAGEMENT FORUM	(R)
Date of Meeting: 17th January 2019	
Reporting Officer: Janice Sharp Assistant Director-Housing	

Title: Housing Revenue Account 2019/20**Summary and Conclusions:**

The purpose of the Report is to agree a Housing Revenue Account Budget for the 2019/20 financial year and provide the Expected Outturn Budget and balance for the current year.

Recommendations:

Members are asked to:

- 1) note the information provided through the Report;
- 2) note the Expected Outturn Budget for 2018/19 is a surplus of £24,050 after the budgeted contribution to Earmarked Reserves of £200,000.
- 3) note the balances on the Expected Outturn Budget for 2018/19;
- 4) agree the basis on which the 2019/20 draft Budget is proposed in 3.1 to 3.4 of the report;
- 5) agree or note as outlined in 6.1, 6.2, 6.3 and 6.4 of the report, the other additional considerations.
- 6) agree the continuation of the Service Level Agreement with ASB Action Ltd and waive the normal procurement requirement in this instance (6.5 of the report); and
- 7) agree the approach to matters raised in 7.2, 7.3 and 7.4 of the report.

Background

Several significant factors have to be considered when drafting a HRA budget – one of which is the reduction in income due to the Government's social rents policy to decrease rents by 1% over a four year period. The financial year 2019/20 is the fourth and final year in the period.

With this and continued Right to Buy, the reduction of income has been estimated at £409k over 2018/19 and 2019/20 financial years.

Another significant factor is the introduction of Full Service of Universal Credit in December, 2018. The full impact as yet is not known, however, from experience of other Authorities already on full service, it poses a considerable threat to our rental income in the future.

Members should note the Government's indication that in 2020/21 the end of the social rent decrease policy, social rents will be allowed to increase by CPI plus 1%, however, although this is relatively good news, the income will remain challenged with the full roll out of Universal Credit, the continued sale of Council properties through Right to Buy, increasing costs and inflation generally.

As such, the Council needs to keep focused on controlling expenditure to ensure there is sufficient provision to maintain the stock, provide services which meet Tenants' aspirations and takes into account the reducing number of dwellings.

1. Expected Outturn Budget 2018/19

The outturn for the year forecast a net surplus of £24,050 after the budgeted contribution to Earmarked Reserves of £200,000.

2. Balance on the Expected Outturn for 2018/19

The above is likely to result in the following movement in balances.

2.1 Major Repair Reserve balance as at 31 March 2018 £1,992,122

All Capital Schemes are on target for year-end and therefore no change is expected to the above reserve.

2.2 i) Housing Revenue Earmarked Reserve at 31 March 2018 £1,274,720

Budgeted Contribution to Reserve in year	£ 200,000
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Forecast surplus	£ 24,050
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Estimated Balance at year end	£1,498,770
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ii) Housing Fund balance at 31 March 2018 £1,000,000

There is no change expected in the fund balance in year.

2.3 Voluntary Repayment Provision as at 31 March 2018 £6,502,530

Forecast Provision 2018/19	£ 816,520
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Provision at year end	<u>£7,319,050</u>
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3. HRA Budget 2019/20 Proposal

In proposing the budget for 2019/20 - attached at **Appendix 1**, the following factors have been taken into account:

3.1 A further reduction of 1% on rental income for residential dwellings.

- 3.2** There is a significant shift from Revenue to Capital Improvement Schemes in 2018/19 in the Housing Maintenance Budget; this has resulted in a budgeted contribution to Earmarked reserves in year of £379,720.
- 3.3** A contingency of £50k has been retained in the draft budget which I will refer to below.
- 3.4** Bad debt provision increased by £42k over the £126k calculated budget.

4. Dwelling Rents

- 4.1** The effect on rents of the 1% reduction is as follows:

	52 Weeks	48 Weeks	Average Rent decrease over 48 weeks <u>81 pence</u>
2017/18	£75.36	£81.65	
2018/19	£74.61	£80.83	
2019/20	£73.86	£80.02	
2020/21 increase	CPI + 1%	CPI + 1%	

- 4.2** The expenditure within the HRA is agreed through the democratic process, however, occasions arise which result in under and overspends with the account.

As agreed in the 2018/19 budget report the use of the earmarked HRA reserve manages budget volatility as and when required within the parameter of the overall agreed budget. £379,720 has been added for 2019/20 which relates to housing maintenance programming.

The HRA fund balance will be assessed by the Director of Resources.

5. Garage Charges

The Council has discretion to set the appropriate rent for garages. During 2018/19 garage rents were increased by 2% and this has not had an adverse affect in attracting new occupiers when they become vacant. The Council has agreed a 2% increase in garage rents in 2019/20.

	No.	2016/17	2% inc 2017/18	2% inc 2018/19	2% inc. 2019/20	Increased revenue 2019/20
Garage rate 1	27	£6.96	£7.10	£7.24	£7.38	£4,511
Garage rate 2	451	£9.60	£9.79	£9.99	£10.19	
Total	478	£216,840	£221,135	£225,646	£230,157	

6. Additional considerations

6.1 Service Charges eg Communal Area Cleaning

Agree Officers increase charges as necessary to reflect any increases in contractual arrangements for the delivery of the service. Charges to be adjusted as and when necessary to reflect recovery of the cost of provision with no additional administrative costs.

6.2 Service & Facility Charges for Dispersed & Furnished Properties

The future funding of service charges has now been agreed and it will be exempt from UC and the charges can continue to be claimed by housing benefit.

I would suggest the charges are increased as above (6.1) to reflect recovery of the cost of provision with no additional admin costs.

6.3 Charges for enquiries in respect of re-sale of former Council property & charge for administration of leases

Following agreement earlier this year, some changes have been introduced for resale enquiries and leaseholder administration to ensure we are recovering the costs to administer such activities. It is envisaged the remainder of the charges will be introduced for the start of the next financial year 2019/20.

6.4 Adelphi Court

The block of 12 flats is leased to Richmond Fellowship as a supported housing scheme and under the terms of the lease I would recommend the annual rent charged of £40k remains unchanged for 2019/20.

6.5 ASB Action Ltd - Service Level Agreement 2019/20

Our aim is to provide homes in good repair and on estates where people would like to live.

To enable the Housing Service to achieve this, effective management of anti-social behaviour is imperative.

ASB Action Ltd. provide a specialist service assisting social housing providers to effectively deal with such issues, including specialist legal advice at short notice for a fixed fee ensuring value for money.

I would recommend Members agree to renew the annual Service Level Agreement with ASB Action Ltd. and suspend the requirement to obtain alternative quotes.

The cost of a six-day Service Level Agreement, including training is £2,871 plus VAT.

7. Priorities for the Year

During the financial year there are several factors which will have an impact on the service. To summarise:

7.1 **Maintain a Balanced Housing Revenue Account**

The proposals in this draft budget maintain the significant reductions made in 2018/19 within the HRA.

The Government has now agreed that at the end of the current social rents policy, they will allow social landlords to increase their rents by CPI plus 1% in 2020/21 financial year.

This is positive news, however, the number of properties continues to reduce requiring the need for continuous financial control and consideration of the future models of service delivery.

7.2 **Housing Management System**

Officers continue to progress the development of the Cx system which went live in November, 2017. It was unfortunate key personnel involved in the planning stages left the Council during the implementation, taking with them the knowledge they gained over the course of the project. A key post has now been filled and is successfully progressing the development of the Stage 1 system. Stage 2 delivery is now in the process of being resourced by Civica which should result in a number of improvements in the implementation. This will require ongoing external support and, as such, a contingency within the budget was included to ensure this can continue.

Action: The development of the Cx system will continue as a key priority across the service during 2019/20.

7.3 **Welfare Changes & Income Collection**

The full service roll out of Universal Credit commenced on 5th December, 2018. Members will be aware of the change this has introduced and Officers continue to prepare for the roll out.

It is evident it will put a significant risk on the income we receive and put increased pressure on the Operations Team to mitigate the effect to maximise our income; rent collection will be a key priority for staff.

Actions: Operations Team to adopt best practice to minimise the risk to the income of the service.

Impact of roll-out monitored and number of Operations staff reviewed depending on impact on our rental income.

7.4 Water Rates Collection

The current contract to collect water charges with United Utilities ends March 2019. It was agreed at HMF on 13th September 2018 that the contract be extended a further two years to assist with the maintenance of the HRA.

The commission the service will receive is c.£202k in 2019/20 and it is envisaged we will receive a similar amount in 2020/21. United Utilities are unable to confirm amount as yet.

Summary

The proposed budget provides assurance the Council can respond to ongoing reductions in income due to social rent policy in the next year.

The use of the earmarked HRA reserve gives a provision for flexibility in the service as well as to ensure a balanced budget over the next financial year 2019/20 should additional reductions or efficiencies not be identified.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no implications.

(iii) Financial Implications

The recommendation has financial implications as detailed.

(iv) Health and Safety Implications

The recommendation has no implications.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil

**Housing Revenue Account
Budget 2019-2020**

	Actual	Base Budget	Revised	Base Budget
	2017-2018	2018-2019	Budget	2019-2020
			2018-2019	
Expenditure				
Repairs and maintenance	3,059,567	3,452,010	3,452,010	3,078,920
Supervision and management	3,304,268	3,330,000	3,371,510	3,415,390
Rents, rates, taxes and other charges	3,808	10,430	10,430	7,460
Depreciation and impairment of dwellings	2,897,357	1,948,860	1,948,860	1,896,060
Depreciation and impairment of non-dwelling assets	158,401	168,900	168,900	175,050
Debt management costs	12,551	12,370	12,370	12,280
Movement in the allowance for bad debts	142,639	126,450	126,450	168,920
Total Expenditure	9,578,590	9,049,020	9,090,530	8,754,080
Income				
Dwelling rents	(10,053,382)	(9,811,430)	(9,803,110)	(9,643,970)
Non-dwelling rents	(377,466)	(405,250)	(405,250)	(400,880)
Charges for services and facilities	(1,198,023)	(1,265,660)	(1,339,540)	(1,310,820)
Total Income	(11,628,871)	(11,482,340)	(11,547,900)	(11,355,670)
Net Total	(2,050,281)	(2,433,320)	(2,457,370)	(2,601,590)
HRA services' share of Corporate and Democratic Core	239,770	214,560	214,560	197,670
HRA share of other Non Distributed Costs	(813)	(820)	(820)	(820)
Net (Income)/Expenditure for HRA Services	(1,811,324)	(2,219,580)	(2,243,630)	(2,404,740)
HRA share of operating income and expenditure:				
Gain or (loss) on sale of HRA non-current assets	(74,042)			
Interest payable and similar charges	963,803	934,630	934,630	934,300
Pensions interest cost and expected return on pension assets	178,317	204,400	204,400	179,400
(Surplus) or deficit for the year on HRA services	(743,246)	(1,080,550)	(1,104,600)	(1,291,040)
Adjustments between accounting basis & funding basis under regulations				
Reversal of depreciation and impairment of non-current assets				
Reversal of revaluation losses on Property, Plant and Equipment	(1,464,819)			
Reversal of amounts of non-current assets written off on disposal or sale	71,963			
Add the voluntary provision for the financing of capital investment	870,010	816,520	816,520	816,520
Transfer of cash sale proceeds credited as part of the gain/loss on disposal	528,937			
Debt rescheduling premium and discounts released	(710)			
Reversal of technical items relating to retirement benefits	(366,356)	(204,400)	(204,400)	(179,400)
Employer's pension costs	262,484	268,430	268,430	274,200
Capital expenditure funded by the HRA	7,970			
Contribution to Earmarked reserves	1,274,720	200,000	275,190	379,720
Contribution from Earmarked reserves	- 443,737	- -	51,140	
Reversal of accumulated absences charges	2,783			
Total Adjustments	743,246	1,080,550	1,104,600	1,291,040
(Surplus)/Deficit for the Year	0	0	0	0

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Part One

HOUSING MANAGEMENT FORUM	(D)
Date of Meeting: 17th January 2019	
Reporting Officer: Janice Sharp Assistant Director-Housing	
<p>Title: Stock Condition Survey</p> <p>Summary and Conclusions:</p> <p>The purpose of this report is to update Members on the progress made to date with regard to the appointment of a suitably qualified company to carry out a detailed survey of the Council's Housing stock in 2019/20.</p> <p>Recommendations:</p> <p>Members are asked to:</p> <ol style="list-style-type: none"> 1. agree the content and outcome of the mini competition results provided by Procure Plus Holdings; and 2. retrospectively agree to the appointment of Michael Dyson Associates. 	

Introduction

At your meeting held on 1st November 2018, Members approved a provisional appointment of the No. 1 ranked surveying company in line with the Procure Plus Holdings mini competition issued on 23rd October 2018.

Mini Competition Results

Procure Plus Holdings have provided Officers with a summary report of the mini competition tender outcome based on a review of the cost (50%) and written submissions (50%). A copy of this report has been placed in the Members' Room.

Tender bids were submitted by:

- Elvet Construction Consultants
- Michael Dyson Associates Ltd
- Pick Everard
- Rand Associates Consultancy Services Ltd

The submitted costs ranged from £96,493.00 (lowest bid) to £270,602.24 (highest bid).

The table below summarises the overall scores indicating Michael Dyson Associates as the No 1 ranked contractor.

Rank	Company	Weighted Price Score	Quality Weighted Score	Total Score
1	Michael Dyson	50	38	88
2	Rand Associated	31	28	59
3	Elvet Construction	18	37	55
4	Pick Everard	18	32	50

Officers advise Members that Michael Dyson Associates have undertaken the previous two stock condition surveys and have undertaken the work in a diligent and professional manner.

An initial meeting with Michael Dyson Associates took place on 28th November 2018 and Officers advise Members the survey preparation works are underway. Surveys are planned to commence in the New Year.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no implications.

(iii) Financial Implications

The recommendation is likely to cost in the region of £100k as a one off cost. I would suggest the resources be identified and made available in the 2019/2020 HRA budget

(iv) Health and Safety Implications

The recommendation has no implications.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil

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Part One

HOUSING MANAGEMENT FORUM	(D)
Date of Meeting: 17th January 2019	
Reporting Officer: Janice Sharp Assistant Director-Housing	
<p>Title: Scrutiny of Sign-up Packs</p> <p>Summary and Conclusions:</p> <p>The purpose of this report is to provide you with an update on the Scrutiny of the Sign-up Packs used for signing up new Tenants to Barrow Borough Council Housing Service.</p> <p>A report went to HMF in November, 2018 when Members were asked to note the Tenancy Sign-up Packs would be reviewed in line with the Scrutiny process through to stage four- Implementation and review.</p> <p>Members of the Tenants' Scrutiny Working Party have now had the opportunity to review all documents used during tenancy sign-up and agreed the implementation of a 'Safety in the Home' leaflet from January, 2019.</p> <p>Recommendations:</p> <p>Members are asked to note the content of the report and agree the implementation of a new 'Safety in the Home' leaflet from January, 2019.</p>	

Report

As you will be aware the Tenants' Scrutiny Working Party reviewed the Tenancy Sign-up Packs through the scrutiny process. The final stage of the process is 'Implementation and Review'.

Members of the Tenants' Scrutiny Working Party have now had the opportunity to review all the documents used during the sign-up process and have agreed that health and safety information should also be included at the 'sign-up stage'. A copy of the new 'Safety in the Home' leaflet has been placed in the Members' Room.

This review concludes the Scrutiny of the Tenancy Sign-up Packs.

The next area which will be reviewed by the Tenants' Scrutiny Working Party is the Tenants' and Residents' Association Constitutions. A further report will be brought to HMF once the review has commenced.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no implications.

(iii) Financial Implications

The recommendation has no financial implications.

(iv) Health and Safety Implications

The new health and safety information will enhance information provided to tenants from the initial sign-up process.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil

Part One

HOUSING MANAGEMENT FORUM	(D)
Date of Meeting: 17th January 2019	
Reporting Officer: Janice Sharp Assistant Director-Housing	
<p>Title: 2019/23 Door Entry Contract, Smoke Alarm & Emergency Lighting Contract</p> <p>Summary and Conclusions:</p> <p>The existing door entry, smoke alarm and emergency lighting Contract has been in operation since May 2014. Officers have prepared a new specification and Contract for the period April 2019 to March 2023 and wish to advise Members of the outcome of the recent Tender exercise.</p> <p>Recommendations:</p> <p>Members are asked to agree to the appointment of the highest ranked Contractor following the Tender returns received on 21st December, 2018.</p>	

Report

The existing door entry, smoke alarm and emergency lighting Contract has been in operation since May 2014. Officers have prepared a new specification and Contract for the period April 2019 to March 2023.

The new Contract was issued on an “open tender” basis to a range of suitably qualified Contractors on 23rd November, 2018. The closing date for Tender submissions was 21st December, 2018.

The Tender was conducted on the basis of 70% cost submission and 30% quality submission. The quality element of the Tender included questions relating to equality and diversity, service delivery and health and safety.

Tender Summary

A summary of the Contractors’ tendered costs and quality evaluation scores is shown overleaf.

2019 Door Entry and Emergency Lighting Contract	LOWEST TENDER SUM	Tender Costs		
	£20,600.00	Contractor No 1	Contractor No 2	Contractor No 3
		£ -	£ 20,600.00	£ 30,744.00
	PRICE EVALUATION SCORE	Tender returned unopened	70	46.9
	PRICE EVALUATION RANK	3	1	2
	QUALITY EVALUATION SCORE	Tender returned unopened	21	17
	QUALITY EVALUATION RANK	3	1	2
	PRICE QUALITY TOTAL SCORE	Tender returned unopened	91	64
	PRICE QUALITY EVALUATION RANK	3	1	2

“Contractor No. 1 provided a Tender that contained details of the Company name/logo and was in accordance with the Council’s procurement rules returned to the Company unopened”.

(i) Legal Implications

The recommendation has legal implications. The form of contract issued will be the Council’s “Standard Terms and Conditions v 23.05.2018”; Addendum No1 incorporating reference to GDPR and the Council’s 2018 Data Processing Contract.

(ii) Risk Assessment

The recommendation has significant implications and Officers will be required to undertake a detailed review of the contractor’s risk assessments, method statements and safe systems of working before commencement on site.

(iii) Financial Implications

The recommendation has financial implications for the Housing Revenue Account.

(iv) Health and Safety Implications

The recommendation has minor implications.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

The Tender documentation submitted is recorded in the Council’s Tender register held by the Council’s Democratic Services department.

Part One

HOUSING MANAGEMENT FORUM	(D)
Date of Meeting: 17th January 2019	
Reporting Officer: Janice Sharp Assistant Director-Housing	
<p>Title: 2019/23 Staircase Cleaning Contract</p> <p>Summary and Conclusions:</p> <p>The existing staircase cleaning Contract has been in operation since May 2014. Officers have prepared a new specification and Contract for the period April 2019 to March 2023 and wish to advise Members of the outcome of the recent Tender exercise.</p> <p>Recommendations:</p> <p>Members are asked to agree to the appointment of the highest ranked Contractor following the Tender returns received 7th December, 2018.</p>	

Report

The existing staircase cleaning contract has been in operation since May 2014. Officers have prepared a new specification and Contract for the period April 2019 to March 2023.

The new Contract was issued on an “open tender” basis to a range of suitably qualified Contractors on 23rd November, 2018. The closing date for Tender submissions was 7th December, 2018.

The Tender was conducted on the basis of 70% cost submission and 30% quality submission. The quality element of the Tender included questions relating to equality and diversity, service delivery and health and safety.

I wish to advise Members that this Contract expired on 31st March, 2018. In view of the Committee cycles, a management decision was made to re-tender the Contract on the basis of the existing specification and companies that previously expressed an interest in the work.

Tender Summary

A summary of the Contractors’ tendered costs and quality evaluation scores is shown overleaf.

	Contractor No 1	Contractor No 2	Contractor No 3
	£ 44,425.39	£ 62,183.00	£ -
PRICE EVALUATION SCORE	70	50	N/A
PRICE EVALUATION RANK	1	2	
QUALITY EVALUATION SCORE	21	17	N/A
QUALITY EVALUATION RANK	1	2	
PRICE QUALITY TOTAL SCORE	91	67	N/A

(i) Legal Implications

The recommendation has legal implications. The form of contract issued will be the Council's "Standard Terms and Conditions v 23.05.2018"; Addendum No1 incorporating reference to GDPR and the Council's 2018 Data Processing Contract.

(ii) Risk Assessment

The recommendation has significant implications and Officers will be required to undertake a detailed review of the contractor's risk assessments, method statements and safe systems of working before commencement on site.

(iii) Financial Implications

The recommendation has financial implications for the Housing Revenue Account.

(iv) Health and Safety Implications

The recommendation has minor implications.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

The Tender documentation submitted is recorded in the Council's Tender register held by the Council's Democratic Services department.

Part One

HOUSING MANAGEMENT FORUM	(D)
Date of Meeting: 17th January 2019	
Reporting Officer: Janice Sharp Assistant Director-Housing	
<p>Title: Aids and Adaptations</p> <p>Summary and Conclusions:</p> <p>The existing service provider, Top Notch Contractors Ltd., has written to the Council advising that they are unable to continue with the delivery of this Contract.</p> <p>Recommendations:</p> <p>Members are asked to agree to the appointment of DLP (Northern) Ltd to undertake disabled adaptation improvements on a temporary Contract arrangement between the 7th February 2019 and 31st March 2019. The Contract will be awarded in line with the terms and conditions of the 2019/2023 Procure Plus Holdings framework.</p>	

Report

On 25th August 2016, Members agreed to the appointment of Top Notch Contractors Ltd. to undertake aids and adaptation improvements to the Council's housing stock. The Contract was issued under the terms and conditions of the 2015/2019 Procure Plus framework.

In December 2018, Top Notch Contractors wrote to the Council advising that they are unable to continue with the delivery of this Contract.

Due to the limited time available to re-tender this work, Officers request Members' approval to appoint DLP (Northern) Ltd for an interim period between 7th February 2019 and 31st March 2019. This temporary arrangement will be awarded on the basis of the 2019/2023 Procure Plus framework and ensure Tenants are not unduly affected by significant delays.

(i) Legal Implications

The recommendation has legal implications.

(ii) Risk Assessment

The recommendation has minor implications.

(iii) Financial Implications

The recommendation has financial implications.

(iv) Health and Safety Implications

The recommendation has minor implications.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has impact on the Health and Wellbeing of users of this service.

Background Papers

Nil

SCHEME	PROCUREMENT TYPE	AVAILABLE BUDGET	EXPENDITURE TO DATE	ESTIMATED START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	COMMENTS	Leasholders affected?
GREENGATE ESTATE RE-ROOFING WORKS	Procure Plus Holdings	£450,000	£ 39,722	1.7.2018	31.3.2019	DLP Roofing	ROOFING WORKS COMPLETE EXTERNAL WORKS ONGOING	No
WINDOW & DOOR REPLACEMENTS VARIOUS HOUSING AREAS	Procure Plus Holdings	£200,000	£ 38,736	1.8.2018	31.3.2019	TOP NOTCH	WORKS ON SITE	No
WALNEY RENDER & DAMP PROOFING WORKS	Procure Plus Holdings	£320,000	£ 69,137	1.7.2018	31.3.2019	DLP Roofing	WORKS ON SITE	Yes
DALTON ESTATE RE-ROOFING WORKS	Procure Plus Holdings	£120,000	£ 7,428	1.9.2018	31.3.2019	DLP Roofing	WORKS ON SITE	No
LOWER HINDPOOL RE-ROOFING WORKS	Procure Plus Holdings	£150,000	£ 28,574	1.8.2018	31.3.2019	DLP Roofing	WORKS ON SITE	Yes
COMMUNAL ENTRANCE LIGHTING	Procure Plus Holdings	£40,000	£ 33,097	1.10.2018	31.3.2019	K WILSON	WORKS COMPLETE	Yes
COMMUNAL ENTRANCE PAINTING	Procure Plus Holdings	£10,000	£ 37	1.9.2018	31.3.2019	GEORGE JONES	WORKS ON SITE	Yes
GARAGE IMPROVEMENTS	Procure Plus Holdings	£20,000	£ 44,855	1.10.2018	31.3.2019	CUMBRIA ROOFING	WORKS ON SITE	No
REWIRES	Procure Plus Holdings	£306,000	£ 189,189	1.7.2018	31.3.2019	K WILSON	WORKS ON-GOING	No
BATHROOMS	Procure Plus Holdings	£207,000	£ 2,141	1.7.2018	31.3.2019	WRIGHT BUILD	WORKS ON SITE	No
HEATING	Procure Plus Holdings	£420,000	£ 383,620	1.7.2018	31.3.2019	AFM GAS Ltd	WORKS ON-GOING	No
PAINTING	Procure Plus Holdings	£180,000	£ 127,298	1.6.2018	31.3.2019	G JONES	WORKS COMPLETE	Yes

HOUSING MAINTENANCE COMMITMENTS 2018-19

	Funding Available	EXPENDITURE TO DATE	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£ 1,346,426	£ 606,294	£ 25,893	45%
Voids	£ 513,472	£ 558,812	£ 9,874	109%
Gas Servicing	£ 302,106	£ 189,568	£ 5,810	63%
Decoration Vouchers	£ 30,000	£ 11,905	£ 577	40%
Environmental Impmts	£ 5,000	£ 10,727	£ 96	215%
Disabled Adaptations	£ 100,000	£ 42,398	£ 1,923	42%
Electrical Testing	£ 61,000	£ 69,540	£ 1,173	114%
Door Entry Maintenance	£ 19,176	£ 1,711	£ 369	9%

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Major Works & Cyclical Maintenance	Actual 2016/17	Actual 2017/18	Qtr. 1 2018/19	Current YTD	Qtr. 2 2018/19	Qtr. 3 2018/19	Current YTD	Qtr. 4 2018/19
Percentage of dwellings with a gas safety certificate renewed by anniversary								
Percentage of homes that fail to meet the Decent Homes Standard								
*Average SAP rating of dwellings at end of year (based on RD SAP 9.83)								
Homelessness FROM APRIL 2018								
Average days in temporary (dispersed) accommodation	77	58.8	37	50	42	37	57	
Average days in B&B accommodation	62	5.81	1.4	1.25	1.6	1.9	2	
Number of triage assessments			136	247	140	129	405	
Number of Homeless Prevention cases opened			46	72	37	36	119	
Number of Homeless Relief cases opened			28	62	34	37	99	
Number that failed to attend appointments			Can provide from Qtr. 3			16		
Number of Successful Prevention cases			22	35	20	30	72	
Number of Successful Relief cases			9	35	27	17	53	
Number cases closed without successful outcome			6	13	15	15	36	
Number of decisions made that final duty is not owed			2	4	2	7	11	
Number owed the final duty			1	1	1	2	4	
Employees								
Average permanent employee headcount	53	43	47	46	46	49	49	
Number of leavers	0	9	1	3	1	2	4	
Ave. working days lost / sickness absence	13.1	11.3	9.1	13.6	13.62	8.64	15.4	
Customer Complaints								
The number of Stage 1 complaints upheld in the year	4	3	0	2	3	2	5	
Water Charge Collection								
Total number of direct debit payers								
Number of rent agreements where a water support tariff or help to pay scheme is in place	562	552	not available	602	606	675	675	
Housing Register								
Cumbria Choice Register- Qtr. Reporting will be number of new apps, annual/YTD figure will be total number of apps	1186	1127	179 new apps	1434	171 new apps	190 new apps	1,409	
Housing Stock								
Houses	1223	1205	1203	1198	1196	1192	1,192	
Flats	1221	1218	1216	1215	1216	1214	1,214	
Bungalows	156	156	156	156	156	156	156	
General Needs Dwellings	2600	2579	2575	2569	2568	2562	2,562	
Dispersed	12	13	15	16	16	16	16	
Homeless (Cold Weather Provision)	1	0	0	0	0	0	0	
New Lives Project	2	2	2	2	2	2	2	
Adelphi Court	12	12	12	12	12	12	12	
Total Dwelling Stock	2627	2606	2604	2599	2598	2592	2,592	
Community Centres	5	5	5	5	4	4	4	
Leaseholds	212	215	215	215	216	218	218	
Garages	504	504	504	504	504	504	504	
Shops	19	19	19	19	19	19	19	
TOTAL PROPERTIES	3367	3349	3347	3342	3341	3337	3,337	

RTB & Land Values	Actual 2016/17	Actual 2017/18	Qtr. 1 2018/19	Current YTD	Qtr. 2 2018/19	Qtr. 3 2018/19	Current YTD	Qtr. 4 2018/19
£ Houses	£1,170,025	£779,460	£64,200	£278,140	£331,590	£552,615	£552,615	
£ Flats	£87,820	£47,700	£0	£0	£18,000	£60,500	£60,500	
£ Bungalows	£0	£0	£0	£0	£0	£0	£0	
£ Land	£0	£0	£0	£0	£0	£0	£0	
TOTAL	£1,257,845	£827,160	£64,200	£278,140	£349,590	£613,115	£613,115	
							Sold 2017/18	Sold YTD
							18	13
							3	3
							0	0
							0	0

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