

BOROUGH OF BARROW-IN-FURNESS

HOUSING MANAGEMENT FORUM

Meeting: Monday, 9th March, 2020
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. Apologies for Absence/Attendance of Substitute Members.

6. Confirmation of Minutes 3 - 20

To confirm the Minutes of the meeting held on 16th January, 2020.

FOR DECISION

- (D) 7. Review of Policy Statement - Tackling Anti Social Behaviour in the Council Housing Stock 21 - 32

FOR INFORMATION

8. Performance Information Report 33 - 36
9. Planned Investment and Planned Maintenance Expenditure 2019-2020 37 - 38

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

HOUSING MANAGEMENT FORUM MEMBERS

Councillors: Barlow
Blezard
Brook
Burley
Hamilton (Chairman)
W. McClure
McEwan
Robson
Gawne

Tenant Reps: Mrs M. Anderson
Mr J. Christie
Mr A. McIntosh

For queries regarding this agenda, please contact:

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Published: Friday, 28th February, 2020

HOUSING MANAGEMENT FORUM

Meeting: Thursday 16th January, 2020
at 2.00 p.m. (Committee Room No. 4)

PRESENT:- Councillors Hamilton (Chairman), Barlow, Blezard, Brook, Burley, McEwan and Robson

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

Officers Present:- Janice Sharp (Assistant Director - Housing), Les Davies (Maintenance and Asset Manager), Rebecca Halton (Business Support Manager) and Paula Westwood (Democratic Services Officer - Member Support).

25 – The Local Government Act 1972 as amended by the Local Government (Access to Information) Act 1985 and Access to Information (Variation) Order 2006

Discussion arising hereon it was

RESOLVED:- That under Section 100A(4) of the Local Government Act 1972 the public and press be excluded from the meeting for the following items of business on the grounds that they involved the likely disclosure of exempt information as defined in Paragraph 2 (Minute Nos. 34 and 35) of Part One of Schedule 12A of the said Act.

26 – Declarations of Interest

Councillor McEwan declared a registrable interest in Agenda Item 13 – Housing Revenue Account 2020-2021 (Minute No. 37) as he lived in a Council house.

Councillor Robson declared a pecuniary interest in Agenda Item 9 – Women's Community Matters: Provision of Top-up Funding (Minute No. 30) as his Partner was a Senior Officer at Women's Community Matters and he also carries out some work for them. He left the meeting during consideration of the item.

27 – Apologies for Absence/Attendance of Substitute Members

Apologies for absence had been received from Councillor Gawne and from Tenant Representative Allan McIntosh.

28 – Minutes

The Minutes of the meeting held on 30th October, 2019 were taken as read and confirmed.

29 – Syrian Resettlement Programme

The Assistant Director - Housing submitted a report updating Members on the Syrian Resettlement Programme. She reported that Cumbria had agreed to contribute to the national resettlement programme and accommodate refugees. To ensure the

resettlement of the refugees, a framework had been established from relevant organisations and a local liaison group of key local agencies had been set up.

It had been noted that the Council had previously agreed to contribute to the Cumbria Resettlement Programme by providing accommodation for up to 10 people each year over the four years of the programme. (HMF 26 November 2015 – Council Minute 54 refers).

Initially it had been envisaged the type of property needed would be family-sized houses, i.e. three and four-bedroomed. Having regard to the limited availability and demand for such property within the Council's own housing stock, it had been decided by Council that Officers would work with the Private Sector to identify suitable property. However, from experience of the first refugees, it had become evident that a range of properties would be required. As such, in June, 2017, HMF was asked to reconsider the Council's approach to identify suitable accommodation to make the process easier to deliver. It had been agreed the Council would identify suitable properties within its stock leading up to the date the refugees arrived - in particular, two-bedroomed flats which were more readily available and there was limited demand.

The Assistant Director – Housing advised that to date, five families had been accommodated in the Council's housing stock of two-bedroomed properties between October, 2017 and October, 2018 and, in the main, the tenancies had been sustained successfully. She advised Members that the County had approached the Council to contribute further to the Cumbrian Resettlement Programme by providing accommodation for four families (up to four people per family) due to arrive between December, 2019 and December, 2020. Should this be agreed, the Council would continue to look to identify Private Sector property to meet its commitment during the period of the programme.

RECOMMENDED:-

1. To note the information contained in the report;
2. To agree that the Assistant Director – Housing be authorised to continue to make residential accommodation (flat-type properties) available from the Council's housing stock to assist in the resettlement of Syrian refugees, should it be appropriate and practical to do so, and suspend the normal requirements of the Choice-Based Lettings system in such circumstances.

30 – Women's Community Matters: Provision of Top-Up Funding

The Assistant Director – Housing submitted a report seeking Members' approval for the Council to provide top-up funding to Women's Community Matters (WCM) to enable them to continue to deliver support to vulnerable families at risk of homelessness during 2019/2020 and 2020/2021. The support delivered by the project included emotional well-being, legal advice and housing-related support and was vital to enable clients to move forward with their lives.

She advised that in April, 2019, for the financial year 2019/2020, the Council had received funding of £11,648 from Cumbria County Council Supporting People Grant to support victims of domestic abuse which had been passed to WCM to provide relevant support to victims referred to the project. She had been advised by Cumbria County Council, that the Council would receive further funding in April, 2020 for the financial year 2020/2021 of c.£11,700 to support victims which will again be passed to WCM.

The cost of the support WCM provides to victims and survivors of domestic abuse exceeds the amount that the Council pass to WCM. Additional funds were continually being raised through fund raising efforts and from donations and WCM allocate some of the funds they receive from other initiative grants where possible.

This year 2019/2020, there had been a shortfall of funding and it had been predicted there would be a shortfall next year 2020/2021, due to the increasing demand for the services WCM provide requiring them to commit to additional staff time.

Members' approval had been requested to provide funding of £8,258 this year and funding of £8,144 next year to WCM to cover the shortfall to enable the project to continue to offer support to families at risk of homelessness due to domestic abuse. The top-up of the funding provided by the Council would ensure vulnerable families would be supported by specialist staff at the WCM centre and enable the ongoing working relationship with staff within the Council's Housing Service to continue.

The funding would be provided from the MCHLG Homeless Prevention Grant allocated to the Council to assist with the cost of homeless prevention, in accordance with the Homeless Reduction Act implemented in April 2018.

RECOMMENDED:-

To approve provision of top-up funding of £8,258 from MCHLG Homeless Prevention Grant allocated for 2019/2020 and top-up funding of £8,144 for 2020/2021 to Women's Community Matters to enable support to continue to be delivered to vulnerable families at risk of homelessness.

31 – Housing Maintenance Investment Programme 2020/2021

The Assistant Director – Housing submitted a report with the purpose of agreeing the housing maintenance expenditure profile for the 2020/2021 financial year. The proposed investment profile and priorities had been based on the findings of the 2019 Stock Condition Survey.

She advised that the principles adopted in the 2020/2021 investment programme continued with the priorities set out in the 2020 Asset Management Strategy and sought to ensure:

- The Council maintained the Decent Homes Standards;
- The aspirations of Tenants were considered and incorporated within the Programme;

- Collaborative working with other housing providers and Contractors to improve delivery of planned and responsive repair services;
- Properties were safe, energy efficient and weatherproof; and
- Investments were prioritised on a just in time and worst-first basis.

Progress during the Current Year 2019/2020

Decent Homes Standard

The 2019 Stock Condition Survey had highlighted one property that failed the decent homes standard. This property had recently been improved and no longer failed the standard. The Council housing stock was therefore 100% compliant with regard to the decent homes standard.

Planned Maintenance

Delivery of planned improvements via the Procure Plus framework continued during 2019/2020. A summary of the progress made delivering current year investments had been reported as follows:-

- Greengate re-roofing and external works were 50% complete;
- External painting improvements were 75% complete;
- Heating improvements were 90% complete;
- Rewire improvements were 80% complete;
- Lower Hindpool re-roofing works were 60% complete;
- Walney damp and external works were 80% complete;
- Ewan Close communal door replacements were 90% complete;
- Window replacements were 100% complete;
- Fire Risk Assessment works were 95% complete; and
- Legionella compliance for shops was 100% complete.

All work streams shown above were (subject to weather conditions) scheduled to be completed by the end of the financial year (31st March 2020).

The arrangements with Procure Plus continued to be an effective delivery method in terms of value for money, when compared with historical costs.

Investment Profile for 2020/2021

The proposed investment profile for 2020/2021 had been appended to the report.

The HRA baseline model allocation for 2020/2021 had been based on an asset portfolio containing 2,571 (forecast at 1st April 2020) properties:

Maintenance Allowance (per property £1216.65)	£3,128,012
Major Repairs (per property £789.96)	£2,031,000
Total	£5,159,012

Investment Priorities

The 2019 Stock Condition Survey had identified investment priorities over a 30 year period (long-term investments); this report focused on a range of cyclical and major work investments that needed to be delivered over the next 12 months to ensure properties remained “*safe, energy efficient and waterproof*”. These investments would be delivered on a “*just in time*” and “*worst first*” basis.

Key areas of investment had been reported as follows:-

Roofing Improvements

The Stock Condition Survey had identified a significant number of concrete roof tiles that were beyond their component life expectancy. Some of these roofing tiles were now obsolete and others had become porous over time. The Assistant Director – Housing had advised Members that primary areas of investment should be directed towards properties in Dalton, Ormsgill and Central.

External Improvements

The Stock Condition Survey had identified a range of problems with external masonry (pointing), rendering and associated defects to elements such as concrete cills, chimneys, blocked cavities and lintols. The Assistant Director – Housing had advised Members that primary areas of investment should be directed towards properties on the Newbarns and Abbotsmead estates and that it would be cost effective to install new PVCu windows to the affected properties at the time of carrying the external repair work.

Window Improvements

The Stock Condition Survey had established a general understanding that the existing windows to properties were beyond their component life expectancy as they were generally in excess of 30 years old. Investments would seek to upgrade windows in conjunction with external works and prioritise replacement windows to the remaining housing areas as detailed in the five-year estate based Asset Management Plans.

Heating Improvements

Investments would seek to upgrade old heating boilers and heating systems that were approaching the end of their component life.

Rewire Improvements

Investments would seek to upgrade old domestic power and lighting systems that were approaching the end of their component life.

It had been noted that at the meeting on 1st November 2018, Members had agreed to the appointment of a range of local and regional Contractors from the Procure Plus

framework. The following Contractors had been appointed to undertake work for the following work streams;

- 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.

The Assistant Director – Housing reported that all of the above Contractors had performed well during this financial year and recommended continuation of their appointment from 1st April 2020.

Members had been requested to agree that the major investments identified in the report continued to be delivered via the Procure Plus framework to ensure the Council delivered social value benefits as well as additional savings on fees and efficiencies through streamlined management and administration.

RECOMMENDED:-

1. To note the progress made on achieving and maintaining the Decent Homes Standard;
2. To agree the annual investment profile which had been included as an appendix to the Assistant Director – Housing's report and is reproduced at **Appendix 1** to these minutes; and
3. To agree continued delivery of investments through Procure Plus.

32 – Hughes Brothers and Sure Group – Fourth Year Review

The Assistant Director – Housing submitted a report regarding the proposed continuation of the appointment of Hughes Brothers and Sure Group to provide a range of responsive repairs and gas maintenance for Council Tenants including an out-of-hours emergency response service.

She reported that in the four-year period since their appointment, both Contractors had delivered their respective services in line with the Contract requirements and Tenants in general appeared satisfied with the quality of the services provided. A breakdown of each of the Contractors' performance had been included in her report.

Members had been requested to note that the Contract terms and conditions required the Council to review the performance of each Contractor in line with clause 2.3 of the contract documentation as follows:-

- 2.3 Upon the fourth anniversary of the Effective Date, the Council shall review: (a) the performance of the Contractor under this Agreement; and (b) whether this Agreement continues to provide Best Value. If the Council determines***

that it is in the best interests of the Council to break the Agreement Period upon such anniversary, the Council may serve notice on the Contractor to break this Agreement and the parties shall commence Disengagement with effect from the date of such notice.

The Assistant Director – Housing advised that the actual target cost of the contracted services provided by Hughes Brothers and Sure Group had increased by a small amount of 2.4% over the duration of the four-year Contract period and, as such, continued to offer the Council best value.

Members had been requested to agree to the continuing appointment of Hughes Brothers and Sure Group in line with clause 2.3 of the contract documentation.

RECOMMENDED:-

To agree to continue the appointment of Hughes Brothers and Sure Group in line with clause 2.3 of the Contract documentation.

33 – Adelphi Court: Extension of Lease

The Assistant Director – Housing submitted a report with the purpose of agreeing the extension of the lease for Adelphi Court with Richmond Fellowship which was due to expire 3rd March, 2020.

I had been noted that the Council had previously agreed a lease with Croftlands Trust, now merged with Richmond Fellowship to take over the management of Adelphi Court with the primary purpose of providing supported housing for people with mental health issues. The lease had been granted on 4th March, 2015 for a period of five years ending 3rd March, 2020.

The Assistant Director – Housing advised that she had received confirmation from Richmond Fellowship that they wished to continue to manage Adelphi Court and provide supported housing, dependant on them being successful when Cumbria County Council re-tender the framework and award funding accordingly to cover the cost of providing the support.

The current funding Richmond Fellowship received provided by Cumbria County Council had been extended to 31st July, 2020. Richmond Fellowship had requested the current lease, expiring 3rd March, 2020 be extended to 31st July to cover the period. I had been noted under the financial implications section of the report that the current annual rent had been detailed as £45,000 when it should have been detailed as £40,880.

The project has been successful in enabling 11 Residents to be accommodated in self-contained flats, supported by staff on site to sustain their tenancies with Richmond Fellowship.

Members had been requested to agree the extension of lease for Adelphi Court with Richmond Fellowship to 31st July, 2020.

RECOMMENDED:-

To agree the extension of the lease for Adelphi Court with Richmond fellowship to 31st July, 2020.

34 – Homeless Advice Team

The Assistant Director – Housing submitted a report to advise Members of the changes in the staff establishment of the Homeless Advice Team agreed by Management Team

RECOMMENDED:-

To note the changes in the staff establishment of the Homeless Advice Team agreed by Management Team.

35 – Income and Debt Recovery Team

The Assistant Director – Housing submitted a report to advise Members of the changes in the staff establishment of the Income and Debt Recovery Team to assist with the workload following the introduction of Welfare Reform, agreed Management Team.

RECOMMENDED:-

To note the changes in the staff establishment of the Income and Debt Recovery Team agreed by Management Team.

REFERRED ITEMS

THE FOLLOWING MATTERS ARE REFERRED TO COUNCIL FOR DECISION

36 – Five-Year Estate Based Asset Management Plans 2020-2025

The Assistant Director – Housing submitted a report with the purpose of agreeing the content of the Five-Year Asset Management Plan for each of the Council's five housing estates. Each plan contained investment proposals for the period 2020 to 2025. The investment proposals had been based on the findings of the 2019 Stock Condition Survey.

The principles adopted in the 2020-2025 Asset Management Plans continued with the priorities set out in the 2020-2025 Asset Management Strategy and sought to ensure:

- The Council maintained the Decent Homes Standards;
- The aspirations of Tenants were considered and incorporated within the Programme;
- Collaborative working with other housing providers and Contractors to improve delivery of planned and responsive repair services;

- Properties were safe, energy efficient and weatherproof;
- Investments were prioritised on a *'just-in-time'* and *'worst –first'* basis; and
- Investments were reviewed in conjunction with the sustainability model results shown in the 2020-2025 Asset Management Strategy.

It had been noted that the 2019 Stock Condition Survey had indicated planned maintenance costs over a 30-year business planning period estimated to be around £84,857,759. This equated to an average of £31,805 per property.

Whilst the survey contained investment over a 30-year period (long-term investments), the report focused on a range of short-term major work investments which needed to be delivered over the next five years to ensure properties remained *“safe, energy efficient and waterproof”*. These investments would be delivered on a *“just in time”* and *“worst first”* basis.

The 2020-2025 Asset Management Plans contained detailed five-year investment plans for Ormsgill, Walney, Dalton, Central and Roosegate housing estates including information about the estate, its amenities, tenure types and the likelihood of the estate remaining sustainable over the next five years.

The sustainability review included assessment of wider social and economic factors (National Deprivation Indices) to help us better understand and predict sustainability and included indices for crime, barriers to housing service, income, health and education. The review also contained an assessment of local factors relating to rent arrears, void levels and maintenance expenditure.

The model contained one of four possible outcomes:

Properties scoring 80%-100% Would be classed as **'Sustainable and Popular'** and have a Green Light for investment.

Properties scoring 65%-79% Would be classed as **'Sustainable but Less Popular'** and have a Green Light for investment.

Properties scoring 35%-64% Would be classed as **'Sustainable with Specific Problems'** and have an Orange Light for investment caution.

Properties scoring 1%-34% Would be classed as **'Difficult to let'** and have a Red Light to prevent unsustainable investment

Members had been requested to endorse the sustainability model scoring outcomes and where appropriate prevent unsustainable investment to properties classified as 'Difficult to let'.

The following sustainability scores had been identified for each estate;

Central	50	Sustainable with specific problems
Dalton	91	Sustainable and popular

Ormsgill	58	Sustainable with specific problems
Roosegate	71	Sustainable but less popular
Walney	89	Sustainable and popular

Five-year Investment Priorities

The 2019 Stock Condition Survey had identified the following key areas of investment between 2020 and 2025:

- Replacing existing PVCu windows which were approaching the end of their component life;
- Upgrading old heating boilers and heating systems which were approaching the end of their component life;
- Upgrading old domestic power and lighting systems which were approaching the end of their component life;
- Replacing main roof coverings which were approaching the end of their component life;
- Replacing flat roof coverings which were approaching the end of their component life;
- Replacing external wall finishes which were approaching the end of their component life;
- Replacing concrete lintels, concrete window sills and chimney stacks which were approaching the end of their component life;
- Testing and certifying all gas appliances annually;
- Testing and certifying all electrical installations on a five-year cycle;
- Painting and repairing timber components on a six-year cycle;
- Upgrading communal lighting with energy efficient bulbs or fittings;
- Upgrading security doors to communal areas; and
- Undertaking roofing and damp improvements to 10 blocks of garages annually.

It was moved by Councillor Brook and seconded by Councillor Robson that a work group be established to look further into the super output areas for the Central estate.

RECOMMENDED:-

1. To endorse the sustainability model scoring outcomes and where appropriate prevent unsustainable investment to properties classified as 'difficult to let';
2. To agree the content of the 2020-2025 Asset Management Plans – a copy of which had been placed in the Members' Room;
3. To agree with the continuing deliver of these work streams via the Procure Plus Framework;
4. To agree that a work group be established to look further into the super output areas for the Central estate.

2.3 Voluntary Repayment Provision as at 31 March 2019	£ 7,319,050
Forecast Provision 2019/2020	£ 816,520
Provision at year end	£8,135,570
Loans repaid to 31 March 2019	£2,000,000
Loan maturing 2019/2020	£1,000,000

3. HRA Budget 2020/2021 Proposal

The proposed budget for 2020/2021 had been appended to the report and the following factors had been taken into account:-

- 3.1** An increase of rental income by CPI plus 1%: In total 2.7% increase for residential dwellings.
- 3.2** A contingency of £50k had been retained in the proposed budget which is referred to below.
- 3.3** Bad debt provision had increased by £123,290 over the £168,920 calculated budget for 2019/2020.

4. Dwelling Rents

- 4.1** In 2019/2020, there had been 53 weeks for which rent had been due to be charged in the financial year. As a result it had been necessary to increase dwelling rents by 0.9% over the 48 collectable weeks to account for this. This increase ensured Tenants would be charged for the 53 weeks but also took into account the 1% decrease introduced by the Welfare Reform Act (2016). The effect this had on dwelling rents was as follows:-

	52 Weeks	53 Weeks	48 Weeks	Average rent increase over 48 weeks = 0.73p per week
2017/2018	£75.23		£81.50	
2018/2019	£74.41		£80.61	
2019/2020		£73.67	£81.34	

In order to ensure rents for 2020/2021 were calculated fairly, it was necessary to revert the rent back to what it would have been based on a 52 week year with the 1% decrease applied as per the final year of the old rent policy. Once the baseline rent was calculated, the permitted increase of CPI (1.7% as at September 2019) + 1% could be applied. This proposed a rent model which sees an increase of 2.7% to the baseline rents.

The proposed dwelling rents for 2020/2021 (based on an average) would be as follows:-

	52 Weeks	53 Weeks	48 Weeks	Average rent increase over 48 weeks = 0.73p per week
2018/2019	£74.41		£80.61	
2019/2020		£73.67	£81.34	
2020/2021	£75.76		£82.07	
2021/2022	CPI + 1%			

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

As agreed in the 2019/2020 budget report, the use of the earmarked HRA reserve managed budget volatility as and when required within the parameter of the overall agreed budget. £105,720 has been added for 2020/2021.

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

5. Garage Charges

The Council had discretion to set the appropriate rent for garages. The reduction in social rents did not apply to garage rents and whilst this policy had been in place, garage rents had been increased by 2% each year. 2019/2020 had 53 chargeable periods and garage rents had been increased by 2% in order to ensure the 'extra weeks' rent had been collected. It had been decided not to increase the rents any further for the 2019/2020 year.

2020/2021 would be a normal 52 week financial year. It had been proposed that garage rents be increased in line with dwelling rents for the 2020/2021 financial year, meaning an increase of 2.7%. It had been proposed that this approach be adopted each year of the 'new rent policy' with garage rents being increased by CPI + 1% in the same way as dwelling rents.

Increasing the rents each year had not had an adverse effect on voids or in re-letting garages. The 2019/2020 financial year had seen 52 new applications for garages, which was only 7 less compared to the same period last year.

The proposed garage rents for 2020/2021 had been presented as follows:-

	No.	2018/2019	2019/2020	2020/2021	Increased Revenue 2020/2021
Garage rate 1	27	£7.24	£7.38	£7.58	£5,993
Garage rate 2	451	£9.99	£10.19	£10.46	
TOTAL	478	£225,646	£230,157	£236,150	

6. Additional considerations

6.1 Service charges e.g. 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 had now been agreed and it would be exempt from Universal Credit and the charges could continue to be claimed by housing benefit.

6.3 Leasehold Policy and Recharging Framework

The Council intended to introduce a Leasehold Policy in 2020/2021, which would include a recharge framework for Leaseholders to assist in the recovery of service charges and costs for qualifying works so as to ensure the Council recovered monies due efficiently and in a timely manner. Fees to cover Officers' time administering re-sale enquiries and other applicable functions would also form part of the framework to ensure the Council recovered any costs associated with Leaseholders that they were entitled to.

6.4 Adelphi Court

The block of 12 flats was leased to Richmond Fellowship as a supported housing scheme, and the four-year lease was due to expire in March, 2020.

A report had being presented to this meeting (Minute No. 33 refers), requesting Members agree to extend the lease until 31st July, 2020, with Richmond Fellowship paying the annual rent pro rata until then. Richmond Fellowship was unable to commit to signing a new lease in March until they had confirmation they would be awarded a new Contract from Cumbria County Council to commence July, 2020. The tender process would commence in March, 2020.

Should Richmond Fellowship be awarded the Contract, a report would be put to HMF for agreement for a new lease to be drawn up between Richmond Fellowship and the Council for the duration of the Contract with Cumbria County Council.

It would be proposed that in agreeing a new lease, the current rent would be increased by 2.7% in line with dwelling rents, which would be £41,983.76 per annum.

7. Priorities for the Year

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

7.1 Maintain a balanced Housing Revenue Account

From April, 2020, the Government had agreed that at the end of the current social rents policy, they would allow social Landlords to increase their rents by CPI plus 1% in 2020/2021 financial year.

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

7.2 Housing Management System (Cx)

Significant progress has been made with Cx in 2019/2020. A large number of the issues experienced post go-live had now been resolved following a successful upgrade to 18.8.9. Rent review (year-end) was successful and the day-to-day operation of the system had improved considerably.

2020/2021 would see the introduction of Tenant Hub, the new self-serve portal for Tenants and also the ability for the Council to return to sending twice-yearly rent statements.

A further upgrade would be scheduled for 2020/2021 to further improve the functionality of Cx and the user interface.

7.3 Welfare Change

The full service roll out of Universal Credit had commenced in December, 2018. Members were aware of the change this had introduced and the significant effect on rental income.

It was evident it continued to be a significant risk to the rental income the Council received and the pressure it puts on the Operations Team to mitigate the affect to maximise income; rent collection would be a key priority for staff.

Actions to note:

- Operations Team to adopt best practice to minimise the risk to the income of the service.
- Following a review of the impact on staff workload due to Universal Credit, another member of staff would be recruited; there was provision in the 2020/2021 budget.

The Bad Debt Provision had increased by £123,290 over the £168,920 calculated budget from the previous year.

7.4 Water Rates Collection

The current contract to collect water charges with United Utilities had been due to end in March, 2019. It had been agreed at HMF on 13th September, 2018

that the Contract be extended a further two years (March 2021) to assist with the maintenance of the HRA.

The commission the service would receive was c.£193,200 and it was envisaged the Council would receive a similar amount in 2021/2022. United Utilities had not been able to confirm the amount as yet.

Summary

The proposed budget provided assurance that the Council remained focused on controlling expenditure to ensure there would be sufficient income to maintain the stock, provide services Tenants aspired to and allowed for the reduced number of dwellings through Right to Buy.

The use of earmarked HRA reserves gave provision for flexibility in the service as well as ensuring a balanced budget over the next financial year 2020/2021, should additional reductions or efficiencies not be identified.

The Assistant Director – Housing informed Members that at a recent meeting of the Tenants' Forum it had been agreed that the frequency of the Housing Newsletter would be reduced from three times annually to just twice. This would reduce costs and it was noted that the Housing Service actively engaged with Tenants' via social media now too.

RECOMMENDED:-

1. To note the information provided within the report;
2. To note the Expected Outturn Budget for 2019/2020 would be a surplus of £165,390 after the budgeted contribution to Earmarked Reserves of £379,720;
3. To note the balances on the Expected Outturn Budget for 2019/2020;
4. To agree the basis on which the 2020/2021 draft Budget had been proposed in points 3.1 to 3.3 of the report;
5. To agree dwelling rent increase of 2.7% outlined in point 4 of the report;
6. To agree garage rent increase of 2.7% outlined in point 5 of the report;
7. To agree or note as outlined in points 6.1, 6.2, 6.3 and 6.4 of the report, other additional considerations; and
8. To agree the approach to matters raised in points 7.1, 7.2, 7.3 and 7.4 of the report.

The meeting closed at 3:07 p.m.

Appendix 1 2020 Maintenance Budget

Total Budget £5,159,011 £5,197,969

<u>Routine Property Repairs</u>	<u>Cyclical Repairs</u>	<u>Major Improvement Work</u>	<u>MRA - Capitalised Improvement Work</u>																																																																														
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Part One

HOUSING MANAGEMENT FORUM	(D)
Date of Meeting: 9th March 2020	
Reporting Officer: Janice Sharp Assistant Director-Housing	

Title: Review of Policy Statement: Tackling Anti-Social Behaviour in the Council Housing Stock

Summary and Conclusions:

The purpose of this report is to provide Members with information on the review of the Housing Service Policy Statement – Tackling Anti-social Behaviour in Council Housing Stock.

Effective management of anti-social behaviour is a key component in the Housing Service achieving its aim to provide well-maintained homes and estates where people choose to live.

The Policy Statement meets the aims of our Vision and Values within the Council Plan 2020 – 2024.

“To focus on our community and provide excellent service for all our customers and colleagues”.

Recommendations:

Members are recommended to:

1. Note the content of the report; and
2. Agree to adopt the reviewed Policy Statement.

Report

Tackling anti-social behaviour is a key priority for the Council and our customers; as a responsible landlord we recognise the impact on customers and communities if left unchallenged.

It is widely accepted that failing to tackle anti-social behaviour and nuisance promptly can undermine not just physical regeneration of areas but community cohesion. Residents do not wish to live in an area of crime, graffiti, environmental damage (fly-tipping) or noise nuisance. It is therefore in both parties' interest that complaints are dealt with speedily and that a

seamless service is provided to residents who have historically complained about their case being referred to a variety of agencies with no real ownership of the case.

The Council has adopted a victim-centered approach to tackling anti-social behaviour and will assess the harm and risk to those suffering from such behaviour. However, customers are expected to take responsibility for minor personal disputes with their neighbours, where there are no known vulnerabilities. We will provide advice and information to customers in these circumstances.

The Policy Statement – attached at **Appendix 1** - incorporates a number of legislative requirements, which include, but are not limited to:

- Human Rights Act 1988;
- Housing Act 1996 (as amended);
- Children Act 1989 and 2004;
- Crime and Disorder Act 1998;
- Anti Social Behaviour Act 2003;
- Data Protection Act 2018;
- Equality Act 2010; and
- Anti-social Behaviour, Crime and Policing Act 2014.

The Council is committed to creating better lives for the people of our Borough. The Housing Service aims to achieve this with our 'Vision and Values' – to focus on our community and provide excellent service for all our customers and colleagues. The Policy Statement puts Residents at the heart of all we do, being transparent about where it stands on anti-social behaviour and what it will do to tackle such behaviour.

(i) Legal Implications

The recommendation has no legal implications. The Policy Statement incorporates legislative requirements.

(ii) Risk Assessment

The recommendation has no implications.

(iii) Financial Implications

The recommendation has no financial implications.

(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

HMF reports of 25 November, 2015 & 15 June, 2017.

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Barrow-in-Furness Borough Council

Tackling Anti-social Behaviour in the Council housing stock: Policy Statement January 2020

1.0 PURPOSE & OBJECTIVES

Everyone has a right to live in a safe environment, free from Anti-Social Behaviour (ASB). This policy strives to create households and neighbourhoods that promote this, and our vision of a society transformed, free from poverty, inequality and injustice, where people

- Take responsibility,
- Have information to make choices,
- Are healthy and happy,
- Where everyone makes a valuable contribution.

The Policy also supports the Council's Purpose of providing customers a place to call home where they can learn, grow and be safe.

Tackling Anti-Social Behaviour is a key priority for the Council and our customers, and as a responsible landlord we recognise the impact on customers and communities if left unchallenged.

This policy and supporting procedure sets out the Council's commitment, aims and expectations in relation to investigating complaints of Anti-Social Behaviour, whilst also supporting and contributing to the priorities of the Crime and Disorder Partnerships.

These documents detail how we deal with such complaints and support, protect and signpost customers who are suffering or perpetrating such behaviour.

The Council has adopted a victim centred approach to tackling Anti-Social Behaviour and will assess the harm and risk to those suffering from such behaviour. However, customers are expected to take responsibility for minor personal disputes with their neighbours, where there are no known vulnerabilities. We may provide advice and information to the customer in these circumstances

2.0 SCOPE

The Council's approach to tackling Anti-Social Behaviour will focus on 4 key areas:

- Investigating and managing these complaints using prevention and early intervention, support and enforcement methods
- Having a victim centred approach and protecting vulnerable victims
- Promoting community engagement and mutual responsibility
- Building and strengthening partnerships

The Council is committed to identifying those responsible for causing Anti-Social Behaviour and tackling such individuals quickly to prevent their behaviour from escalating and causing further harm.

Where the Council identifies those responsible for the alleged behaviour we will provide them with an opportunity to remedy their behaviour and / or make referrals to support services to assist them in addressing their behaviour. However, we recognise due to the nature of the alleged behaviour there may be times when we will deviate from our usual procedures and take swift enforcement action to protect individuals and communities and to ensure we meet our vision and obligations.

As part of any investigation and where a customer allows, the Council will look to assess the needs of the complainant and their families to identify and offer a tailored support package to mitigate any risks or vulnerabilities they may have.

The Council will work in partnership where appropriate to deliver supportive or preventative interventions to tackle Anti-Social Behaviour. We may also work in partnership to access tools and powers available through the legal framework, which will allow for a more proportionate and effective solution to the reported behaviour.

3.0 DEFINITIONS

The Anti-Social Behaviour, Crime and Policing Act 2014 defines anti-social behaviour as:-

- a) Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person
- b) Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises or
- c) Conduct capable of causing housing-related nuisance or annoyance to any person

The Council, in managing its housing stock, is concerned with "housing related anti-social behaviour" and defines anti-social behaviour as conduct that is capable of causing a nuisance and annoyance, to a person in relation to that person's occupation of residential premises or behaviour which impacts on our housing management functions or those employed by or on behalf of the Council.

Hate Crime is a crime or incident that the victim or any other person perceives to be motivated by hostility or prejudice towards any aspect of a person's identity.

4.0 REFERENCES

This policy statement incorporates a number of legislative requirements, which include but is not limited to:

- Human Rights Act 1998
- Housing Act 1996 (as amended)
- Children Act 1989 and 2004
- Crime and Disorder Act 1998
- Anti Social Behaviour Act 2003
- Data Protection Act 2018
- Equality Act 2010
- Anti-social Behaviour, Crime and Policing Act 2014

5.0 THE KEY PRINCIPLES

The key principles on which the Council bases its policy and procedure with regard to anti-social behaviour are as follows:

- The Council recognises people have a right to choose their own lifestyle and to live without fear or intimidation, provided they do not interfere with the rights and freedoms of others to use and enjoy their homes and the environment around their homes
- The Council is committed to preventing incidents of Anti-Social Behaviour occurring in the first instance and will use a range of preventative actions to achieve this.
- The Council recognises tackling Anti-Social Behaviour is a core function of the Council's housing management services and this policy and supporting procedure applies to customers who are tenants, residents and visitors to properties managed by the Council. The Council will also investigate complaints including private tenants, owner-occupiers, leaseholders or those in shared ownership where there is an impact on the council's housing management function.
- The Council is a principal stakeholder in the communities it serves and recognises it has a leadership role in ensuring community safety and well-being is achieved
- The Council will work in partnership with other stakeholders and will work to develop and support the engagement of partner agencies and their own commitments and contributions to community safety and well being
- Where we are not duty bound to share information then the Council will only exchange information in line with a customer's consent, information sharing protocols, data protection or where it is for the prevention of crime and disorder.
- If there are safeguarding concerns or concerns regarding Domestic Abuse then the Council will ensure that we will follow our policies to support those affected.

- Where either a complainant or alleged perpetrator has a known vulnerability, e.g. substance misuse, mental health impairment or is a care leaver, then the officer investigating any complaints will assess and discuss whether they may benefit from help and support from the relevant support services and make referrals where appropriate.
- The Council will expect other agencies to recognize and exercise their own responsibilities to keep communities safe and supported
- The Council believes in working in partnership with the community; it sees members of the community as important contributors to the development of local community safety strategies and to effective action in individual cases of anti-social behaviour
- The Council will exercise its landlord responsibilities and authority on behalf of tenants and residents in its housing stock and visitors to its housing stock
- The Council has a reasonable expectation those affected by anti-social behaviour will support the Council in its efforts to stop the harm they experience by reporting anti-social behaviour and providing detailed evidence of what they have seen and heard and how this has affected them
- Legal action is not the only means by which the Council will seek to end anti-social behaviour; however, when such legal action is the proportionate means of achieving this legitimate aim of the Council, the Council will use injunctions and, in serious cases, eviction to do so
- The Council is clear the success of such action depends on the availability of detailed and recent evidence
- The Council's officers will work in partnership with other service providers and, most importantly, with members of the affected communities in order to establish the evidence necessary for effective action to be taken to tackle anti-social behaviour
- The Council recognises publicity is a vital part of our strategy to creating safer neighbourhoods and demonstrates our commitment to tackling Anti-Social Behaviour in our properties and neighbourhoods. The Council will assess the publicity on a case by case basis and look at the facts of each case and consider if publicity is appropriate

6 THE KEY COMMITMENTS

The Council will act, within the resources available to it, to deliver a service which meets the reasonable expectations of tenants, residents and visitors to the housing stock owned by the Council.

To this end the Council will deliver the following:

- **Easy access to the Housing Service**; someone to listen to the complaint and to get a clear and detailed account of the complainant's experience of anti-social behaviour; an immediate, initial assessment as to whether this meets the statutory definition of anti-social behaviour on which the Council can act effectively
- **A case specific action plan** for the complainant which sets out how the case will be dealt with:
 - This will include the specific steps to be taken by the Council's officers to investigate and get evidence and support for any action necessary to end the anti-social behaviour;
 - It will also make clear what responsibilities the complainant will have to support the Council;
 - This action plan will include timescales for each step and a date to review whether the plan is effective
- **Support for complainants in understanding evidence** and an explanation about what the complainant has to do to have the best chance of assisting in ending the anti-social behaviour which is distressing them
- **Fast investigation of the complaints**; this will include checking the details supplied by complainants and securing facts to support action – facts provided by other witnesses and by other service providers
- **Feedback from the investigation to the complainant**; this will aim to keep the complainant informed and committed to action
- **A clear decision made on the basis of the facts**; this will be communicated quickly to the complainant and will set out likely action
- **Any appropriate and proportionate action, necessary to prevent repetition of anti-social behaviour, will be taken quickly**

In addition, the Council will meet its statutory responsibility to publish the procedures by which it will achieve the commitments set out above. These procedures are set out in a separate document.

7. THE PRACTICAL AIMS AND OBJECTIVES OF THE COUNCIL'S POLICY

- To make the Council accountable to the community it serves by being transparent about where it stands on anti-social behaviour and what it will do to tackle such behaviour
- To give a clear view for its officers of the Council's expectations and direction
- To make clear the Council's commitment to lead, in appropriate cases, in action to stop anti-social behaviour and, in other cases, its commitment to support other agencies in their action to tackle anti-social behaviour
- To ensure a "whole organisation" approach within the Council to tackling anti-social behaviour; all Members and staff will be expected to take reports of anti-social behaviour seriously, to be committed to establishing clear and detailed evidence of incidents by assisting witnesses to capture such evidence and to support action by the Council, to protect individuals and communities, by providing evidence of anti-social behaviour they have witnessed themselves
- To make clear the Council's reasonable expectation other agencies, such as the Police and local housing associations, will act in partnership with the Council and to use their own authorities to stop anti-social behaviour
- To make clear the Council's actions will, and can only, be based on evidence
- To encourage and reassure residents the Council will act on such evidence of anti-social behaviour and to support and empower residents in providing this evidence
- To make clear the Council will seek to act in a way which is relevant to the needs of its residents: to act quickly and effectively to end anti-social behaviour and to credibly prevent its repetition

8.0 EQUALITY IMPACT

The Council is committed to treating people fairly, without bias or discrimination, and always within the law. We promote equality of opportunity for all our Tenants and stakeholders, regardless of their race, gender, age, religious belief or non-religious belief, ethnic origin, disability, marital status, or sexual orientation. This policy can be translated into various other languages at the Tenants request.

The policy can also be issued in Braille, or larger print if required.

9.0 PERFORMANCE & MONITORING

All reports of Anti-Social Behaviour will be recorded within our in-house IT system and linked to the respective tenancy or property. The Council aims to use this information to show its commitment and accountability to customers and partners. This should allow us to identify trends in areas or with victims and alleged perpetrators and support them more effectively, and consequently minimising the effects of Anti-Social Behaviour on individuals and / or families

In addition to the above reporting arrangements, all lessons learned and/or areas for improvement from serious or significant incidents and customer feedback are routinely reviewed. Customers should feel assured front line staff have been trained and will receive ongoing training on their responsibilities and they will take steps to keep customers safe where they may be at risk of abuse or harm.

10.0 RESPONSIBILITIES

The Council's Housing Officers will be responsible for the management of individual reports of Anti-Social Behaviour. They will be supported by the Council's Operations Manager.

All Managers are responsible for ensuring they and their team members are aware of the ASB and Hate Crime Policy and Procedure, Domestic Abuse Policy and Procedure and that they comply with the Safeguarding Policy and Procedures.

11.0 PLANNED REVIEW

The Council will initially review this policy every three years unless major changes to law require an earlier review. The Council aims to engage with those affected by Anti-Social Behaviour (where they are willing to do so) to ensure the policy and procedures are fit for purpose and delivering positive outcomes for those affected by and living, working or visiting our Neighbourhoods.

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HOUSING PERFORMANCE INFORMATION

Arrears & Collection- Dwellings (exc. Dispersed)	Actual 2017/18	Apr-Mar 2018/19	Apr-June 2019/20	Apr-Sept 2019/20	Apr-Dec 2019/20	Apr-Mar 2019/20
£ Rent & Service Charges due (Excluding empty properties)	£10,913,680	£10,638,866	£2,654,947	£5,542,007	£8,210,045	
£ Rent loss due to empty dwellings (voids)			£47,424	£91,651	£120,517	
£ Current Arrears	£473,551	£477,382	£526,760	£521,512	£570,848.68	
£ Former Arrears	£300,205	£279,954	£306,171	£336,599	£363,162.42	
£ Write Offs (Gross)	£71,297	£142,675	£0	£0	£0	
No. tenants evicted for rent arrears	19	14	2	5	6	
Universal Credit						
Total arrears for UC claimants	Unable to provide until Quarter 2			£232,224	£295,696	
Total number of UC claimants				398	441	
Number of UC claimants in arrears				363	415	
Average account balance for UC Claimants				626.29 DB	£670.51 DB	
Arrears & Collection - Other Properties						
£ Rent arrears Dispersed (Homeless)	£2,586	£2,381	£2,091	£3,887	£1,781.06	
£ Rent arrears Garages	£7,789	£3,860	£5,686	£5,097.17	£6,516.18	
£ Rent Arrears Shops	£6,337	£3,565	£8,099	£3,852	£6,243.13	
£ rent loss due to empty Garages		£1,536	£340	£766	£967	
£ rent loss due to empty Shops		£0	£0	£0	£0	
Voids & Lettings (General Needs)						
Total Dwellings	2579	2557	2555	2551	2546	
Total number of re-lets	255	207	60	132	185	
% of re-lets accepted on first offer	63.1%	57.4%	58.3%	64.8%	60.7%	
Number of re-lets that underwent Major Works	84	73	19	42	53	
Average re-let time in days (all re-lets)	54	61	65	62	60	
Number of units vacant and available for letting at period end	7	5	9	awaiting info	awaiting info	
Number of units vacant but unavailable for letting at period end	28	43	38	awaiting info	awaiting info	
No.Tenancies terminated	189	223	55	117	168	
Dwelling void at end of reporting period		48	46	35	30	
Tenancy Turnover %	7.3%	8.7%	2.2%	4.6%	6.6%	

Major Works & Cyclical Maintenance	Actual 2017/18	Apr-Mar 2018/19	Apr-June 2019/20	Apr-Sept 2019/20	Apr-Dec 2019/20	Apr-Mar 2019/20
Percentage of dwellings with a gas safety certificate renewed by anniversary		100%	100%	100%	100%	
Percentage of homes that fail to meet the Decent Homes Standard			0%	0%	0%	
Homelessness FROM APRIL 2018						
Average days in temporary (dispersed) accommodation	58.8	61	61	50	61	
Average days in B&B accommodation	5.81	6.6	18	14	11	
Number of triage assessments	Unable to provide until 2018/19	528	137	300	412	
Number of Homeless Prevention cases opened		146	29	67	82	
Number of Homeless Relief cases opened		142	45	108	147	
Number that failed to attend appointments		73	27	55	73	
Number of Successful Prevention cases		95	26	58	83	
Number of Successful Relief cases		77	40	88	128	
Number cases closed without successful outcome		34	20	29	41	
Number of decisions made that main housing duty is not owed		16	4	7	10	
Number owed the main housing duty (final duty)		6	0	0	2	
Employees						
Average permanent employee headcount	43	50	49	49		
Number of leavers	9	6	2	2	5	
Ave. working days lost / sickness absence	11.3	14.1	21.3	19	19	
Customer Complaints						
The number of Stage 1 complaints upheld in the year	3	5	1	1	1	
Direct Debit Payers						
Total number of direct debit payers (includes full and partial)				949	1029	
Water Charge Collection						
Number of rent agreements where a water support tariff or help to pay scheme is in place	552	801	875	891	897	

Housing Register		Actual 2017/18	Apr-Mar 2018/19	Apr-June 2019/20	Apr-Sept 2019/20	Apr-Dec 2019/20	Apr-Mar 2019/20
Cumbria Choice Register- Total number of applications that are Active or Under Review Active for the period shown		1127	1419	1430	1365	1340	
Cumbria Choice Register- Total number of new applications submitted in the period shown		865	835	165	335	608	
Housing Stock							
Houses		1205	1188	1185	1180	1175	
Flats		1218	1213	1214	1215	1215	
Bungalows		156	156	156	156	156	
General Needs Dwellings		2579	2557	2555	2551	2546	
Dispersed		13	17	18	17	16	
Homeless (Cold Weather Provision)		0	0	0	0	0	
New Lives Project		2	2	0	0	0	
Adelphi Court		12	12	12	12	12	
Total Dwelling Stock		2606	2588	2585	2580	2574	
Community Centres		5	4	4	4	4	
Leaseholds		215	219	219	219	220	
Garages		504	504	504	504	504	
Shops		19	19	19	19	19	
TOTAL PROPERTIES		3349	3334	3331	3326	3321	
RTB & Land Values							
£ Houses		£779,460	£741,265	£164,980	£394,580	£603,350	
£ Flats		£47,700	£88,000	£0	£0	£22,500	
£ Bungalows		£0	£0	£0	£0	£0	
£ Land		£0	£0	£0	£0	£0	
TOTAL		£827,160	£829,265	£164,980	£394,580	£625,850	
Sold 2018/19	Sold YTD						
17	13						
4	1						
0	0						
0	0						

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SCHEME	PROCUREMENT TYPE	AVAILABLE BUDGET	EXPENDITURE TO DATE	ESTIMATED START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	Leasholders affected?
GREENGATE ESTATE RE-ROOFING WORKS	Procure Plus Holdings	£900,000	£ 156,347	1.4.2019	31.3.2020	DLP Roofing	No
WINDOW & DOOR REPLACEMENTS VARIOUS HOUSING AREAS	Procure Plus Holdings	£500,000	£ 503,582	1.4.2019	31.3.2020	RICHMOND JOINERY	No
WALNEY RENDER & DAMP PROOFING WORKS	Procure Plus Holdings	£320,000	£ 136,629	1.4.2019	31.3.2020	DLP Roofing	Yes
LOWER HINDPOOL RE-ROOFING WORKS (HOUSES)	Procure Plus Holdings	£217,500	£ -	1.9.2019	31.3.2020	DLP Roofing	No
LOWER HINDPOOL RE-ROOFING WORKS (FLATS)	Procure Plus Holdings	£208,000	£ 137,231	1.4.2019	31.3.2020	DLP Roofing	Yes
COMMUNAL ENTRANCE LIGHTING	Procure Plus Holdings	£40,000	£ 14,411	1.11.2019	31.3.2020	K WILSON	Yes
COMMUNAL ENTRANCE PAINTING	Procure Plus Holdings	£10,000	£ -	1.1.2020	31.3.2020	GEORGE JONES	Yes
EWAN CLOSE REPLACEMENT DOORS	Procure Plus Holdings	£96,000	£ -	1.10.2019	31.3.2020	SSS GROUP	Yes
REWIRES	Procure Plus Holdings	£306,000	£ 285,548	1.4.2019	31.3.2020	K WILSON	No
HEATING	Procure Plus Holdings	£420,000	£ 436,702	1.4.2019	31.3.2020	AFM GAS Ltd	No
PAINTING	Procure Plus Holdings	£180,000	£ 90,662	17.8.2019	31.3.2020	G JONES	Yes

HOUSING MAINTENANCE COMMITMENTS 2019-20

	Funding Available	EXPENDITURE TO DATE	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£ 1,241,357	£ 817,422	£ 23,872	66%
Voids	£ 538,997	£ 664,616	£ 10,365	123%
Gas Servicing	£ 311,572	£ 247,318	£ 5,992	79%
Decoration Vouchers	£ 30,000	£ 16,078	£ 577	54%
Environmental Impmts	£ 5,000	£ 21,286	£ 96	426%
Disabled Adaptations	£ 100,000	£ 127,338	£ 1,923	127%
Electrical Testing	£ 81,000	£ 69,693	£ 1,558	86%
Door Entry Maintenance	£ 25,000	£ 29,465	£ 481	118%

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