



9 January 2017

Dear Sir/Madam

A meeting of the Housing Committee will be held on Tuesday, 17 January 2017 in the New Council Chamber, Foster Avenue, Beeston, commencing at 7.00pm.

Should you require advice on declaring an interest in any item on the agenda, please contact the Monitoring Officer at your earliest convenience.

Yours faithfully

Chief Executive

To Councillors:	S A Bagshaw	J K Marsters
	L A Ball BEM	J W McGrath
	J A Doddy	J M Owen
	J C Goold	J C Patrick
	E Kerry (Chair)	A W G A Stockwell (Vice Chair)

AGENDA

1. APOLOGIES FOR ABSENCE
2. DECLARATIONS OF INTEREST

Members are requested to declare the existence and nature of any disclosable pecuniary interest and/or other interest in any item on the agenda.

3. MINUTES PAGES 1 – 2

The Committee is asked to confirm as a correct record the minutes of the meeting held on 8 November 2016.

4. DISABLED FACILITIES GRANT POLICY PAGES 3 – 22

To seek approval for a policy in respect of Disabled Facilities Grants. The Committee will receive a presentation from the Head of Public Protection.

5. BUSINESS PLANS AND FINANCIAL ESTIMATES PAGES 23 – 57
2017/18 - 2019/20

To consider the proposals for business plans, detailed revenue budget estimates for 2017/18, capital programme for 2017/18 to 2019/20 and proposed fees and charges for 2017/18 in respect of the Council's priority areas.

6. HOUSING AND PLANNING ACT UPDATE PAGES 58 – 60

To update the Committee of the implications of the Housing and Planning Act 2016 following the Autumn Statement.

7. INCOME GENERATION ON RETIREMENT PAGES 61 – 62
LIVING SCHEMES

To seek approval to expand the usage of the facilities available on Retirement Living Schemes to generate additional income for the Council.

8. BEXHILL COURT PAGES 63 – 64

To update the Housing Committee on the development of the dementia friendly bungalows at Bexhill Court Beeston.

9. WORKING TOGETHER TO COLLECT RENT – KEY PAGES 65 – 69
LEARNING POINTS

The purpose of the report the key learning points of the Chartered Institute of Housing Programme Working Together to Collect the Rent which ended on 14 December 2016.

10. UPDATE ON DCLG HOMELESS FUNDING PAGES 70 – 83

To inform the Housing Committee of the Government's decision to award a Homelessness grant £371,000 to the Nottingham/Nottinghamshire partnership.

11. WORK PROGRAMME

PAGE 84

To consider items for inclusion in the Work Programme for future meetings.

HOUSING COMMITTEE

8 NOVEMBER 2016

Present: Councillor E Kerry, Chair

Councillors: S A Bagshaw
L A Ball BEM
M J Crow
J A Doddy
J C Goold
H G Khaled MBE
J K Marsters
J W McGrath
J M Owen
J C Patrick
M Radulovic MBE

27. **DECLARATIONS OF INTEREST**

There were no declarations of interest.

28. **MINUTES**

The minutes of the meeting held on 20 September 2016 were confirmed and signed.

29. **MINUTES OF THE HOUSING PERFORMANCE GROUP**

The Committee noted the minutes of the Housing Performance Group.

30. **PERFORMANCE MANAGEMENT REVIEW OF BUSINESS PLAN
PROGRESS – HOUSING**

The Committee noted the latest key performance indicators for the Housing Department. The performance indicators are produced quarterly and the report was intended to provide the Committee with an overview of progress towards Corporate Plan priorities.

The Committee requested further detail in regards to the nature of the complaints that were upheld against the Housing Department be circulated to members.

31. TOP TEN PERFORMANCE INDICATORS

The Committee noted the top ten performance indicators. The Committee was informed that there were 250 individuals registered on a waiting list for the Council's Retirement Living Scheme. Additionally, it was noted that six members of the Housing Department were off during the September month due to long term sickness.

32. HOUSING STRATEGY UPDATE

The Committee received an update on the Housing Strategy. It was noted that the Council received accreditation from the Chartered Housing Association. It was highlighted that there were currently no costs associated with the accreditation received. The Committee was informed that the guest suites within the Council's Retirement Living Schemes have an occupancy rate of 10%. It was noted that the guest suites were being refurbished in order to promote better occupancy.

33. RENT INCOME MANAGEMENT POLICY

The Committee was presented with the Rent Income Management Policy that was drafted as a response to meeting the changing climate associated with rent collection in the social housing sector. Concern was raised over the proposal of introducing an incentive system in order to ensure rent is paid on time. It was highlighted that the Council were exploring all options available in order to ensure tenant rent was paid on time. The Committee requested that the protocol for rent arrears be circulated to members.

RESOLVED that the Rent Income Management Policy be adopted subject to amendments as agreed by the Committee.

34. WORK PROGRAMME

RESOLVED that the Work Programme be approved.

Report of the Chief Executive

DISABLED FACILITIES GRANT POLICY1. Purpose of report

To seek approval for a policy in respect of Disabled Facilities Grants (DFG).

2. Detail

The Council, in its role as a local housing authority, is under a statutory duty by virtue of the provisions of the Housing Grants Construction and Regeneration Act 1996 (the Act) to provide Disabled Facilities Grants for private sector residential adaptations where the appropriate legislative conditions are met. The purpose of a Disabled Facilities Grant is as follows:

- To remove or help overcome any obstacles which prevent a disabled occupant move freely into and around a dwelling and enjoying the use of the dwelling and the facilities and amenities (including facilitating such access as is required to allow for a disabled occupant to provide care for a person who is normally resident),
- To make a dwelling safe for a disabled occupant, and
- To facilitate the use by a disabled occupant of a source of power, light or heat.

Although the provision of mandatory DFGs is covered by the Act and the Council must comply with the legislation, the proposed document sets out the policy that will be applied by the Council in the provision of DFGs with regard to matters not covered by the legislation.

Currently, the Council only provides mandatory disabled facilities grants. These are administered by officers in the Private Sector Housing Team within the Public Protection Division. However, an increased allocation from central government through the Better Care Fund has meant that an option to award discretionary disabled facilities grants now exists. This will allow for a policy more aligned with other districts in the county as well as allowing some other priorities to be addressed.

A copy of the proposed policy is attached at appendix 1. An Equality Impact Assessment is attached as appendix 2.

The policy contributes directly to the Council's health corporate priority "*People in Broxtowe enjoy longer, active and healthy lives*".

Recommendation

The Committee is asked to RESOLVE that the Disabled Facilities Grant Policy be approved.

Background papers

Nil



Broxtowe
Borough
COUNCIL

DISABLED FACILITIES GRANTS POLICY

Housing Committee
17th January 2017

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POLICY INTRODUCTION

This document sets out the way in which Broxtowe Borough Council (the Council) will provide both mandatory and discretionary Disabled Facilities Grants (DFGs) for private sector residential adaptations.

This document contains information on eligibility for grant assistance, conditions relating to applications, approval and payment of grant and other relevant conditions and requirements. It is to be read in conjunction with the relevant sections of the Housing Grants Construction and Regeneration Act 1996 (the Act).

1.0 MANDATORY DISABLED FACILITIES GRANTS

Introduction

- 1.1 The Council, in its role as a local housing authority, is under a statutory duty by virtue of the provisions of the Act to provide DFGs for private sector residential adaptations where the appropriate legislative conditions are met.
- 1.2 The purpose of a DFG is as follows:
- To remove or help overcome any obstacles which prevent a disabled occupant move freely into and around a dwelling and enjoying the use of the dwelling and the facilities and amenities (including facilitating such access as is required to allow for a disabled occupant to provide care for a person who is normally resident),
 - To make a dwelling safe for a disabled occupant, and
 - To facilitate the use by a disabled occupant of a source of power, light or heat.
- 1.3 In order to approve DFGs, officers will work with the Occupational Therapy (OT) Service at Nottinghamshire County Council in accordance with the requirements of the Act.
- 1.4 The OT service will make referrals to the Council recommending work to be carried out which is necessary and appropriate to meet the needs of their client. The Council will approve grants if, amongst other things, it is satisfied that the work is reasonable and practicable to carry out.
- 1.5 Although the provision of mandatory DFGs is covered by the Act and the Council must comply with the legislation, this document sets out the policy that will be applied by the Council in the provision of DFGs with regard to matters not covered by the legislation.

Amount of Mandatory DFG

- 1.6 The maximum amount of mandatory grant that the Council can pay in respect of any single grant application is set by Order and is currently £30,000. This amount is reduced by any contribution statutorily assessed as payable by the grant applicant. However, the Council may provide an additional maximum amount of £10,000 as a discretionary top-up where circumstances are such that the cost of work exceeds £30,000 (either as a result of unforeseen works or the extent of the original work that is recommended to the Council). See Paragraph 2.7 below.

2.0 DISCRETIONARY DISABLED FACILITIES GRANTS

Introduction

- 2.1 In addition to providing mandatory DFGs, the Council has the power to offer discretionary financial assistance by virtue of the Regulatory Reform (Housing Assistance) (England & Wales) Order 2002. This section sets out the policy that will be applied by the Council in the provision of discretionary DFGs.

Minor Repairs Works

- 2.2 Where a mandatory DFG is to be given in respect of adaptations to a dwelling, the Council may provide funding to undertake minor works in the same dwelling where it is considered these will have a positive impact on the health and well-being of the disabled person. These works will include the following:
- Works to eliminate Category 1 hazards (Housing Health and Safety Rating System) which could impact on the disabled person.
 - Replacement of single glazed windows, or obsolete double glazed windows, in living rooms, bedrooms, and bathrooms regularly used by the disabled person.
 - Replacement, repair, or upgrade of defective fixed heating systems that will directly impact on the disabled person.
 - Replacement repair, or upgrade of electrical system that will directly impact on the disabled person.
- 2.3 Grant for minor repairs work will not be available in respect of properties where the applicant is a tenant.
- 2.4 The amount of grant given for this purpose will be limited to a maximum of £10,000
- 2.5 The works for which grant is to be made available will be specified by the Private Sector Housing Officer.
- 2.6 No grant will be made available for works already completed .

Top-Up to Mandatory Schemes

- 2.7 Although the maximum amount of grant available for a mandatory DFG is currently £30,000 the Council may provide an additional maximum amount of up to £10,000 as a discretionary top-up where circumstances are such that the cost of work exceeds £30,000 (either as a result of unforeseen works or the extent of the original work that is recommended to the Council). This type of assistance will only be offered as a top up for schemes that fall within the mandatory grant headings as previously described.
- 2.8 When determining any application for discretionary assistance the Authority may consider any agreed Nottinghamshire County Council funding plus the ability of the applicant to self-fund the identified additional costs. Subject to this

assessment, discretionary award will potentially make up the difference between the maximum grant and the cost of eligible works (up to a maximum £10,000).

Dementia Adaptations

- 2.9 These grants are available who has been diagnosed with dementia and is still living in their own home. This can be as an owner occupier or tenant.
- 2.10 The scheme will provide a grant of up to £2,500 for minor adaptations designed to help the individual, and their carers, cope with the challenges of living with the condition. A letter from the GP or specialist confirming that dementia has been diagnosed will be required.
- 2.11 The grant can cover adaptations within the home such as:
- Replacing floor coverings that cause confusion or safety issues
 - Replacing tiling or bathroom fittings (such as toilet seats and rails) to improve visual perception
 - Changing cupboards to glass fronted doors, to enable recognition of where items are in the kitchen
 - Changing lighting schemes to improve visibility around the home
 - Installing noise reduction measures
 - Ensuring gardens and paths are level and free from hazards.
- 2.12 The specification for works will be provided by any one of the GP, specialist dementia care worker, occupational therapist, or other suitably qualified practitioner.
- 2.13 The Dementia Adaptation Grants will not cover items that could be funded through a Disabled Facilities Grant or through Nottinghamshire Social Care, but can be used in addition to them.
- 2.14 The Dementia Adaptation Grants will not be subject to the Test of Resources.

Hospital Discharge Grant

- 2.15 This grant is for people in hospital awaiting discharge back to their homes and provides up to £10,000 to applicants to carry out urgent adaptations and /or other works to their which are needed to facilitate their discharge from hospital.
- 2.16 Works can include works to the property itself, including work to heating systems. Grant can also be given to undertake clearance of the property where hoarded goods are preventing hospital discharge.

2.17 Applicants must be:

- an owner occupier or a tenant in a privately rented property
- in receipt of a means tested benefit*
- in hospital at the time of referral and awaiting discharge

2.18 The application must be accompanied by a referral from a hospital Occupational Therapist advising of the urgent adaptations that are required to the home to enable discharge.

2.19 The property to be adapted must normally be occupied on a permanent basis by the applicant and their family.

2.20 Works will be ordered to and undertaken by a contractor selected by the Council. Payment of the grant will be made when the works have been completed and evidence of this provided to the Council.

*Currently: Guaranteed pension credit

Universal credit

Income based job seekers allowance

Income based employment and support allowance

Working tax credit and/or child tax credit where annual income for the purposes of the tax credit assessment was below £15,276

Council tax rebate

2.21 Hospital Discharge Grants are not subject to the Test of Resources

2.22 Hospital Discharge grants will not be given in respect of any matters which would be eligible under the Handy Person Adaptation Service (HPAS)

General points in respect of Discretionary DFGs

2.23 The decision on any application for discretionary grants shall be made by the Head of Public Protection.

2.24 Any discretionary DFG will only be considered having regard to the amount of resources the Council has available at the time. If the Council does not have sufficient resources to deal with other referrals that have been received from the Occupational Therapy Service at the time, the Council reserves the right not to approve any discretionary grant. In addition, financial priority will be given to mandatory DFGs referred by the OT Service.

3.0 RELOCATION GRANT

The Relocation Grant is another type of Discretionary DFG.

- 3.1 A relocation grant may be available to an applicant who owns or privately rents their property if adaptations to their current home through DFG are determined not to be feasible or reasonable and they are considering relocation to another property.
- 3.2 Applicants must be 18 or over on the date of application is made and, in the case of a disabled child, the parent(s) would make the application. Any application must be supported by a recommendation from the Nottinghamshire County Council's OT service.
- 3.3 The Council and the OT must be satisfied that the proposed property already meets the needs of the disabled person without further adaptation or are satisfied that it can adapted at a reasonable cost.
- 3.4 Applicants must be relocating within the Broxtowe district. Consideration may be given to a move within Nottinghamshire but this would require the approval of the relevant district/borough council, whether or not adaptations are required and the scale of any adaptations before a relocation grant can be considered.
- 3.5 A grant of up to £5000 may be made available towards specific relocation expenses, which includes estate agent fees, legal costs, removal costs and up to a 75% contribution toward cooker and/or fridge if built-in appliances are being left behind and none are, or have been fitted in the new property.
- 3.6 The cost of the relocation grant together with the cost of any adaptations required to the new property must demonstrate value for money, whether the move is within Broxtowe or to another district council in Nottinghamshire. For moves within Broxtowe up to £10,000 may be available towards the cost of any adaptations. Any scheme likely to cost in excess of this figure will be considered on its own merits by the Authority.
- 3.7 Applications must be submitted prior to the relocation. Grants cannot be paid retrospectively. Assistance will not be given toward the purchase price of any new property.
- 3.8 The Authority will normally require two quotations from independent contractors that realistically reflect the cost of the works/service provided. In some circumstances, one estimate may be accepted if the Authority is satisfied that the cost is reasonable.
- 3.9 All applicants will be required to complete the move within 12 months from the date of approval of their application. Any payments made will be made either directly to the service/work provider or to the grant applicant. Valid invoices or receipt must be provided prior to payment.
- 3.10 If on sale of the applicant's existing property, a net equity of more than £10,000 is released, the Relocation Grant will only fund the physical removal costs.

(Net equity refers to any equity released when the purchase price of the new property is less than the existing property's selling price).

- 3.11 If the move is aborted through the fault of the applicant then costs will not be paid and any costs already paid will be reclaimed from the applicant. If the reason for the move failing is through no fault of the applicant then the Authority will not cover the costs.
- 3.12 The new property must be the disabled person's main residence and no applicant will be awarded a Relocation Grant on more than one occasion.
- 3.13 The Relocation Grant scheme will be subject to the same Test of Resources as the mandatory DFG scheme unless the relocation is for a disabled child in which case no test will be applied.

4.0 GENERAL REQUIREMENTS AND GRANT CONDITIONS

The following general requirements and conditions will apply to both mandatory DFGs and discretionary DFGs.

Cost of Work

- 4.1 The Council uses public money to fund the provision of both mandatory and discretionary DFGs and as such it must take into account value for money.
- 4.2 When officers schedule the work to be carried out, they will ensure it meets the needs of the applicant but at the same time they will only prepare a basic specification. If grant applicants want to have a higher specification that costs more, they will have to pay the difference themselves.
- 4.3 The applicant will be required to obtain at least two quotes for the cost of work depending on the anticipated value. The grant will usually be approved on the basis of the lowest quote unless there are extenuating circumstances. Where the applicant wants to use a contractor providing a higher quote than the one that is deemed acceptable by the Council, the applicant will have to pay the difference direct to the contractor. The Council will notify the contractor that the client will have to make a contribution and advise them of its value.
- 4.4 Quotes must be costed on the basis of the individual items in the schedule provided. An overall price will not be accepted.
- 4.5 If the Council considers that the cost of any individual item or work within a schedule is unreasonably high, even if the overall quote was the lowest, it may reduce the cost allowed to what it considers reasonable for that particular item.
- 4.6 If a grant applicant has a preferred scheme of works that meets their assessed need to the same degree as the scheme proposed by the OT, for example the provision of a ground floor extension in lieu of a vertical through-floor lift

installation, the Council will part fund the preferred scheme to the same degree as the grant eligible works. Any extra over costs associated with the applicant's preferred scheme, including unforeseen works, architects fees etc., must be met by the grant applicant. Evidence that the applicant has sufficient funds in place for the extra work must be made available prior to works starting. Nottinghamshire County Council's Occupational Therapy Service will be consulted to ensure that the applicant's preferred scheme meets their assessed need in full. Grant will not be fully paid until the whole scheme has been satisfactorily completed.

Means Tested Contributions

- 4.7 Applicants for DFGs will be required to complete a statutory test of resources form (means test) to determine whether any contribution is to be paid towards the cost of works. This does not apply in the case of an application in respect of a disabled child.
- 4.8 Where the statutory test of resources determines that the applicant has a contribution to make towards a grant, that contribution will be paid to Broxtowe Borough Council prior to the works commencing. The money will be retained by the Council and paid direct to the builder on satisfactory completion of scheduled works.

Grant Approval

- 4.9 The Council is required to approve or refuse the grant within six months of the application being made. An application is deemed to be made when the following documentation is submitted:
- A completed application form
 - The appropriate certification together with proof of ownership or tenancy
 - The appropriate evidence of financial resources in order that the Council can undertake the Test of Resources
 - A minimum of two acceptable quotes
 - Confirmation from the County Council Occupational Therapy Service that the works which are the subject of the application are necessary and appropriate to meet the needs of the disabled occupant
 - Any necessary planning permission
- 4.10 Officers from the Council's Private Sector Housing Team will work with prospective grant applicants to ensure the appropriate documentation is in place to make a valid application.

5.0 PAYMENT OF GRANT

Completion of work

- 5.1 The legislation requires the Council to pay the grant on condition that the work has been carried out to its satisfaction. It also states that the Council is able to pay the contractor direct where it has advised the grant applicant prior to the grant being approved that this would be the method of payment.
- 5.2 The Council's officers will inspect the works once completed and if in their professional opinion the work has been carried out satisfactorily, the Council will pay the value of the grant. Any other payments that the grant applicant is responsible for must be made by the applicant. If the Council is not satisfied with the standard of work it will retain the grant money until such time as any works issues have been resolved.
- 5.3 The grant will not be passed for payment until such time that the applicant signs to say they are satisfied with the work.
- 5.4 If there is a dispute between the grant applicant and the contractor, but the Council is satisfied that the work has been completed to a satisfactory standard, the Council may appoint an independent third party, suitably qualified to assess the standard of such works, to give their opinion. The appointed person or company will be agreed by the Council, applicant, and contractor.
- 5.5 Where a request is received for a grant to be paid in instalments, any contribution which the applicant is required to make based on the Test of Resources must be paid to the contractor before any element of the grant funding is released.

Changes in circumstances

- 5.6 In some cases there is a change in circumstances after the grant has been approved that affects the payment of grant. These circumstances (which are prescribed in the legislation) are;
- where the works cease to be necessary or appropriate to meet the needs of the disabled occupant;
 - the disabled occupant ceases to occupy the dwelling; or
 - the disabled occupant dies.
- 5.7 In such circumstances, the legislation states that the Council can take such action as appears to be appropriate and may decide:
- that no grant shall be paid or as the case may be, no further instalments shall be paid;
 - that the works or some of them should be completed and the grant or an appropriate proportion of it paid; or
 - that the application should be re-determined in the light of the new circumstances.

- 5.8 The Council has the right under the legislation to demand any instalment that has already been paid to be repaid to the Council forthwith together with interest from the date on which it was paid until repayment.
- 5.9 Where the applicant has a contribution to pay, the Council will seek to recover any instalments already paid up to the value of the contribution. If the amount of contribution does not cover the instalments that have been made, the Council will consider each case on its own merits in deciding whether to recover any further payments.
- 5.10 Where the applicant has no contribution to pay (i.e. the grant is for 100% of the costs of works) the Council will consider each case on its own merits in deciding whether to recover any instalments.
- 5.11 Decisions in respect of the Council's action in respect of change of circumstances shall be made by the Head of Public Protection.

Cases in which grant may be recalculated, withheld or repaid

- 5.12 In situations detailed in the legislation where grant may be recalculated, withheld, or repaid, the Council can demand repayment by the applicant in whole or part, of the grant or any instalment of the grant paid together with interest from the date of payment until repayment. In cases where the applicant has a contribution to pay, the Council will seek to recover any instalments up to the value of the contribution. If the amount of contribution does not cover the instalments that have been made, the Council will consider each case on its own merits in deciding whether to recover any further payments.
- 5.13 Where the applicant has no contribution to pay (i.e. the grant is for 100% of the costs of works) the Council will consider each case on its own merits in deciding whether to recover any instalments.
- 5.14 Where any of the above situations arise, the Council can demand repayment by the applicant in whole or part, of the grant or any instalment of the grant paid together with interest from the date of payment until repayment.
- 5.15 Decisions in respect of the Council's action in respect of grant being recalculated, withheld, or re-paid shall be made by the Head of Public Protection.

General Provisions

- 5.16 Where work has commenced but grant entitlement has ceased and where the Council has decided that the works or some of them should be completed and the grant, or an appropriate proportion of it, repaid, the Council will arrange to make good the work so that the property is safe, secure and water-tight.

5.17 This may not include carrying out such work as finishing internal surfaces and plumbing any new facilities (unless these are the only facilities in the property) for example. Any work over and above making the property safe, secure and water-tight may have to be paid for by the applicant or some other appropriate person.

6.0 INSTALLATION OF EQUIPMENT AND MAINTENANCE

6.1 Equipment which can be installed and removed fairly easily with little or no structural modification will not be funded by either a mandatory or discretionary DFG. The cost of supplying such equipment will fall to Nottinghamshire County Council.

6.2 Typically the type of equipment that will be covered by a mandatory DFG includes the following (although this is not an exhaustive list):

- Stairlifts
- Ceiling track hoists (excluding slings)
- Through floor lifts
- Rise and fall showering tables that are electrically powered
- Rise and fall baths that are electrically powered
- Wash and dry toilets

6.3 Discretionary DFGs will not cover the provision of any type of equipment.

6.4 Where the provision of equipment is funded by a mandatory DFG it is usually the responsibility of the applicant to take out the necessary insurances and maintenance agreements to ensure the equipment is properly maintained. However, the Council will include within the grant the cost of a supplier's standard maintenance agreement to give cover for up to five years. This will exclude hoists where cover is arranged by Nottinghamshire County Council.

6.5 If a grant application is made for new equipment, it will not be approved if it can be shown that the equipment can be repaired at a cheaper cost than renewal. In such cases the costs of the repairs will fall to the householder.

7.0 CHOICE OF CONTRACTORS AND AGENTS

Contractual Relationships

7.1 Following the referral from the Occupational Therapy Service at Nottinghamshire County Council, officers from Broxtowe Borough Council will schedule the works that are required. The scheduled works will form the basis upon which contractors quote.

7.2 Whilst work is being undertaken, the Private Sector Housing Officers may visit the property to ensure that the work is being undertaken satisfactorily and when the work is completed, the officer will carry out a final inspection to ensure it has been completed satisfactorily.

- 7.3 However, except in respect of Hospital Discharge Grants, the Council is in no way responsible for the work of the contractor and there are no contractual obligations between the contractor and the Council. The purpose of the final inspection is simply to protect the public purse. All contractual relationships with respect to the carrying out of the work are between the grant applicant and the contractor.
- 7.4 If there is a dispute between the grant applicant and the contractor, the Council will not be able to get involved unless by some act or default the Council has caused the issue which has led to the dispute.
- 7.5 Within the parameters of the legislation, the choice of contractor and any agent is that of the grant applicant. The Council will provide a list of contractors and agents who carry out this type of work. However, although contractors will be removed from the list if the Council becomes aware of unacceptable standards or practices, inclusion on the list does not constitute any recommendation by the Council or offer any form of guarantee.

8.0 COMPLAINTS

- 8.1 Where an applicant is dissatisfied with the service they have received (including where a grant has been refused), they should contact the Chief Environmental Health Officer in the first instance. If the matter is not resolved to the applicant's satisfaction they can access the Council's formal complaints procedure.

9.0 POLICY AMENDMENTS

- 9.1 The Head of Public Protection has delegated authority to make minor policy amendments which do not affect the broad thrust of policy direction. Other changes must be approved by the Council's Housing Committee.

Equality Impact Assessment**APPENDIX 2**

The Equality Act 2010 replaces the previous anti-discrimination laws with a single Act. It simplifies the law, removing inconsistencies and making it easier for people to understand and comply with it. It also strengthens the law in important ways, to help tackle discrimination and equality. The majority of the Act came into force on 1 October 2010.

Public bodies are required in it to have due regard to the need to:

- eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited under the Act
- advance equality of opportunity between people who share a protected characteristic and people who do not share it, and
- foster good relations between people who share a protected characteristic and people who do not share it.

The public sector Equality Duty came into force on 5 April 2011. The duty ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It ensures that public bodies consider the needs of all individuals in their day to day work – in shaping policy, delivering services and in relation to their own employees.

The Equality Duty encourages public bodies to understand how different people will be affected by their activities so that policies and services are appropriate and accessible to all and meet different people's needs. By understanding the effect of their activities on different people, and how inclusive public services can support and open up people's opportunities, public bodies are better placed to deliver policies and services that are efficient and effective.

The new equality duty replaces the three previous public sector equality duties, for race, disability and gender. The new equality duty covers the following protected characteristics:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race – this includes ethnic or national origins, colour or nationality
- religion or belief – including lack of belief
- sex
- sexual orientation.

It also applies to marriage and civil partnership, but only in respect of the requirement to have due regard to the need to eliminate discrimination.

Having due regard means consciously thinking about the three aims of the equality duty as part of the process of decision-making. This means that consideration of equality issues must influence the decisions reached by public bodies, including how

they act as employers, how they develop, evaluate and review policies, how they design, deliver and evaluate services, and how they commission and procure from others.

Having due regard to the need to advance equality of opportunity involves considering the need to:

- remove or minimise disadvantages suffered by people due to their protected characteristics
- meet the needs of people with protected characteristics, and
- encourage people with protected characteristics to participate in public life or in other activities where their participation is low.

Fostering good relations involves tackling prejudice and promoting understanding between people who share a protected characteristic and others.

Complying with the equality duty may involve treating some people better than others, as far as this is allowed by discrimination law. For example, it may involve making use of an exception or the positive action provisions in order to provide a service in a way which is appropriate for people who share a protected characteristic.

The Equality Duty also explicitly recognises that disabled people's needs may be different from those of non-disabled people. Public bodies should therefore take account of disabled people's impairments when making decisions about policies or services. This might mean making reasonable adjustments or treating disabled people better than non-disabled people in order to meet their needs.

There is no explicit requirement to refer to the Equality Duty in recording the process of consideration but it is good practice to do so. Keeping a record of how decisions were reached will help public bodies demonstrate that they considered the aims of the Equality Duty. Keeping a record of how decisions were reached will help public bodies show how they considered the Equality Duty. Producing an Equality Impact Assessment after a decision has been reached will not achieve compliance with the Equality Duty.

It is recommended that assessments are carried out in respect of new or revised policies and that a copy of the assessment is included as an appendix to the report provided to the decision makers at the relevant Cabinet, Committee or Scrutiny meeting.

Where it is clear from initial consideration that a policy will not have any effect on equality for any of the protected characteristics, no further analysis or action is necessary.

Public bodies should take a proportionate approach when complying with the Equality Duty. In practice, this means giving greater consideration to the Equality Duty where a policy or function has the potential to have a discriminatory effect or impact on equality of opportunity, and less consideration where the potential effect

on equality is slight. The Equality Duty requires public bodies to think about people's different needs and how these can be met.

EQUALITY IMPACT ASSESSMENT (EIA)

Directorate:	Chief Executive's	Lead officer responsible for EIA	David Gell
Name of the policy or function to be assessed:		Disabled Facilities Grant Policy	
Names of the officers undertaking the assessment:		David Gell	
Is this a new or an existing policy or function?		Revision of existing function	
<p>1. What are the aims and objectives of the policy or function?</p> <p>This policy sets out the Council's approach to enforcing the duties and powers contained in The Housing Grants Construction and Regeneration Act 1996, and the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 with respect to the administration of mandatory and discretionary disabled facilities grants.</p> <p>This will be key in meeting two of the Council's Strategic Priorities:</p> <ul style="list-style-type: none"> • A good quality affordable home for all residents of Broxtowe. • People in Broxtowe enjoy longer active and healthy lives. 			
<p>2. What outcomes do you want to achieve from the policy or function?</p> <ul style="list-style-type: none"> • The adaptation of the homes of disabled people to enable them to remain in, and have access to all facilities in, their own homes. • Consistent approach to implementation. 			
<p>3. Who is intended to benefit from the policy or function?</p> <p>People with disabilities who require adaptations to their homes to enable them to access and use the rooms and facilities. A large proportion of applicants are older people but the grant is available in respect of any disabled person, including children. The families and carers of disabled people will also benefit from a grant in terms of a reduced dependence on them by the disabled person as well as more accessible facilities. There will also be a benefit to the health and social care services due to the reduced demand on these services as a result of grant works being undertaken.</p>			
<p>4. Who are the main stakeholders in relation to the policy or function?</p> <p>Disabled people Families of disabled people Private sector landlords and social housing landlords Nottinghamshire County Council Nottinghamshire Better Care Fund Project Group Nottinghamshire Health and Wellbeing Board Other district councils in Nottinghamshire Local building contractors Partners in the Better Care Fund</p>			

5. What baseline quantitative data do you have about the policy or function relating to the different equality strands?

It is estimated that some 42% of people over the age of 65 in England have a disability (*Foundations: Disabled Facilities Grants before and after the Better Care Fund*). Although there are differences in degrees of disability between men and women, these vary in the different age categories. There is little further information on the rate of disabled facilities grant take up of men compared with women. There is no quantitative data available on disabled facilities grant take up in the other equality strands.

6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?

Clearly, the policy is going to impact greatly (in a positive way) on the elderly and disabled. There is no qualitative data about the award of disabled facilities grants to people in any of the other equality strands.

7. What has stakeholder consultation, if carried out, revealed about the nature of the impact?

Consultation with neighbouring local authorities has identified that several aspects of the new policy bring it into line with some of the others within the county. Due to the widening scope of the grant regime as a result of the introduction of discretionary grants, the impact on people eligible to receive a disabled facilities grant is entirely positive.

8. From the evidence available does the policy or function affect or have the potential to affect different equality groups in different ways? In assessing whether the policy or function adversely affects any particular group or presents an opportunity for promoting equality, consider the questions below in relation to each equality group:

- **Does the policy or function target or exclude a specific equality group or community? Does it affect some equality groups or communities differently? If yes, can this be justified?**

The policy targets disabled people as the law requires that a person must be disabled as a pre-requisite of applying for a grant. As a direct consequence of this, elderly people tend to benefit directly more than other equality groups, simply because of the higher percentage of disability among elderly people. Since the prime objective of disabled facilities grants is to assist disabled people, this is entirely justified.

Also in terms of age, the families of children (under the age of 18) will benefit more than any other disabled facilities grant applicants since the test of resources (to determine if an applicant has a contribution to make) does not apply in respect of applications for disabled children.

- **Is the policy or function likely to be equally accessed by all equality groups or communities? If no, can this be justified?**

Clearly, by the very nature of the grants this policy applies to, only disabled people can apply. However, if someone is disabled, it is immaterial if they are part of any other equality group or community.

- **Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function?**

No

- **Could the policy or function promote or contribute to equality and good relations between different groups? If so, how?**

The policy will assist disabled people to live in their own homes, to be more independent, and/or avoid the need for residential care.

- **What further evidence is needed to understand the impact on equality?**
None

9. On the basis of the analysis above what actions, if any, will you need to take in respect of each of the equality strands?

Age: No further action required

Disability: No further action required

Gender: No further action required

Gender Reassignment: No further action required

Marriage and Civil Partnership: No further action required

Pregnancy and Maternity: No further action required

Race: No further action required

Religion and Belief: No further action required

Sexual Orientation: No further action required

Head of Service:
I am satisfied with the results of this EIA. I undertake to review and monitor progress against the actions proposed in response to this impact assessment.

Signature of Head of Service: 
Date: 28/12/16

Joint Report of the Chief Executive, the Deputy Chief Executive and the Director of Housing and Property Services**BUSINESS PLANS AND FINANCIAL ESTIMATES 2017/18 - 2019/20**1. Purpose of report

To consider the proposals for business plans, detailed revenue budget estimates for 2017/18, capital programme for 2017/18 to 2019/20 and proposed fees and charges for 2017/18 in respect of the Council's priority areas.

2. Detail

As part of the Council's performance management framework, the delivery and financial plans for the five corporate priority areas identified within the Corporate Plan 2016-20 are brought together in one report so that the linkages between service priorities, spending proposals and targets are clear.

Under the current constitution, financial and business planning is reported to the Committee which has primary responsibility for oversight of the relevant corporate priority area and related services, in this case, the Housing Committee.

The proposed Housing Business Plan is provided as a separate attachment to this report. The revenue and capital budget proposals for the corporate priority and relevant service areas, together with the proposed fees and charges, are provided in appendices 2a to 2c.

Following consideration by each respective Committee, a summary of the estimates, including any changes recommended, will be presented to the Finance and Resources Committee on 6 February 2017 for consideration and recommendation to Full Council on 2 March 2017.

Recommendations

The Committee is asked to CONSIDER the following and RESOLVE accordingly:

- 1. The attached Housing Business Plan.**
- 2a) The detailed revenue budget estimates for 2016/17 (revised) and 2017/18 (base) including any revenue development submissions.**
- b) The capital programme for 2017/18 to 2019/20.**
- c) The fees and charges for 2017/18.**

Background papers

Nil

APPENDIX 1**Introduction**

The Council's business and financial planning framework is one of identifying key service and spending pressures and prioritising resources accordingly, taking into account national and local priorities.

The targeted outcomes from these key issues and the anticipated impact on service performance are set out in business plans. These plans are combined with financial information, including proposals for reducing business costs and increasing income, to form the business plans for each priority area.

This report considers the detail in respect of the business plan covering the priority area of Housing. The financial consequences of the business plan, together with the expenditure and income from maintaining existing services, are set out in the revenue budget proposals, the capital programme and the proposed fees and charges which follow the plan.

Within the Housing Business Plan, attached to this report, there are some key tasks which can be met from existing resources or which relate to policy preparation. These are not included in the key spending proposals detailed in the appendices. Any planned activities which will have a financial implication either by increasing costs or reducing income by greater than £5,000 are identified, along with the financial impact in section 5 of the business plan.

There are also several key tasks where it is not appropriate to make financial provision at this stage. These include areas that are subject to external funding bids, partnership arrangements or where insufficient information exists at the present time. In addition, there are a number of capital schemes within the programme which are deemed to be 'awaiting funding' pending receipt of the necessary resources to complete them. Any reductions in spending arising in the last quarter of 2016/17, over and above the projected outturn for the year agreed as part of the budget setting process 2017/18, will be placed into a Capital Reserve as part of the funding for the above schemes. The schemes will be brought forward for approval in due course.

All of these items will be the subject of further reports throughout 2017/18 as further information and resources become available. This will ensure that the business and financial planning framework is a fluid process.

Business plans

As part of the Council's performance management framework, it is the responsibility of this Committee to consider the Housing Business Plan prior to recommendations being made to Council. The purpose of the business plan is twofold. Firstly, it establishes the linkage between the Council's high-level objectives and the strategies and aims of the respective services. Secondly, it outlines the services' proposals for meeting those aims and objectives.

This report deals with the Housing Business Plan and associated budgets covering this priority area. The Council's corporate objectives and aims, as included in the Corporate Plan 2016-2020, are shown at appendix 1a to provide the framework for consideration of the plans.

Financial background

The revenue and capital budget proposals for the corporate priority, together with proposed fees and charges, are shown in appendices 2a to 2c.

The revenue budgets show the 2016/17 revised estimate and the 2017/18 base estimate for the areas encompassed by the relevant business plans. The 2017/18 base estimate figures generally reflect the same level of service as in the current year with a few exceptions. The 2016/17 revised estimate figures include the full year effects of the 2015/16 capital programme.

The following are not included in the 2017/18 base figures:

- a) An allowance for inflation in 2017/18. This will be determined by the Finance and Resources Committee on 6 February 2017.
- c) Anticipated additional income within the General Fund and the Housing Revenue Account (HRA) arising from the review of fees and charges
- d) The revenue effects of the 2017/18 capital programme including the cost of any new borrowing to support the capital programme. The Finance and Resources Committee will consider this separately on 6 February 2017.
- e) Two revenue developments totalling £150,000. Additional details are provided below.

The revenue and capital budget figures for the HRA will be reflected in an updated HRA business plan model which is due to be presented to the Housing Committee on 29 March 2017.

A classification of revenue expenditure is included at appendix 1b for the guidance of members.

HOUSING REVENUE ACCOUNT **PROPOSED REVENUE DEVELOPMENTS**

1. Fire Safety Risk Assessments and Improvements - £50,000 per annum ongoing

The Council is required by the Regulatory Reform (Fire Safety) Order 2005 to carry out fire risk assessments of the communal areas of the flats within its housing stock and to rectify any deficiencies that are identified. Approximately one third of the Council's housing stock is comprised of retirement living accommodation.

This revenue development will enable a number of issues to be addressed including ensuring that the locking arrangements for each flat allow residents and visitors to leave quickly in the event of a fire as well as the provision of emergency lighting where required. This incorporates external communal areas including bin storage facilities.

2. Asbestos Surveys and Remedial Work - £100,000 per annum ongoing

Recent legislative changes have placed increased emphasis upon managing, working with, detecting and removing asbestos. Whilst a number of capital budgets (such as housing modernisations) will inevitably encounter asbestos related issues that need to be addressed, this means that less funds are available for spending on the capital schemes than had been originally intended.

This revenue development will allow asbestos surveys to be conducted in the Council's housing stock and any remedial work deemed necessary as a result of these to be undertaken.

FRAMEWORK FOR BUSINESS PLANNING

The Council formally adopted the Corporate Plan 2016-2020 in March 2016. This is subject to annual review to ensure that it continues to reflect the aims and objectives of the Council.

OUR VISION

The Council's Vision is "**Broxtowe: a great place where people enjoy living, working and spending leisure time**".

OUR PRIORITIES

The Council's updated priorities have been updated have been developed within the context of national, regional and countywide plans and priorities with the aim being to align these with our own aspirations wherever possible.

The Council's priorities are:

- **Housing**
- **Business Growth**
- **Environment**
- **Health**
- **Community Safety**

Underpinning all of the above and all of the Council's work is a series of values which the Council has adopted, namely:

- **Integrity and professional competence**
- **A strong caring focus on the needs of communities**
- **Continuous improvement and delivering value for money**
- **Valuing employees and enabling the active involvement of everyone**
- **Innovation and readiness for change.**

OUR OBJECTIVES

Each priority area is underpinned by its strategic objectives. Each strategic objective has targeted outcomes against which progress can be monitored.

- **Housing – A good quality affordable home for all residents of Broxtowe**
 - Increase the rate of house building on brownfield sites (Ho1)
 - Become an excellent housing provider (Ho2)
 - Improve the quality and availability of the private rented stock to meet local housing need (Ho3)

- **Business Growth – New and growing businesses providing more jobs for people in Broxtowe and improved town centres**
 - Increase the number of new business starting in Broxtowe (BG1)
 - Help our town centres to compete and attract more visitors (BG2)
 - Complete the regeneration of Beeston town centre (BG3)

- **Environment – The environment in Broxtowe will be protected and enhanced for future generations**
 - Reduce litter and fly tipping to make Broxtowe cleaner (En1)
 - Maintain and improve the green infrastructure of the Council (En2)
 - Increase recycling, composting and renewable energy projects as resources allow (En3)

- **Health – People in Broxtowe enjoy longer, active and healthy lives**
 - Increase the number of people who have active lifestyles (He1)
 - Work with partners to improve the health of the local population (He2)
 - Reduce alcohol related harm in Broxtowe (He3)

- **Community Safety – Broxtowe will be a place where people feel safe and secure in their communities**
 - Reduce the amount of anti-social behaviour in Broxtowe (CS1)
 - Reduce domestic violence in Broxtowe (CS2)

REVENUE BUDGET 2017/18

CLASSIFICATION OF EXPENDITURE

The classification of expenditure shown in the revenue estimates is based on the C.I.P.F.A. Standard Accounting Classification. The following statement shows the type of expenditure charged to each heading:

EMPLOYEE EXPENSES	Salaries and Wages National Insurance Pensions
PREMISES RELATED EXPENSES	Repairs, Alterations and Maintenance of Buildings, Fixed Plant and Grounds Energy Costs Rents National Non-Domestic Rates Water Charges Fixtures and Fittings Cleaning & Domestic Supplies
TRANSPORT RELATED EXPENSES	Direct Transport Costs Recharge of Pooled Transport Costs Travelling Allowances
SUPPLIES AND SERVICES	Equipment, Furniture and Materials Clothing, Uniforms and Laundry Printing, Stationery and General Office Expenses Postages Telephones Insurances Grants and Subscriptions Miscellaneous Expenses
THIRD PARTY PAYMENTS	Other Local Authorities Private Contractors Charges from Trading Services
TRANSFER PAYMENTS	Housing and Council Tax Benefits
CENTRAL, DEPARTMENTAL AND TECHNICAL SUPPORT SERVICES	Administrative Buildings Expenses Central Departmental Support Departmental Administration
CAPITAL FINANCING COSTS	Operating Lease Charges Asset Register Charges

APPENDIX 2a

HOUSING REVENUE ACCOUNT

Description	Original Budget 2016/17 £	Revised Estimate 2016/17 £	Estimate 2017/18 £
<u>HOUSING REVENUE ACCOUNT</u>			
Expenditure			
Capital Charges;			
Depreciation	3,451,100	3,483,700	3,476,300
Repairs Expenditure	3,883,150	3,925,250	3,755,000
Management Expenditure:			
General	1,715,700	1,903,650	1,529,450
Special	2,165,800	2,224,000	2,258,400
Contingency	30,000	30,000	30,000
Other Charges	70,000	33,000	33,500
	11,315,750	11,599,600	11,082,650
Income			
Dwelling Rents	(15,521,400)	(15,541,400)	(15,362,900)
Non-Dwelling Rents	(230,600)	(230,600)	(290,700)
Charges to Leaseholders	(41,500)	(41,500)	(50,000)
Heating Charges	(800)	(800)	(800)
Other Charges for Services and Facilities	(25,400)	(23,800)	(25,000)
Management Charge Grant	0	0	0
Management Charge - Subsidy from General Fund	(9,200)	(9,200)	(9,200)
Management Charge - Fees & Charges	(229,550)	(229,550)	(229,550)
Management Charge - Housing Benefit	(390,850)	(390,850)	(390,850)
	(16,449,300)	(16,467,700)	(16,359,000)
Net Cost of Services	(5,133,550)	(4,868,100)	(5,276,350)
Loan Charges	2,549,500	2,516,400	2,554,300
Interest Receivable:			
HRA Balance	(39,250)	(59,600)	(40,050)
Net Operating Expenditure	(2,623,300)	(2,411,300)	(2,762,100)
Revenue contribution to capital	3,138,600	2,989,600	1,289,900
Overall Deficit/(Surplus)	515,300	578,300	(1,472,200)
Working Balance Brought Forward	(1,515,300)	(2,293,800)	(1,715,500)
Working Balance Carried Forward	(1,000,000)	(1,715,500)	(3,187,700)

Housing Portfolio HRA: Summarised by Cost Centre Total

	Revised Budget	Original Budget
	2016/17 £	2017/18 £
<u>Housing Portfolio HRA</u>		
06610 - Directorate Of Housing, Health & Leisure	(1,769,250)	0
06611 - Housing Management - General	1,708,650	1,318,300
06612 - Tenant Participation	13,700	18,700
06613 - HH&L - Housing Repairs	400,550	0
06614 - HH & L - Tenancy & Letting Services	440,800	0
06615 - HH & L - Older Persons Services	85,250	0
06616 - HH & L - Strategy & Performance	256,250	0
06618 - HH & L - Housing & Pollution	218,150	0
06619 - HH & L - Leisure	162,150	0
06620 - Housing Management - Special	353,000	353,000
06621 - Elderly Persons Gardens	120,900	127,250
06622 - Maintenance of Grounds	238,450	250,200
06623 - HH & L - Homelessness	206,100	0
06624 - Laundry	18,000	18,000
06625 - Estate Caretakers	156,000	132,850
06627 - Tenancy Services	0	260,500
06628 - Estate Management	0	40,000
06687 - Sheltered Housing - Maintenance Account	1,483,250	1,753,450
06720 - Housing Repairs - Miscellaneous	915,200	655,100
06721 - Housing Revenue Account	(7,392,400)	(8,923,450)
06736 - Housing Repairs - Void Property	219,600	275,000
06737 - Housing Repairs - Electrical Testing	93,500	98,400
06738 - Housing Repairs - Heating Maintenance	449,900	360,050
06739 - Housing Repairs - Day to Day	1,240,650	1,193,850
06740 - Contractors Work	1,001,400	646,100
06741 - Charges To Leaseholders For Serv. And Fa	(41,500)	(49,500)
Total for Housing Portfolio HRA	578,300	(1,472,200)

Housing Portfolio HRA : Detailed Budgets

		Revised Budget	Original Budget
		2016/17 £	2017/18 £
<u>06610 - Directorate Of Housing, Health & Leisure</u>			
Expenditure			
0010	Basic Pay	147,700	119,500
0011	NI	15,350	14,200
0012	Superannuation	28,800	23,500
0720	Course & Examination Fees	13,000	10,000
2200	Travelling Expenses	1,600	1,600
3001	Office Equipment - Purchase	1,500	1,500
3010	Office Equipment - Maintenance	2,000	2,000
3300	Printing & Stationery	3,000	4,000
3305	Stationery	2,900	3,500
3357	Books and Publications	3,000	3,000
3400	Telephones	15,000	15,000
3411	Postages	15,000	10,800
3800	Miscellaneous Expenses	1,000	1,000
3802	Insurance Premium	235,350	227,100
6003	Human Resources Recharge	0	1,200
6004	ICT Recharge	0	3,900
6008	Customer Services Recharge	9,300	9,300
6013	Housing Recharge	363,600	126,100
6015	Support Services Recharge	9,800	9,500
6018	Health & Safety Recharge	0	200
6019	ICT Business Transformation Recharge	0	200
6100	Administration	128,800	44,200
Total Expenditure		996,700	631,300
Income			
8800	Recharged to Other Services	(2,765,950)	(631,300)
Total Income		(2,765,950)	(631,300)
Net Expenditure		(1,769,250)	0

		Revised Budget	Original Budget
		2016/17 £	2017/18 £
<u>06611 - Housing Management - General</u>			
Expenditure			
1351	Research	3,200	9,200
3022	ARCH	2,500	2,500
3091	HRA Business Plan	1,700	1,700
3092	Housing Ombudsman Scheme	4,600	4,800
3307	Cost Of Collection	4,000	4,000
3601	Audit Fees	8,900	8,900
3603	Consultancy Fees	2,550	0
3605	Consultancy - Hsg Man System	11,500	0
3637	Choice Based Lettings	10,000	10,000
3730	Subscriptions	7,150	10,000

Housing Portfolio HRA : Detailed Budgets

3822	Conference Expenses	1,200	1,200
3862	Tenants Compact	5,000	0
6002	Legal Recharge	77,000	84,000
6003	Human Resources Recharge	32,500	0
6004	ICT Recharge	275,300	17,500
6005	Planning Services Recharge	200	0
6006	Corporate Communications Recharge	500	700
6008	Customer Services Recharge	36,700	39,600
6010	Finance - Management Recharge	47,900	15,900
6011	Cost of Collection - Management Recharge	0	21,100
6012	Environment Recharge	20,300	0
6013	Housing Recharge	858,400	156,900
6016	Audit Recharge	0	7,000
6017	Accountancy Recharge	0	21,800
6020	Commercial Finance Recharge	0	3,700
6022	Debtors Recharge	0	5,500
6023	Cashiers Recharge	0	6,900
6024	Rents Recovery Recharge	0	154,100
6025	Housing Repairs Recharge	0	6,800
6026	Tenancy & Letting Recharge	0	174,400
6027	Older Persons Recharge	0	63,300
6028	Strategy & Performance Recharge	0	153,950
6029	Private Sector Housing Recharge	0	15,000
6030	Homelessness Recharge	0	33,700
6119	Demographic Representation	97,400	94,500
6121	Administration - Corporate Management	206,500	190,100
6123	Unapportionable Central Overheads	2,350	2,350
Total Expenditure		1,717,350	1,321,100
Income			
8000	Government Grants	(5,900)	0
8601	Ground Rent - Sale of Flats	(2,800)	(2,800)
Total Income		(8,700)	(2,800)
Net Expenditure		1,708,650	1,318,300

**Revised
Budget**

**Original
Budget**

2016/17 £

2017/18 £

06612 - Tenant Participation

Expenditure

3800	Miscellaneous Expenses	13,700	13,700
3862	Tenants Compact	0	5,000
Total Expenditure		13,700	18,700
Net Expenditure		13,700	18,700

Housing Portfolio HRA : Detailed Budgets

		Revised Budget	Original Budget
		2016/17 £	2017/18 £
<u>06613 - HH&L - Housing Repairs</u>			
Expenditure			
0010	Basic Pay	304,600	336,800
0011	NI	28,850	29,500
0012	Superannuation	59,900	66,100
2200	Travelling Expenses	7,200	7,200
6003	Human Resources Recharge	0	8,700
6004	ICT Recharge	0	29,400
6018	Health & Safety Recharge	0	1,700
6019	ICT Business Transformation Recharge	0	1,300
6025	Housing Repairs Recharge	0	6,700
Total Expenditure		400,550	487,400
Income			
8800	Recharged to Other Services	0	(487,400)
Total Income		0	(487,400)
Net Expenditure		400,550	0

		Revised Budget	Original Budget
		2016/17 £	2017/18 £
<u>06614 - HH & L - Tenancy & Letting Services</u>			
Expenditure			
0010	Basic Pay	337,500	157,800
0011	NI	32,050	12,800
0012	Superannuation	62,250	31,300
2200	Travelling Expenses	9,000	9,000
6003	Human Resources Recharge	0	4,600
6004	ICT Recharge	0	15,700
6018	Health & Safety Recharge	0	900
6019	ICT Business Transformation Recharge	0	700
6026	Tenancy & Letting Recharge	0	16,600
Total Expenditure		440,800	249,400
Income			
8800	Recharged to Other Services	0	(249,400)
Total Income		0	(249,400)
Net Expenditure		440,800	0

Housing Portfolio HRA : Detailed Budgets

		Revised Budget	Original Budget
		2016/17 £	2017/18 £
<u>06615 - HH & L - Older Persons Services</u>			
Expenditure			
0010	Basic Pay	65,600	66,400
0011	NI	6,200	6,900
0012	Superannuation	12,950	13,100
2200	Travelling Expenses	500	500
6003	Human Resources Recharge	0	1,200
6004	ICT Recharge	0	3,900
6018	Health & Safety Recharge	0	200
6019	ICT Business Transformation Recharge	0	200
6027	Older Persons Recharge	0	34,800
Total Expenditure		85,250	127,200
Income			
8800	Recharged to Other Services	0	(127,200)
Total Income		0	(127,200)
Net Expenditure		85,250	0

		Revised Budget	Original Budget
		2016/17 £	2017/18 £
<u>06616 - HH & L - Strategy & Performance</u>			
Expenditure			
0010	Basic Pay	198,050	199,900
0011	NI	18,850	14,000
0012	Superannuation	39,000	33,000
2200	Travelling Expenses	350	350
6003	Human Resources Recharge	0	7,500
6004	ICT Recharge	0	25,500
6018	Health & Safety Recharge	0	1,400
6019	ICT Business Transformation Recharge	0	1,100
6028	Strategy & Performance Recharge	0	88,000
Total Expenditure		256,250	370,750
Income			
8800	Recharged to Other Services	0	(370,750)
Total Income		0	(370,750)
Net Expenditure		256,250	0

Housing Portfolio HRA : Detailed Budgets

	Revised Budget	Original Budget
	2016/17 £	2017/18 £
<u>06618 - HH & L - Housing & Pollution</u>		
Expenditure		
0010 Basic Pay	167,250	0
0011 NI	15,900	0
0012 Superannuation	33,000	0
2200 Travelling Expenses	2,000	0
Total Expenditure	218,150	0
Net Expenditure	218,150	0

	Revised Budget	Original Budget
	2016/17 £	2017/18 £
<u>06619 - HH & L - Leisure</u>		
Expenditure		
0010 Basic Pay	125,100	0
0011 NI	11,700	0
0012 Superannuation	24,400	0
2200 Travelling Expenses	950	0
Total Expenditure	162,150	0
Net Expenditure	162,150	0

	Revised Budget	Original Budget
	2016/17 £	2017/18 £
<u>06620 - Housing Management - Special</u>		
Expenditure		
0010 Basic Pay	116,300	116,100
0011 NI	10,950	0
0012 Superannuation	18,950	14,000
1352 Access Lighting to Flats	54,000	54,000
1510 Cleaning Materials	11,500	11,500
3006 Equipment Tools and Materials	1,000	0
3626 Security - Public Buildings	9,600	9,600
6002 Legal Recharge	11,500	13,400
6003 Human Resources Recharge	38,900	21,800
6010 Finance - Management Recharge	8,000	0
6012 Environment Recharge	2,800	3,300
6013 Housing Recharge	69,500	0
6016 Audit Recharge	0	700

Housing Portfolio HRA : Detailed Budgets

6017	Accountancy Recharge	0	5,800
6018	Health & Safety Recharge	0	3,100
6019	ICT Business Transformation Recharge	0	2,400
6020	Commercial Finance Recharge	0	800
6021	Creditors Recharge	0	500
6023	Cashiers Recharge	0	1,700
6025	Housing Repairs Recharge	0	17,400
6026	Tenancy & Letting Recharge	0	3,000
6027	Older Persons Recharge	0	29,100
6028	Strategy & Performance Recharge	0	44,800
Total Expenditure		353,000	353,000
Net Expenditure		353,000	353,000

	Revised Budget	Original Budget
	2016/17 £	2017/18 £
<u>06621 - Elderly Persons Gardens</u>		
Expenditure		
4304	120,900	127,250
Total Expenditure	120,900	127,250
Net Expenditure	120,900	127,250

	Revised Budget	Original Budget
	2016/17 £	2017/18 £
<u>06622 - Maintenance of Grounds</u>		
Expenditure		
4205	15,000	15,000
4304	223,450	235,200
4305	15,000	15,000
Total Expenditure	253,450	265,200
Income		
8870	(15,000)	(15,000)
Total Income	(15,000)	(15,000)
Net Expenditure	238,450	250,200

Housing Portfolio HRA : Detailed Budgets

		Revised Budget	Original Budget
		2016/17 £	2017/18 £
<u>06623 - HH & L - Homelessness</u>			
Expenditure			
0010	Basic Pay	158,400	173,400
0011	NI	15,050	15,100
0012	Superannuation	31,250	34,200
2200	Travelling Expenses	1,400	1,400
6003	Human Resources Recharge	0	11,800
6004	ICT Recharge	0	33,200
6019	ICT Business Transformation Recharge	0	1,500
Total Expenditure		206,100	270,600
Income			
8800	Recharged to Other Services	0	(270,600)
Total Income		0	(270,600)
Net Expenditure		206,100	0

		Revised Budget	Original Budget
		2016/17 £	2017/18 £
<u>06624 - Laundry</u>			
Expenditure			
1000	Repairs & Maintenance	7,000	7,000
1004	Systems Service Maintenance	4,000	4,000
3839	Replacement	7,000	7,000
Total Expenditure		18,000	18,000
Net Expenditure		18,000	18,000

		Revised Budget	Original Budget
		2016/17 £	2017/18 £
<u>06625 - Estate Caretakers</u>			
Expenditure			
0010	Basic Pay	76,850	79,800
0011	NI	7,300	6,400
0012	Superannuation	11,600	12,100
1252	Estate Management	10,000	0
1253	Estate Management - South	10,000	0
1254	Estate Management - North	10,000	0

Housing Portfolio HRA : Detailed Budgets

1255	Estate Management - Central	10,000	0
1400	NNDR	450	450
2200	Travelling Expenses	17,100	17,100
3006	Equipment Tools and Materials	2,100	2,100
3222	Protective Clothing	800	800
3400	Telephones	300	300
6003	Human Resources Recharge	0	3,600
6004	ICT Recharge	0	8,700
6018	Health & Safety Recharge	0	500
6019	ICT Business Transformation Recharge	0	300
6021	Creditors Recharge	0	500
6022	Debtors Recharge	0	700
Total Expenditure		156,500	133,350
Income			
8590	Other Income	(500)	(500)
Total Income		(500)	(500)
Net Expenditure		156,000	132,850

**Revised
Budget**

**Original
Budget**

2016/17 £

2017/18 £

06627 - Tenancy Services

Expenditure

0010	Basic Pay	0	180,100
0011	NI	0	12,700
0012	Superannuation	0	31,400
6003	Human Resources Recharge	0	10,000
6004	ICT Recharge	0	23,900
6018	Health & Safety Recharge	0	1,400
6019	ICT Business Transformation Recharge	0	1,000
Total Expenditure		0	260,500
Net Expenditure		0	260,500

**Revised
Budget**

**Original
Budget**

2016/17 £

2017/18 £

06628 - Estate Management

Expenditure

1252	Estate Management	0	10,000
1253	Estate Management - South	0	10,000
1254	Estate Management - North	0	10,000
1255	Estate Management - Central	0	10,000
Total Expenditure		0	40,000
Net Expenditure		0	40,000

Housing Portfolio HRA : Detailed Budgets

		Revised Budget	Original Budget
		2016/17 £	2017/18 £
<u>06687 - Sheltered Housing - Maintenance Account</u>			
Expenditure			
0010	Basic Pay	715,950	718,200
0011	NI	68,200	53,600
0012	Superannuation	101,650	104,100
1000	Repairs & Maintenance	29,300	29,300
1004	Systems Service Maintenance	50,700	50,700
1013	Lift Maintenance	10,000	10,000
1016	Fire Equipment Maintenance	5,000	5,000
1042	Legionella Testing	13,000	13,000
1310	Electricity	82,600	82,600
1320	Gas	46,700	46,700
1400	NNDR	1,900	1,900
1410	Water Charges	26,000	26,000
1821	Sheltered Scheme Safety	0	231,000
1822	Smoke Detection Equipment	0	25,000
2200	Travelling Expenses	7,450	7,450
3006	Equipment Tools and Materials	27,150	27,150
3041	Older Persons Week	9,000	9,000
3089	Key Cutting	10,100	10,100
3221	Uniforms	3,000	3,000
3400	Telephones	32,000	32,000
3800	Miscellaneous Expenses	37,400	3,000
3837	Monitoring Contract	58,000	58,000
4304	Grounds Maintenance - Kimberley	144,200	151,800
4305	Grounds Maintenance - Beeston	5,350	5,350
4380	Window Cleaning	9,000	9,000
6003	Human Resources Recharge	0	39,100
6018	Health & Safety Recharge	0	5,500
6019	ICT Business Transformation Recharge	0	4,200
6021	Creditors Recharge	0	4,200
Total Expenditure		1,493,650	1,765,950
Income			
8089	Key Cutting Income	(2,100)	(4,200)
8313	Heating Charges	(800)	(800)
8317	Guest Room Income	(7,500)	(7,500)
Total Income		(10,400)	(12,500)
Net Expenditure		1,483,250	1,753,450

		Revised Budget	Original Budget
		2016/17 £	2017/18 £
<u>06720 - Housing Repairs - Miscellaneous</u>			
Expenditure			
1021	Internal Redecoration Scheme	23,100	15,100

Housing Portfolio HRA : Detailed Budgets

1240	Drain Cleaning	17,000	0
6002	Legal Recharge	24,500	26,700
6003	Human Resources Recharge	45,100	0
6004	ICT Recharge	40,900	6,100
6008	Customer Services Recharge	93,200	100,800
6010	Finance - Management Recharge	5,600	0
6013	Housing Recharge	665,800	0
6016	Audit Recharge	0	3,000
6017	Accountancy Recharge	0	6,700
6020	Commercial Finance Recharge	0	1,200
6023	Cashiers Recharge	0	1,700
6025	Housing Repairs Recharge	0	447,200
6026	Tenancy & Letting Recharge	0	10,800
6028	Strategy & Performance Recharge	0	28,800
6029	Private Sector Housing Recharge	0	7,000
Total Expenditure		915,200	655,100
Net Expenditure		915,200	655,100

	Revised Budget	Original Budget
	2016/17 £	2017/18 £
<u>06721 - Housing Revenue Account</u>		
Expenditure		
3711 Standard Charge	33,000	33,000
3873 Civil Contingencies Act	30,000	30,000
6022 Debtors Recharge	0	200
7000 Capital Charges	16,100	16,100
7003 Capital Charges Depreciation	3,483,700	3,476,300
7004 Loan Charges AMRA	2,516,400	2,554,300
7005 Appropriations	2,989,600	1,289,900
Total Expenditure	9,068,800	7,399,800
Income		
8101 Supporting People - Subsidy from Genera	(9,200)	(9,200)
8102 Supporting People Fees	(229,550)	(229,550)
8104 Housing Benefit payments for SP	(390,850)	(390,850)
8600 Rent	(15,534,400)	(15,357,900)
8608 MENSE profits	(7,000)	(5,000)
8610 Garage Rents	(230,600)	(290,700)
8705 Interest on HRA	(59,600)	(40,050)
Total Income	(16,461,200)	(16,323,250)
Net Expenditure	(7,392,400)	(8,923,450)
	Revised Budget	Original Budget
	2016/17 £	2017/18 £
<u>06736 - Housing Repairs - Void Property</u>		

Housing Portfolio HRA : Detailed Budgets

Expenditure

0010	Basic Pay	95,600	132,600
0011	NI	10,050	11,500
0012	Superannuation	19,850	25,900
1021	Internal Redecoration Scheme	0	8,000
3202	Materials - Direct	38,300	38,300
3203	Materials - Stores	11,800	11,800
3208	Waste Disposal	40,000	40,000
3434	Hardware Maintenance	4,000	0
6003	Human Resources Recharge	0	5,500
6018	Health & Safety Recharge	0	800
6019	ICT Business Transformation Recharge	0	600
Total Expenditure		219,600	275,000
Net Expenditure		219,600	275,000

**Revised
Budget**

**Original
Budget**

2016/17 £

2017/18 £

06737 - Housing Repairs - Electrical Testing

Expenditure

0010	Basic Pay	62,700	65,600
0011	NI	6,650	5,600
0012	Superannuation	13,150	12,900
3202	Materials - Direct	10,000	10,000
3208	Waste Disposal	1,000	1,000
6003	Human Resources Recharge	0	2,700
6018	Health & Safety Recharge	0	300
6019	ICT Business Transformation Recharge	0	300
Total Expenditure		93,500	98,400
Net Expenditure		93,500	98,400

**Revised
Budget**

**Original
Budget**

2016/17 £

2017/18 £

06738 - Housing Repairs - Heating Maintenance

Expenditure

0010	Basic Pay	197,250	138,400
0011	NI	26,100	12,400
0012	Superannuation	51,350	27,000
2005	Transport - Broxtowe	23,650	23,650
3096	Tools	1,500	1,500
3107	Sub Contractors [day to day repairs]	50,000	50,000
3202	Materials - Direct	11,500	11,500
3203	Materials - Stores	80,000	80,000
3208	Waste Disposal	5,000	5,000
3222	Protective Clothing	500	500
3802	Insurance Premium	3,050	2,700

Housing Portfolio HRA : Detailed Budgets

6003	Human Resources Recharge	0	5,500
6018	Health & Safety Recharge	0	800
6019	ICT Business Transformation Recharge	0	600
6021	Creditors Recharge	0	500
Total Expenditure		449,900	360,050
Net Expenditure		449,900	360,050

	Revised Budget	Original Budget
	2016/17 £	2017/18 £
<u>06739 - Housing Repairs - Day to Day</u>		

Expenditure

0010	Basic Pay	513,950	450,700
0011	NI	48,950	38,700
0012	Superannuation	96,900	79,100
2005	Transport - Broxtowe	89,100	89,100
3096	Tools	1,000	1,000
3107	Sub Contractors [day to day repairs]	200,000	200,000
3202	Materials - Direct	265,000	265,000
3203	Materials - Stores	5,000	5,000
3208	Waste Disposal	10,000	10,000
3222	Protective Clothing	3,000	3,000
3408	Mobile Phones/Pagers	500	500
3802	Insurance Premium	12,250	10,750
6003	Human Resources Recharge	0	20,100
6004	ICT Recharge	0	17,500
6018	Health & Safety Recharge	0	2,900
6019	ICT Business Transformation Recharge	0	2,100
6021	Creditors Recharge	0	8,200
6022	Debtors Recharge	0	200
Total Expenditure		1,245,650	1,203,850

Income

8131	Other Local Authorities Contributions	0	(5,000)
8551	Housing Repairs Income	(5,000)	(5,000)
Total Income		(5,000)	(10,000)

Net Expenditure

	1,240,650	1,193,850
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	Revised Budget	Original Budget
	2016/17 £	2017/18 £
<u>06740 - Contractors Work</u>		

Expenditure

1240	Drain Cleaning	0	17,000
1702	External Redecoration	134,000	134,000
1740	Miscellaneous Expenditure	5,500	5,500
1783	Relets External Suppliers	150,000	150,000

Housing Portfolio HRA : Detailed Budgets

1821	Sheltered Scheme Safety	360,100	0
1822	Smoke Detection Equipment	25,000	0
1824	Timber window replacement	20,000	20,000
1828	Asbestos Survey	100,000	100,000
1831	Fire safety risk assessments	150,000	150,000
1901	Vandalism - Housing Repairs	30,000	30,000
6021	Creditors Recharge	0	3,700
6022	Debtors Recharge	0	9,100
Total Expenditure		974,600	619,300
Income			
1902	Provision for Bad Debts - Hsg Reps	26,800	26,800
Total Income		26,800	26,800
Net Expenditure		1,001,400	646,100

**Revised
Budget**

**Original
Budget**

2016/17 £

2017/18 £

06741 - Charges To Leaseholders For Serv. And Fa

Expenditure

6022	Debtors Recharge	0	500
Total Expenditure		0	500

Income

8950	Repairs and Maintenance	(9,450)	(9,450)
8951	Grounds Maintenance	(3,650)	(3,650)
8952	Communal lighting	(6,800)	(6,800)
8953	Management and Insurance	(21,600)	(30,100)
Total Income		(41,500)	(50,000)

Net Expenditure

(41,500)

(49,500)

Total for Housing Portfolio HRA

578,300

(1,472,200)

GF Housing Portfolio: Summarised by Cost Centre Total
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	Revised Budget	Original Budget
	2016/17	2017/18
	£	£
<u>GF Housing Portfolio</u>		
06726 - Hostel Accommodation	(24,300)	(55,200)
06732 - Plowmans Court Hostel	4,600	4,600
06734 - Hostel Management	42,900	39,700
06750 - Housing Benefits and Welfare	178,450	178,450
06752 - Rent Allowance	178,950	203,950
06755 - Homelessness (GF)	225,100	208,400
06756 - Housing Strategy	93,600	37,300
06757 - Registered Social Landlords	4,100	3,200
06758 - Housing Advice	5,900	7,800
06793 - Miscellaneous	54,000	1,200
Total for GF Housing Portfolio	763,300	629,400

		Revised Budget	Original Budget
		2016/17 £	2017/18 £
<u>06726 - Hostel Accommodation</u>			
Expenditure			
1000	Repairs & Maintenance	6,700	6,700
1310	Electricity	5,000	5,000
1320	Gas	5,000	5,000
1401	Council Tax	8,000	8,000
1410	Water Charges	2,000	2,000
3006	Equipment Tools and Materials	5,000	5,000
6021	Creditors Recharge	0	900
6022	Debtors Recharge	0	700
Total Expenditure		31,700	33,300
Income			
8600	Rent	(56,000)	(88,500)
Total Income		(56,000)	(88,500)
Net Expenditure		(24,300)	(55,200)

		Revised Budget	Original Budget
		2016/17 £	2017/18 £
<u>06732 - Plowmans Court Hostel</u>			
Expenditure			
1310	Electricity	3,600	3,600
1320	Gas	600	600
1410	Water Charges	400	400
Total Expenditure		4,600	4,600
Net Expenditure		4,600	4,600

		Revised Budget	Original Budget
		2016/17 £	2017/18 £
<u>06734 - Hostel Management</u>			
Expenditure			
6003	Human Resources Recharge	800	0
6010	Finance - Management Recharge	1,500	0
6013	Housing Recharge	40,600	0
6017	Accountancy Recharge	0	1,600
6020	Commercial Finance Recharge	0	200

GF Housing Portfolio: Detailed Budgets

Appendix

6023	Cashiers Recharge	0	400
6026	Tenancy & Letting Recharge	0	9,500
6030	Homelessness Recharge	0	28,000
Total Expenditure		42,900	39,700
Net Expenditure		42,900	39,700

**Revised
Budget**

**Original
Budget**

2016/17 £

2017/18 £

06750 - Housing Benefits and Welfare

Expenditure

5020	Rent Rebates	178,450	178,450
Total Expenditure		178,450	178,450
Net Expenditure		178,450	178,450

**Revised
Budget**

**Original
Budget**

2016/17 £

2017/18 £

06752 - Rent Allowance

Expenditure

5060	Benefits Paid	178,950	178,950
6021	Creditors Recharge	0	25,000
Total Expenditure		178,950	203,950
Net Expenditure		178,950	203,950

**Revised
Budget**

**Original
Budget**

2016/17 £

2017/18 £

06755 - Homelessness (GF)

Expenditure

3637	Choice Based Lettings	51,000	39,000
3700	Grants	12,000	12,000
3800	Miscellaneous Expenses	11,250	11,250
3818	B&B Invoices	16,500	33,500
3879	Cont To Dep Guarantee Scheme	2,000	2,000
3921	Contribution to Other local Authority	27,000	27,000
3960	Homelets expenditure	2,000	2,000
6002	Legal Recharge	4,800	5,500
6003	Human Resources Recharge	7,300	0
6010	Finance - Management Recharge	4,700	0

GF Housing Portfolio: Detailed Budgets

Appendix

6013	Housing Recharge	250,100	3,400
6016	Audit Recharge	0	700
6017	Accountancy Recharge	0	2,200
6018	Health & Safety Recharge	0	1,000
6020	Commercial Finance Recharge	0	400
6022	Debtors Recharge	0	700
6023	Cashiers Recharge	0	800
6026	Tenancy & Letting Recharge	0	25,900
6030	Homelessness Recharge	0	195,400
Total Expenditure		388,650	362,750
Income			
8131	Other Local Authorities Contributions	(28,200)	(26,000)
8134	Grant - ODPM	(86,350)	(86,350)
8590	Other Income	(47,000)	(40,000)
8960	Homelets income	(2,000)	(2,000)
Total Income		(163,550)	(154,350)
Net Expenditure		225,100	208,400

**Revised
Budget**

**Original
Budget**

2016/17 £

2017/18 £

06756 - Housing Strategy

Expenditure

3607	Consultants	50,000	0
6003	Human Resources Recharge	900	0
6013	Housing Recharge	42,700	8,800
6029	Private Sector Housing Recharge	0	15,000
6030	Homelessness Recharge	0	13,500
Total Expenditure		93,600	37,300
Net Expenditure		93,600	37,300

**Revised
Budget**

**Original
Budget**

2016/17 £

2017/18 £

06757 - Registered Social Landlords

Expenditure

6003	Human Resources Recharge	100	0
6013	Housing Recharge	4,000	0
6026	Tenancy & Letting Recharge	0	3,200
Total Expenditure		4,100	3,200
Net Expenditure		4,100	3,200

	Revised Budget	Original Budget
	2016/17 £	2017/18 £
<u>06758 - Housing Advice</u>		
Expenditure		
6002 Legal Recharge	4,100	4,600
6003 Human Resources Recharge	100	0
6013 Housing Recharge	1,700	0
6025 Housing Repairs Recharge	0	1,100
6028 Strategy & Performance Recharge	0	2,100
Total Expenditure	5,900	7,800
Net Expenditure	5,900	7,800
	Revised Budget	Original Budget
	2016/17 £	2017/18 £
<u>06793 - Miscellaneous</u>		
Expenditure		
1004 Systems Service Maintenance	19,600	19,600
3015 Equipment	30,000	30,000
3656 Safeguarding Children	700	700
3834 Supporting People	9,200	9,200
4300 Grounds Maintenance	15,000	15,000
6002 Legal Recharge	57,600	1,300
6003 Human Resources Recharge	2,400	0
6013 Housing Recharge	10,300	0
6021 Creditors Recharge	0	500
6022 Debtors Recharge	0	35,500
6025 Housing Repairs Recharge	0	4,700
6028 Strategy & Performance Recharge	0	12,400
6115 Lifeline	37,300	37,300
6117 Mediation	36,900	0
Total Expenditure	219,000	166,200
Income		
8590 Other Income	(165,000)	(165,000)
Total Income	(165,000)	(165,000)
Net Expenditure	54,000	1,200
 Total for GF Housing Portfolio	 763,300	 629,400

HOUSING CAPITAL PROGRAMME

No.	Scheme	Start	Finish	Estimated Total Cost				Net Revenue Costs in 2017/18	Full Years Revenue Effect of (6)	Net Effect of (5)
					2017/18	2018/19	2019/20			
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
	<u>GENERAL FUND HOUSING</u>			£	£	£		£	£	£
1.	Disabled Facilities Grants Grants	Ongoing		1,958,250	652,750	652,750	652,750	0	0	0
				1,958,250	652,750	652,750	652,750	0	0	0
	TOTAL - GENERAL FUND HOUSING			1,958,250	652,750	652,750	652,750	0	0	0
	<u>HOUSING REVENUE ACCOUNT</u>									
2.	Heating Replacements/Energy Efficiency Works Works Capital Salaries	Ongoing		2,500,000 62,500 2,562,500	1,000,000 25,000 1,025,000	750,000 18,750 768,750	750,000 18,750 768,750	0 0 0	0 0 0	0 0 0
3.	Aids and adaptations - Disabled Persons Works Capital Salaries	Ongoing		900,000 81,000 981,000	300,000 27,000 327,000	300,000 27,000 327,000	300,000 27,000 327,000	0 0 0	0 0 0	0 0 0
4.	Housing Modernisation Programme Works Capital Salaries	Ongoing		5,500,000 137,500 5,637,500	2,000,000 50,000 2,050,000	2,000,000 50,000 2,050,000	1500000 37500 1,537,500	0 0 0	0 0 0	0 0 0
5.	Major Relets Works Capital Salaries Provision	Ongoing		420,000 30,000 450,000	140,000 10,000 150,000	140,000 10,000 150,000	140,000 10,000 150,000	0 0 0	0 0 0	0 0 0

6.	Window and Door Replacement Works	Ongoing	925,000	325,000	300,000	300,000	0	0	0
	Capital Salaries Provision		23,100	8,100	7,500	7,500	0	0	0
			948,100	333,100	307,500	307,500	0	0	0
Housing Rev. Account Carried Forward			10,579,100	3,885,100	3,603,250	3,090,750	0	0	0

HOUSING CAPITAL PROGRAMME

No.	Scheme	Start	Finish	Estimated Total Cost				Net Revenue Costs in 2017/18	Full Years Revenue Effect of (6)	Net Effect of (5)
					2017/18	2018/19	2019/20			
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
	Housing Rev. Account Brought Forward			£ 10,579,100	£ 3,885,100	£ 3,603,250	3,090,750	0	0	0
7.	External Pre-Paint Repairs and Redecoration Programme	Ongoing								
	Works Provision		1,875,000	625,000	625,000	625,000	0	0	0	
	Capital Salaries Provision		46,800	15,600	15,600	15,600	0	0	0	
				1,921,800	640,600	640,600	640,600	0	0	0
8.	<u>Contingency Sum</u>	Ongoing								
	Works		81,000	27,000	27,000	27,000	0	0	0	
	Capital Salaries		2,700	900	900	900	0	0	0	
				83,700	27,900	27,900	27,900	0	0	0
	TOTAL HOUSING REVENUE ACCOUNT			12,584,600	4,553,600	4,271,750	3,759,250	0	0	0
	HOUSING TOTAL			14,542,850	5,206,350	4,924,500	4,412,000	0	0	0

HOUSING CAPITAL PROGRAMME 2017/18

Scheme
Number

GENERAL FUND HOUSING

1. Disabled Facilities Grants (£652,750)

This budget is to provide grants to improve facilities for disabled people living in private sector dwellings. The budget is administered by Nottinghamshire County Council through the Better Care Fund and has been increased from £377,000 in 2016/17.

HOUSING REVENUE ACCOUNT

2. Gas Heating Replacement and Energy Efficiency Works (£1,025,000)

This budget is to continue the programme of replacing obsolete gas central heating systems with new energy efficient systems that will provide whole house heating. It will also improve insulation to dwellings with solid walls or micro cavities. It is anticipated that the new systems and insulation will significantly lower CO2 emissions and result in lower energy bills.

3. Aids and Adaptations – Disabled Persons (£327,000)

This budget is to enable the continuation of the Council's programme to adapt Council dwellings to meet the needs of people with disabilities.

4. Housing Modernisation Programme (£2,050,000)

This project is to progress the programme of work to deliver the Broxtowe Standard identified by tenants in the housing option appraisal process to provide good quality homes in accordance with the Housing Strategy. Work is also required to ensure any newly identified needs in relation to the decent homes standards are met.

5. Major Relets (£150,000)

This budget is for extensive work to void properties that are in a serious state of disrepair in order to bring them to a suitable standard to be re-let as quickly as possible. The work can comprise of door replacements, bathroom and kitchen replacements, extensive plastering and other repairs.

7. Window and Door Replacement (£333,100)

The expenditure forms part of a programme targeting old external doors and any failing double-glazed windows. This will allow the Council to continue fitting high security composite doors and frames. Both items are high on the residents' list of priorities and help with the commitment to community safety.

8. External Pre-Paint Repairs and Redecoration Programme (£640,600)

This budget will enable the renewed programme of external painting and pre-paint repairs to the housing stock to continue on a rolling basis. The programme will target external components including soffits (including asbestos removal), fascias, fencing, gates, outhouses etc. that have deteriorated and are in need of repair.

9. Contingency sum (£27,900)

This budget is intended to meet the cost of Housing Revenue Account unforeseen capital items that need to be addressed during the financial year.

APPENDIX 2c

HOUSING – REVIEW OF FEES, CHARGES AND ALLOWANCES

1. HOUSING

1.1 Licences

	<u>Present 2016/17</u> £	<u>Proposed 2017/18</u> £
Houses in Multiple Occupation:		
- Full licence fee	410.00	410.00
- Reduced fee if landlord is a member of a recognised landlords' association or is making an application in respect of a second or subsequent HMO	350.00	350.00

1.2 Miscellaneous

	<u>Present 2016/17</u> £	<u>Proposed 2017/18</u> £
UK Entry Clearance	110.00	110.00

1.3 Lifeline

	<u>Present 2016/17</u> £	<u>Proposed 2017/18</u> £
Charge per week	3.50	3.50

1.4 Guest Room

	<u>Present 2016/17</u> £	<u>Proposed 2017/18</u> £
Room per night	18.00	18.00

1.5 Communal Lounge Hire

	<u>Present 2016/17</u> £	<u>Proposed 2017/18</u> £
Per Hour	(between £13.00 and £25 dependent on facilities and seating capacity)	(between £13.00 and £25 dependent on facilities and seating capacity)
Schemes with smaller communal room to be charged for half a day	£10	£10

1.6 Short Stay Hostels
(Daily Charge)

	<u>Present 2016/17</u> £	<u>Proposed 2017/18</u> £
50 Nether Street	17.00	17.00
52/54/56 Nether Street	17.00	17.00
Knapp Avenue	17.00	17.00
Plowmans Court	17.00	17.00

1.7 Lease Management Administration

	<u>Present 2016/17</u> £	<u>Proposed 2017/18</u> £
Leasehold Charges	150.00	150.00

1.8 Right to Buy Administration

	<u>Present 2016/17</u> £	<u>Proposed 2017/18</u> £
Provision of Historical Information	25.00	25.00

1.9 Management Charge

	<u>Present</u> <u>2016/17</u> £	<u>Proposed</u> <u>2017/18</u> £
Sheltered housing scheme – type A	11.11	11.11
Sheltered accommodation – type B	9.47	9.47

These figures are based on actual charges to tenants (48 weeks).

1.10 Decorating Allowances

Up to a maximum as indicated for full refurbishment

	<u>Present</u> <u>2016/17</u> £	<u>Proposed</u> <u>2017/18</u> £
House Refurbishment (except where decoration has been undertaken by the council)	250.00	250.00
Flat modernisation (except where decoration has been undertaken by the council)	230.00	230.00
Bungalow Refurbishment (except where decoration has been undertaken by the council)	288.00	288.00
Relets	220.00(max)	220.00(max)
Electrical Rewire 1/2 Bed Flat	121.00	121.00
2 Bed House	149.00	149.00
3 Bed House	182.00	182.00
4 Bed House	208.00	208.00
Partial Rewire/Decoration 1/2 Bed Flat	Up to 97.00	Up to 97.00
2 Bed House	Up to 120.00	Up to 120.00
3 Bed House	Up to 146.00	Up to 146.00
4 Bed House	Up to 166.00	Up to 166.00
PVCu Window Replacement	Up to 37.00	Up to 37.00
Heating Installation where back boiler removed	Up to 50.00	Up to 50.00
Damp Proof Course (per room affected)	44.00	44.00
Plastering Repairs (per room depending upon extent of damage)	12.00-39.00	12.00 – 39.00

Where a tenant is above retirement age or disabled, the above allowances are increased by 80% upon the production of a valid invoice from a professional decorator.

1.11 Resident Involvement grants and allowances

	<u>Present</u> <u>2016/17</u> £	<u>Proposed</u> <u>2017/18</u> £
Max. start up grant for local tenant/leaseholder groups	150.00	150.00
Max. training grant for tenants to attend approved courses	100.00	100.00
Max. one off grant to local tenant/leaseholder groups for purchase of equipment	150.00	150.00
Max. on-going grants for local tenant/leaseholder groups to match local fund raising £ for £ approved items	250.00	250.00
Travelling allowance rates for attendance at meetings, training sessions, seminars and conferences	Applicable Casual car user allowances	Applicable Casual car user allowances

Report of Director of Housing, Leisure and Property Services

HOUSING AND PLANNING ACT UPDATE1. Purpose of report

To update the Committee of the implications of the Housing and Planning Act 2016 and the recent the Autumn Statement announced by the Chancellor of the Exchequer.

2. Background

The Housing and Planning Act 2016 received Royal Assent on 12 May 2016. The Act introduced several key aspects these are:

1. The sale of high value properties and right to buy for Housing Associations;
2. High income social tenants (Pay to Stay);
3. Mandatory use of fixed term tenancies;
4. Starter Homes; and
5. Changes to the definition of affordable homes

3. Detail

In July 2016 the Committee received a report which explained the implications of the Housing and Planning Act. The Autumn Statement on 23 November made changes to two aspects of the Act: the sale of high value properties and high income social tenants. Further details are provided in the appendix.

Regulations for mandatory use of fixed term tenancies and starter homes are yet to be published. Mandatory use of fixed term tenancies is still expected to be introduced next year. The Department for Communities and Local Government has set up a working group of 20 councils to help develop regulations and guidance.

4. Financial implications

Due to the changes announced in the Autumn Statement the Council will not be required to make a payment to the Secretary of State in respect to the sale of high value properties in 2017/18. Full details of financial implications will not be known until regulations are published.

Recommendation

The Committee is asked to NOTE the report.

Background papers

Nil

APPENDIX

The sale of high value properties

Details of both the definition of higher value homes and the mechanism by which the government will calculate the amount owed are not yet published.

The intention is to use the receipts from these sales to fund the extension of the Right to Buy to Registered Providers. Following a pilot with five providers, it was announced in the Autumn Statement that the full roll-out of the Right to Buy has been postponed until a larger regional pilot is undertaken. The extended five year pilot will not be funded by the sale of high value properties. The Council will not be required to make a payment to the Secretary of State in 2017/18. A date for full roll-out has not been set.

In December 2015 the Council provided details to the DCLG of the value and tenancy turnover of the housing stock for the previous three years. In December 2016 an update was provided to the DCLG of properties sold and built since the initial information was provided. The information provided by local authorities will be used to set the definition and calculation used. Further information is expected during 2017.

High income social tenants

Also known as 'Pay to Stay', the Act required local authority tenants with a higher income to pay a higher rent. A 'higher income' is defined as a household earning more than £31,000 per year.

The Act required that local authorities returned any additional rental income to the Secretary of State (minus administrative costs).

On 21st November 2016 the DCLG announced that this policy is no longer mandatory for local authorities. It was confirmed in the Autumn Statement that implementation would be voluntary.

A report will be brought to the next Committee for a decision on whether to implement this aspect of the Act.

Report of the Director of Housing, Leisure and Property Services

INCOME GENERATION ON RETIREMENT LIVING SCHEMES1. Purpose of report

To seek approval to extend the use of the communal facilities located in the Council's Retirement Living Schemes, for events, activities, forums and training by voluntary, statutory and third sector. In addition to offering the hire of the communal facilities for private hire.

2. Background

22 Retirement Living schemes have communal facilities that are made available to use to residents for occasions such as coffee mornings, scheme parties and other social activities. Further to this some schemes have guest bedroom and flats and utility rooms that are used by people offering services such as hairdressing and chiropody. Current income generated from the use of the facilities combined is approximately £8,000 per annum.

3. Detail

The use of communal facilities is in general terms underutilised and the income generated does not reflect the availability of the facilities and the potential income this can generate. The following table illustrates an estimated annual income that can be achieved by maximising the use of the communal facilities. Further detail in appendix 1.

- Guest Room £90,000
- Communal Room £75,000
- Utility Room £50,000

Extending the use of the community facilities is aligned with outcome 13 of the Housing Strategy 2015-20 "Retirement Living facilities are modernised and the use of communal facilities are optimised for the benefit of the wider community".

4. Financial implications

It is hoped that with the recent appointment of a Commercial Manager, assistance will be given to draft a complete business case producing a cost benefits projection.

Recommendation

The Committee is asked to RESOLVE the proposals to extend the use of Retirement Living Community facilities to include private hire use.

Background papers

Nil

Appendix 1**Guest Rooms**

Occupancy level in the Retirement Living guest rooms is currently at 6.5% (380 out of 5,840 days), achieving approximately £6,000 income per year. In order to increase demand for these rooms the team started a programme of works in which rooms have been re-decorated, modernised and furnished to a higher standard in order to generate interest and demand for guest rooms.

In addition to this the marketing of the guest rooms has increased and is more visible in each Retirement Living Scheme, in addition to having rooms open and available for viewing for residents and selected groups of people who live closer to individual schemes, such as tenants in Retirement Living 'B' Schemes who may have friends or family who do not have anywhere to stay when visiting.

The current charge for a guest room is £18 per night.

With a more direct and targeted marketing approach potential income could generate in the region of £80,000 per annum.

Communal Lounges

Communal Lounges are currently used for tenants meetings, older person exercise groups, bingo and some social groups clubs and groups. These groups are not charged. The Council only charges private functions, of which few are held.

It is proposed to market the rooms and booking information more visibly in the community, to review the charging arrangements for groups currently using the rooms and to approach groups in the local area to see if we can host their events.

The current charge for the usage of a Communal Lounge varies depending on facilities available, but rates vary from £13-25 per hour, which is comparable with room hire rates locally.

Current room usage for paid events is rare so income generated is low. Through effective marketing Community Room Hire could generate extra income in the region of £75,000 per year.

Scheme Utility Rooms

Utility rooms in retirement living schemes are well used as hairdressing and chiropodist rooms. The tenants are charged by the people who provide the service. However the users of the room are not charged for the use of the room, the utilities and cleaning of the room after use. Levying a £10 hourly rate for the use of the room by people providing a service and promoting the availability of these utility rooms could generate revenue of approximately £50,000 per annum.

Report of Director of Housing and Property Services**BEXHILL COURT**1. Purpose of report

To update the Housing Committee on the development of the dementia friendly bungalows at Bexhill Court Beeston.

2. Background

The keys were officially handed over at Broxtowe Council's second dementia friendly housing scheme in Beeston on 24 November. The development was a partnership project between Broxtowe Borough Council, Nottingham Community Housing Association, Waters Homes and Pelham Architects to build specially designed and adapted bungalows for people with dementia. This contributes to the Council's on-going commitment to be a dementia friendly Council.

3. Detail

The development includes four x two bedroom bungalows, including a room for carers to help support the needs of individual tenants, together with an additional two x one bedroom bungalows for people who wish to move to Retirement Living.

The newly built bungalows have been incorporated into the Council's Retirement Living Scheme at Bexhill Court on Central Avenue.

The homes have been designed to be dementia-friendly with special emphasis on colours, textures and patterns, as people with dementia can struggle with depth perception and patterns can cause confusion. The design ensured that there is lots of light in the home but that things like doors, light fittings and toilet seats are dark enough to stand out and easy to distinguish. Each room is a different pastel colour so they are easily identifiable to the tenant, even if they are confused or disorientated.

Photographs of the completed development are attached as an appendix.

Recommendation

The Committee is asked to NOTE the report.

Background papers

Nil

APPENDIX



Report of the Director of Housing Property Services

WORKING TOGETHER TO COLLECT THE RENT – KEY LEARNING POINTS1. Purpose of report

The purpose of the report the key learning points of the Chartered Institute of Housing (CIH) Programme Working Together to Collect the Rent which ended on 14 December 2016.

2. Background

Tenancy arrears have been increasing over a period of several years as a result of a combination of factors such as:

- Increase in household debt
- Changes in Housing Benefit backdate rules
- Less tenancy support available from agencies
- Zero hours contract having affecting tax credits and benefits
- Benefit Cap and other Welfare Reforms
- Increase job centre sanctions.

The Council have instigated a change management process in respect of rent income management functions in order to effectively manage households who are falling into rent arrears. Through the CIH programme, officers have studied successful income management processes adopted by other social housing providers and considered ways in which to incorporate theory into practice in the context of the rent income management at Broxtowe.

3. Detail

New operational procedures and systems are being developed and put into place in order to improve performance and income collection and to support tenants who may be experiencing difficulties that could impact on them meeting their rent obligation. The following examples of actions already taken or planned to be taken in order to develop a better landlord-tenant relationship.

- Appointment of Interim Income Manager
- Profiling customers (so as to understand which tenants pose the greatest risk of non-payment of rent)
- Undertake a project on Tenancy Ready assessment
- Review existing rent collection team structures and processes
- Strengthen 'rent first' culture among customers.

A detailed summary of the key learning points can be found attached as an appendix.

Recommendation

The Committee is asked to NOTE the report.

Background papers

Nil

APPENDIX

Key learning points from Working Together to Collect the Rent - Chartered Institute of Housing**Introduction**

The introduction of welfare reforms in April 2013 has required and prompted social landlords to look afresh at how they can successfully collect rent in such challenging circumstances. The biggest change to the welfare benefits system in a generation – and the threat to core income that that change brings – has been the driven landlords to:

1. Examine its relationship with its tenants;
2. Consider the commercial-head, social-heart balance required to be able to operate effectively;
3. Review existing structures, processes, services, skill sets needed.

In practice, there is considerable overlap between the first two points above. Also, there are inter-dependencies between points one and three. The sector has looked at traditional businesses to see what can be learnt about the “customer-supplier relationship, whilst retaining its social values.

Increasingly, we see social landlords borrowing practices from more traditionally commercial businesses where the customer relationship is key to success: nudge theory, behavioural insight, tenant segmentation and reward and incentive schemes are no longer unfamiliar terms to social landlords. All of these have the tenant at the centre for very strong commercial reasons: good knowledge of tenants and effective landlord tenant relationships drive and inform tailored and targeted services that deliver results.

These elements are rapidly becoming the cornerstone of reviewing services that are being developed to mitigate the risk of diminishing income – and, therefore, the ability for social landlords to continue to operate – that welfare reforms represent both to social landlords and the significant majority of their tenant (or customer) base.

In relation to rent income collection, it is now well recognised that a “one-size-fits-all” approach does not work and is not cost effective or value for money. For example, effective rent income collection processes do not simply require that an Arrears Letter 1 is sent out but rather that the right method of contact is used based on knowledge of the tenant and the tenant’s stated contact preferences.

This short report will focus on the key discussions on learning around the importance of the landlord-tenant relationship and how landlords are developing their rent collection services.

A final section will give examples of actions taken to develop and make fit for purpose by both Working Together to Collect the Rent participants and other social landlords.

The landlord – tenant relationship

Prior to Universal Credit, the key relationship for a landlord with 60%-80% of its tenants was with the Housing Benefit department. Successful collection of rent was more dependent on the relationship with the Housing Benefit department than with tenants.

Under Universal Credit, the direct payment of rent to the tenant has brought the landlord-tenant relationship into sharp focus. The last few years have seen social landlords moving away from the sometimes paternalistic relationships with tenants that had been largely caused by the direct payment of rent (to landlords) via Housing Benefit.

New conversations about tenant responsibility for rent and developing a “rent first” culture have been at the forefront of developing rent collection services fit for purpose in the new, riskier operating landscape in which landlords now find themselves.

Greater emphasis is being given to understanding individual tenants better in order to manage and mitigate the risk of non-payment. Also, to understand tenant aspirations: what part can a social landlord play in enhancing opportunities for training and employment? This is not simply an altruistic aim: increasing the likelihood of employment and increasing a tenant’s income is likely to result in lower rent arrears.

The rent income collection service

Increasingly, social landlords are recognising that successful rent collection requires a whole-organisation approach. That is, effective rent collection is not the sole province of the income collection team. There is, of course, a need for enforcement action where a tenant is identified as someone who won’t pay rather than can’t pay but the links between:

- void standard;
- pre-tenancy work;
- a robust lettings process;
- a carefully managed introductory tenancy period;
- effective rent collection and arrears management services and
- an holistic suite of services designed to support and empower tenants

are now well-recognised as being central to producing tenants who are able to pay their rent and sustain their tenancies.

The case study from Curo¹ on the next page is a good example of how a landlord activity that may not be seen as overtly dealing with rent or arrears, in

¹ Housing association operating in Bath and Bristol

fact has played a key role in reducing arrears at the same time as creating sustainable tenancies - a win-win for both tenants and the business:

CASE STUDY

Curo has a well-developed pre-tenancy service that requires housing applicants to work with staff to develop a “success plan” that covers core needs such as money, furniture and affordable warmth.

Initially run as a jointly funded venture with the local CAB, the project was so successful that Curo now fully fund the project themselves.

Some of the key outcomes reported from this are:

- “Household budget manageability” score went from 7 to 8.7
- Confidence about moving score went from 6.3 to 8.3
- 77% of new tenants say their rent will be more affordable as a result of the pre-tenancy service
- 21 customers onto a cheaper utility tariff
- £6k of energy debt written off
- 6 customers started banking for the first time
- 49 customers have an active debt management plan
- £18k in one-off payments – either charity payment, debt written off or benefit overpayment written off
- Potentially 1/3 to qualify for help with moving costs
- £49k per year back in customers’ pockets due to increased benefit entitlement or reduced creditor payments

For the period April 2014 – March 2015, Curo’s rent arrears reduced

Examples of landlord activities

The following are examples of actions already taken or planned to be taken both by participants in Working Together to Collect the Rent and other social landlords to develop the landlord-tenant relationship and the rent income collection service:

- Developing a better understand of customers, in particular for Universal Credit claimants
- Profiling Universal Credit claimants (so as to understand which tenants pose the greatest risk of non-payment of rent)
- Undertake a project on ‘customer segmentation’ (to provide more effective, tailored services)
- Review existing rent collection team structures and processes
- Strengthen ‘rent first’ culture among customers and starter tenants in particular – improve ‘one team approach’ pre and in early stages of tenancy

- Take payment in advance at sign up
- Carry out affordability assessments (and either look for economies or refuse to allocate a property where the rent is not affordable)
- Introduction/promotion of 'Rent First' message and a one team approach
- Introducing rewards, sanctions and incentives to encourage desired behaviour. Eg paying rent by Direct Debit and paying rent in advance
- Use of nudge theory in arrears letters and communications with tenants to promote rent payment
- Use social media to advertise / promote impacts of both sanctions, rewards and support
- Use of automated text messages to encourage shift in payment methods and payment of rent
- Promote 'safe financial products'
- Increase engagement with tenants

Conclusion

It is evident from both Working Together to Collect the Rent and other consultancy work that we carry out, that over the last three years social landlords have, to varying degrees, been having a long, hard look at how they operate in recognition of the massive changes that welfare reforms have brought and will continue to bring.

Whilst this has undoubtedly been uncomfortable for some landlords, what we see emerging is, arguably, a healthier landlord tenant relationship. There are two key characteristics of this new relationship: firstly that it is built on adult conversations and expectations around managing a tenancy, with appropriate levels of empowerment and support; secondly that the sector has borrowed from other areas of businesses elements methods of understanding customers in order to provide appropriate services and to encourage desired behaviours.

Following on from this, the other important dimension to the changes that welfare reforms have brought is that social landlords have been introduced to the notion of operating more commercially whilst retaining social purpose. This has been a challenge for organisations in deciding where they sit on the spectrum of a commercial versus social operation.

The overarching comment that we get from landlords time and time again - even when they are unsure about how to change, how to develop, in which direction to travel etc - is that they recognise that standing still is not an option.

Report of the Director of Housing and Property Services

GOVERNMENT HOMELESSNESS FUNDING RECIPIENTS1. Purpose of report

To inform the Housing Committee of the Government's decision to award a Homelessness grant £371,000 to the Nottingham/Nottinghamshire partnership.

2. Background

In October 2016 the Government opened bidding for £40m of funding to tackle homelessness and rough sleeping. A coalition of partners that included Broxtowe Borough Council submitted a bid for a rough sleeping project that provides early intervention work to help those new to the streets, or at imminent risk of sleeping rough to get the rapid support they need.

In December 2016 the Government announced that the City/County bid had been successful in obtaining funding for the two year project.

3. Detail

2016 figures from the Department Communities and Local Government (DCLG) show that the level of rough sleeping has doubled nationally between 2010 and 2015. During this period Local Authority estimates across Nottinghamshire reported that levels had tripled from 22 to 66. In-depth analysis across the county has shown a significant and rapid increase in rough sleeping.

The principal mechanism for delivering a countywide response to rough sleeping will be the establishment of a new Nottinghamshire Rough Sleeper Prevention Service (NRSPS). Building on what is already known regarding the local rough sleeping population, the triggers to rough sleeping and what works in terms of effective targeted intervention.

The Team will work in partnership with local Housing Options Teams and services working with the homeless and vulnerably housed (both statutory and non-statutory) across Nottinghamshire to identify those at risk of rough sleeping.

Recommendation

The Committee is asked to NOTE the report.

Background papers

Nil



Department for
Communities and
Local Government

Rough Sleeping Grant Funding

Helping those new to the streets, or at
imminent risk of sleeping rough to get the
rapid support they need

Funding Bid Application Form

Application Form

Name (each Funding Bid needs a lead, named contact):			
Rachael Harding			
Local Authority/Strategic Regional Authority:			
Nottingham City Council			
Job title, address & contact details (including e-mail address):			
Housing Strategy Specialist Nottingham City Council, Loxley House, Station Street, Nottingham, NG2 3NG rachael.harding@nottinghamcity.gov.uk			
Are you representing a coalition of commissioners or partners? If yes, list all organisations below:			
Nottingham City Council Rushcliffe Borough Council Gedling Borough Council Broxtowe District Council Mansfield District Council Ashfield District Council Newark and Sherwood District Council Bassetlaw District Council			
Amount of funding requested, and indicative profile over the four financial years:			
<i>Profile of bid:</i>			
	16/17	17/18	18/19
<i>Support</i>	-	-	-
<i>Staff costs</i>	-	£138,810	£138,810
<i>Other</i>	-	£46,865	£46,865
<i>Total</i>	-	£185,675	£185,675
The funding includes a contribution from Framework which is predicted to add considerable impact. A full breakdown of costings can be found at Annex B.			
<i>How many individuals do you expect to provide interventions for? 1617</i>			
Geographic area to be covered:			
Nottinghamshire (including Nottingham city, Rushcliffe, Gedling, Broxtowe, Mansfield, Ashfield, Bassetlaw, Newark and Sherwood local authority areas)			

Criteria A – Need

Current Scale

2016 figures from the DCLG show that the level of rough sleeping has doubled nationally between 2010 and 2015. During this period Local Authority estimates across Nottinghamshire reported that levels had tripled from 22 to 66. In-depth analysis across the county has shown a significant and rapid increase in rough sleeping. Monthly headcounts in Nottingham City reveal a month-on-month increase:

	2011/12	2016/17
April	-	18
May	13	23
June	7	29
July	16	33
August	18	32
September	12	33
October	13	38
November	19	35
December	14	
January	6	
February	5	
March	10	

In 2015/16 the Nottingham City Street Outreach Team worked with 406 individuals. In the first six months of the current year the Team has worked with 369 individuals.

The countywide multi-agency annual Nottinghamshire Homeless Watch Survey showed an increase in rough sleeping from 108 in 2014 to 158 in 2015. 132 calls have been made to Streetlink since 2015.

Based on this data the current estimate of individual rough sleepers across Nottinghamshire is 946 for 2016.

Projected Scale

If unaddressed, it is likely that the number of rough sleepers will continue to rise to a figure approaching 1,500. The proposal is to establish a countywide Nottinghamshire Rough Sleeper Prevention Service (NRSPS) which will offer ‘upstream’ interventions to prevent rough sleeping and where it happens keep it to a minimum. If employed, and working to the principles of NSNO, the service would expect to impact by delivering a small decrease in Year 1 down to 874 as the service becomes established followed by a greater one in Year 2 down to 743.

Estimate for those sleeping rough for 5 days or less

Extrapolating data from the Nottingham City NSNO countywide it is estimated that a minimum of 38% or 359 of the current population will sleep rough for 5 days or less. The aim of the new service will be to increase this proportion so that fewer people go on to sleep rough for longer periods.

Additionality

There is currently no dedicated service working with rough sleepers outside of Nottingham City. The new service will deliver a countywide intervention based on the principles of NFNO and NSNO. It will work closely with Housing Options Teams to identify people in danger of rough sleeping and deliver interventions to reduce rough sleeping by those new to the streets and among more established rough sleepers. NRSPS will verify rough sleepers and record them on a database modelled on the CHAIN recoding system currently used by the Nottingham City Street Outreach Team. The Freephone Rough Sleeper Hotline (linked to Streetlink) will be extended to the county to enable rough sleepers to self-refer and to facilitate referral by the public.

Reach

The service will deliver targeted interventions across Nottingham City and the seven Districts and Boroughs of Nottinghamshire. The service will develop new partnerships across the area and promote multi-agency working.

Methodology

Estimates are based on and extrapolated from data collected by:

- All participating Local Authorities
- Street outreach
- Scoping work in Nottinghamshire
- Nottingham City Rough Sleeper Hotline
- Streetlink
- Nottinghamshire Homeless Watch Survey

Criteria B – Value for Money**Cost Savings**

Rough sleepers often present with a complexity of need which requires input from a number of statutory and non-statutory agencies. The Nottinghamshire Homeless Watch Survey identified the principal support needs as being:

- Drug abuse (50% presentations)
- Domestic Violence (47%)
- Physical health (41%)
- Ex-offender (38%)
- Mental health (34%)
- Alcohol Abuse (30%)
- Physical Disability (17%)
- Learning Disability (16%)

[Research](#) by New Economy, Manchester, has attempted to quantify the cost attached to a range of interventions which rough sleepers are likely to require. By matching the cost per likely intervention to the support need it is possible to understand the potential cost (and saving).

Health

- Alcohol Misuse: £2,015 p.a.
- Drug Misuse: £3,727 p.a.
- Ambulance Call-out: £223
- A&E attendance: £117
- Inpatient admittance: £1,863 per episode
- Mental Health: £2,197 p.a.

- GP attendance: £125 per hour.

Criminal Justice

- Anti-Social Behaviour (Cost per Incident): £673
- Domestic Violence (Cost per Incident): £2,836
- Imprisonment: £34,840 p.a.
- Arrest: £719 (Cost per Incident)
- Court Appearance: £14,603

Rough Sleeping

- Local Authority expenditure: £8,605 (per individual)

Cost for Each Individual Reached

[At What Cost \(Crisis 2015\)](#) used case studies to gauge the potential cost of rough sleeping. In its vignette, the cost of early intervention (12 weeks) is £1,426. If rough sleeping persists for 12 months the cost rises to £20,128, reflecting the increased use of services (including health, criminal justice interventions and specialist accommodation). Further, it estimates that the cost of resolving rough sleeping rises and at the end of 12 months is an additional £13,782 (supported accommodation, resettlement, floating support).

In Total

To best understand the level of cost saving, we have grouped projected numbers into three bands:

- Individuals sleeping rough for 5 nights or less: Band 1
- Individuals sleeping rough sleeping for 6 months (multiple needs): Band 2
- Individuals sleeping rough for 12 months (multiple and complex needs): Band 3

Current Cost

	No. of Individuals	Cost
Band 1	359	£ 897,500
Band 2	445	£6,720,050
Band 3	142	£2,858,176
Total	946	£10,475,726

Projected Saving (Year 1)

	No. of Individuals	Cost	Saving
Band 1	437	£1,092,500	- £195,000
Band 2	393	£5,537,370	£1,182,680
Band 3	44	£ 885,632	£1,972,544
Total	874	£7,515,502	£2,960,224

Projected Saving (Year 2)

	No. of Individuals	Cost	Saving
Band 1	446	£1,115,000	- £217,500
Band 2	292	£4,114,280	£2,605,770
Band 3	5	£100,640	£2,757,536
Total	743	£5,329,920	£5,145,806

Evidence

The evidence is based on data compiled from local and national research carried out by:

- [New Economy, Manchester](#)
- [Crisis](#)
- [Nottinghamshire Homeless Watch Survey](#)

Criteria C – Approach

The principal mechanism for delivering a countywide response to rough sleeping will be the establishment of a new Nottinghamshire Rough Sleeper Prevention Service (NRSPS). NRSPS will build on what is already known regarding the local rough sleeping population, the triggers to rough sleeping and what works in terms of effective targeted intervention. NRSPS will adhere to the principles of NFNO and NSNO recognising the challenges that this presents across a large geographical area with both urban and rural profiles and where accommodation and support provision is often located in the larger population centres. NRSPS will be a dedicated team experienced in working with the service user group. The Team will work in partnership with local Housing Options Teams and services working with the homeless and vulnerably housed (both statutory and non-statutory) across Nottinghamshire to identify those at risk of rough sleeping.

Matching the Context

- Reducing the flow

NRSPS will co-locate with Housing Options teams on a surgery/sessional basis to identify people who are in danger of losing their accommodation. The service will also work closely with area leads and other community and faith based organisations to identify vulnerable members. NRSPS will use extensive experience of working with homeless households to identify appropriate interventions and link people in with relevant services.

- A safe place to stay

NRSPS will operate to the Housing First model. It will look to resolve the immediate housing crisis and then source and coordinate the appropriate support. All service users will have an Individual Support Plan which will identify areas of support (including employment and training). The service will use the Esendex SMS service to track and monitor the progress of individuals at 3 monthly, 6 monthly and annually to prompt early intervention if problems are identified (preventing repeat homelessness).

- New rough sleepers

NRSPS will operate a street outreach service across Nottinghamshire. Working to the principles of NSNO, it will minimise the length of time a person might have to sleep rough. The Team will identify emergency accommodation (direct access, bed and breakfast, etc) during which time assessment will take place. NRSPS will extend the existing Nottingham City Rough Sleeper Freephone Hotline which supports the national Streetlink service into the county.

Interventions/Innovations

- Early identification: through street outreach/Housing Options Teams/sector organisations
- Engaging the public: via the Rough Sleeper Freephone Hotline
- Comprehensive assessment: Informing Individual Support Plans
- Accommodation Finding: building on existing relationships with a range of housing providers
- Resettlement and Post-resettlement Support: assistance with the actual move into accommodation and providing post-resettlement support for an average of six weeks
- Supporting reconnection: rough sleepers (including economic migrants and those with no recourse to public funding) will be assisted in returning to areas where they have existing support structures and better options for long term housing

- Existing Rough Sleepers: The service will work with existing rough sleepers in the county where there has been no dedicated service.
- Healthcare: NRSPS will second a nurse from the NHS Homeless Health Team to carry out health assessments with access to internal health data systems (RIO)

Criteria D – Partnership Working

Current local partnerships include statutory and non-statutory agencies:

- Housing

Ashfield District Council; Bassetlaw District Council; Broxtowe Borough Council; Gedling Borough Council; Mansfield District Council; Newark and Sherwood District Council; Rushcliffe Borough Council; Hope for the Homeless; Framework Housing Association; YMCA; Broxtowe Youth Homeless; Forces in the Community; Private Landlords; B&B accommodation providers; Winter Night Shelters.

- Homeless Support

Social Services; Emmanuel House Day Centre; The Friary Day Centre; The Beacon Day Centre; Street Pastors; Trussell Trust Food Banks; Big Issue; Transforming Notts (Faith Based Support); CAB; Refugee Forum; The Royal British Legion; SSAFA; The Law Centre; Credit Union; Free Meals Network (Soup Runs); Opportunity Nottingham; Arimathea Trust (refugees); Nottingham Fire and Rescue.

- Health

Improving Lives (Mental Health support); AWAAZ (Mental Health support); Nottingham Recovery Network; Nottingham University Hospitals; Nottinghamshire Healthcare Trust; Change, Grow, Live; GP practices; NHS Homeless Health Team

- Criminal Justice/Enforcement

National Probation Service; Nottingham CRC; Nottinghamshire Police; East Midlands ICE Team; Community Protection; Integrated Offender Management

- Domestic abuse

Notts. Rape Crisis; Women's Aid; Equation (Domestic Abuse); POW (Prostitute Outreach Work)

New and Enhanced Multi-Agency Partnerships

The most significant new relationship will be with the health sector through the secondment of a member of staff from the NHS Homeless Health Team. The health needs of rough sleepers are well documented and often act as a significant barrier to sustainable independent living. This innovative approach will lead to enhanced working relations with the health sector and cement 'health thinking' into housing and support considerations.

The service will enhance partnerships through the creation of a multi-agency steering group to oversee the service and monitor performance. The group will meet twice yearly and comprise representatives of both statutory and non-statutory services. The group will report into the Nottingham Homelessness Prevention Strategy Implementation Group.

Impact of Partnership Working

NRSPS will impact on the flow of rough sleeping and the length of time spent on the street through targeted interventions. By developing an integrated approach including shared processes the model will deliver equity of access. Through closer working supported by shared information gathering and data management a consistent approach to individual

cases will be developed based on the principle of 'a single offer' and resulting in a countywide approach with shared objectives in managing individual cases.

Co-commissioning and Co-location of services

The service will be delivered by Framework Housing Association which is commissioned to deliver rough sleeper street outreach services in Nottingham City. An addendum to the current contract will permit them to operate a countywide service.

The service will be located in supported accommodation services and co-located within Local Authority housing offices on a surgery/sessional basis.

Going Forward

The partnership is committed to long term sustainability and the promotion of system change to reduce rough sleeping. The Steering Group will produce a Partnership Plan which will prioritise:

- Access to services
- Common processes and data sharing
- An integrated approach understanding the role of health, criminal justice, etc
- An emphasis on prevention and early intervention
- Sustainable living in the community
- Sustaining change through commissioning, funding and policy

Criteria E – Strategic Fit

Local strategic context

Delivery of innovative and flexible interventions, resulting in effective resettlement and thereby reducing incidences of repeat homelessness is embedded in the vision of the Nottingham City Inter-agency Homelessness Prevention Strategy. Nottinghamshire was an early adopter of NSNO in 2012 and the NRSPS proposal allows us to maintain our commitment to this approach as well as supporting our aim to prevent and reduce repeat homelessness. Newark and Sherwood and Mansfield DC have a Homeless Prevention Strategy with objectives within to achieve 'fewer people rough sleeping' and 'more people with complex needs are able to access the accommodation and support they need'.

End-to-end response

A bid to the Homelessness Prevention Trailblazer fund has been submitted by a cross-sector partnership in Nottingham. The system changing proposal intends to deliver a "Prevention Plus" earlier intervention approach involving the early identification of households with low resilience and who could be more likely to become at risk of homelessness in the future. Households will be identified upon contact with partners from outside of the homelessness sector (such as health professionals, employment and welfare advisors, housing providers and social workers). Partners will be trained to pick up on particular risk indicators to support them in their role of delivering homelessness prevention.

Following identification, partners will use a common referral form to prompt access to a person centred strengths based assessment, resulting in the development of a personal wellbeing and housing plan. Lead workers will facilitate access to a suite of personalised options (such as employment support, tenancy training and wellbeing initiatives) to holistically meet individual's needs.

The aim is a move towards common practice in accessing support at this early stage before a household is close to homelessness and this will consequently lead to fewer people requiring assistance when they are at crisis point. To ensure that people already in crisis are assisted away from homelessness, the strengths based assessment and subsequent support will also be accessible to NRSPS service users.

By expanding on traditional housing options and delivering the NRSPS alongside Prevention Plus we are proposing a fully comprehensive approach which prevents all households from the future risk of homelessness (or threat of repeat homelessness).

Future commissioning

This proposal includes a comprehensive plan for cross-sector information sharing practices, thorough collection of data and monitoring regimes to identify emerging issues and trends. This information will be shared with the Nottingham Inter-agency Homelessness Prevention Strategy Implementation Group, which has responsibility for co-ordinating the delivery of the City's Homelessness Prevention Strategy. The group is also used as a source of reference by the local authority, health sector and OPCC to guide commissioning activity. The information will also be shared with other commissioning bodies and partnerships across Nottinghamshire.

The information gathered by this proposal will also directly feed into Nottingham City Council's planned review of support for people who are homeless or at risk of homelessness. The opportunities to reduce costs through interventions designed to divert people from rough sleeping and to resolve rough sleeping more quickly that are to be explored through this proposal will feed into this review.

Criteria F – Data and Evidence

Existing Data Sources

The following sources have been used to quantify and estimate the current and projected levels of rough sleeping:

- Local Authority data (Including annual estimate meetings)
- Street Outreach data
- Specific scoping work in Nottinghamshire
- Rough Sleeper Hotline
- Streetlink
- Homeless Watch Survey

(Please see Appendix A)

New Data

The service will produce:

- Quarterly monitoring returns on agreed outputs
- Annual reports
- An evaluation of the service at the end of the programme

The service will develop a comprehensive database of rough sleepers across Nottinghamshire based on the one currently in use by the Street Outreach Team in Nottingham City. This is based on the CHAIN (Combined Homelessness & Information Network) model, a multi-agency database that records information about rough sleepers.

The new service will use 'Inform' a support planning and risk assessment software tool which facilitates real time updating of support plans and risk management strategies.

Support needs data is transferred onto the database.

The service will second a member of the NHS Homeless Nursing Team who will be able to access health history through internal health data capturing systems e.g. RIO. This more comprehensive data will feed into support planning and ultimately feature in monitoring returns, annual reports and evaluation.

Data Sharing

A Countywide Rough Sleepers Steering Group will be formed with representation from

Nottingham City and the Boroughs and Districts of Nottinghamshire. The group will meet twice yearly to discuss performance and strategic approaches. Monitoring information will be shared across the Local Authorities. At the end of the programme the service will be evaluated and the learning disseminated across the sector. The service will present at local, regional and national forums if requested.

Value

The collection and evaluation of data is vital in understanding the effectiveness of individual and programmed interventions. The value of data informs efficient work practices the end of which is to promote system change. This means influencing the way services operate and are commissioned at a strategic level beyond the lifetime of the funding period.

Priorities include developing:

- a joint cross-county approach to rough sleeping
- a unified assessment and data sharing process
- a joined approach to prevention and early intervention
- a joined up pathway of accommodation and services
- sustainable outcomes for those vulnerable to rough sleeping and/or repeat homelessness

Case Level Housing Options Data

As part of the ongoing monitoring the service will be required to produce two case studies per quarter and case studies will feature in annual reporting and the end of programme evaluation. The aim of the case studies will be to describe the journey from assessment to eventual sustainable resettlement from the viewpoint of the service user. Case studies evidence the efficacy of interventions and describe the very different support needs that rough sleepers present with.

Information sharing

As contract lead Nottingham City Council would welcome the opportunity to contribute to the national evidence base on rough sleeping by working to combine relevant data sets.

Completed forms to be submitted by 5pm 28th November 2016 to:
roughsleeping@communities.gsi.gov.uk

Annex A – Data Sources

Information	Available	Source
Number of single homeless people	✓	Nottingham Homelessness Prevention Strategy Implementation Group
Number of single homeless people approaching Housing Options, and their outcomes	✓	Nottingham City Council
Number of rough sleepers	✓	Framework
Number of people hostels	✓	Nottingham Homelessness Prevention Gateway
Flow of rough sleepers/those in hostels	✓	Nottingham Homelessness Prevention Gateway
Names of those rough sleeping and in hostels	✓	Nottingham Homelessness Prevention Gateway
Demographic profile of those rough sleeping and in hostels	✓	Nottingham Homelessness Prevention Gateway
Support needs of those rough sleeping and in hostels	✓	Nottingham Homelessness Prevention Gateway
Length of time rough sleeping or in hostels	✓	Nottingham Homelessness Prevention Gateway
History of time without secure accommodation	✓	Nottingham Homelessness Prevention Gateway
Use of other services by rough sleeping and hostel dwelling cohorts. Please list. This could include physical or mental health, substance misuse, A&E attendance, interactions with police, the criminal justice system, social services, education, and the benefits system including employment records.	✓	Nottingham Homelessness Prevention Strategy Implementation Group

Annex B – Amount of funding requested and indicative profile

DCLG Contribution

Rough Sleeper Prevention Worker (Grade 11)	£23,135
Rough Sleeper Prevention Worker (Grade 11)	£23,135
Rough Sleeper Prevention Worker (Grade 11)	£23,135
Rough Sleeper Prevention Worker (Grade 11)	£23,135
Rough Sleeper Prevention Worker (Grade 11)	£23,135
Rough Sleeper Prevention Worker (Grade 11)	£23,135
Training (2% of staff cost)	£2,776
Staff Mobile & Guardian 24	£1,532
Netbook	£1,100
Insurance	£210
Printing & Stationary	£1,000
Travel	£6,000
Accommodation Costs	£17,368
Central Charge (10%)	16,879
Total	£185,675

Framework Contribution

Service Manager (0.2)	£7,871
Team Leader	£35,335
Band 6 Homeless Nurse	£42,975
Medical Equipment	£4,750
Accommodation Costs	£42,632
Office Costs	£2,800
Central Charge (10%)	£13,637
Total	£150,000

Service Manager (0.2)	£7,871
Team Leader	£35,335
Band 6 Homeless Nurse	£42,975
Rough Sleeper Prevention Worker (Grade 11)	£23,135
Rough Sleeper Prevention Worker (Grade 11)	£23,135
Rough Sleeper Prevention Worker (Grade 11)	£23,135
Rough Sleeper Prevention Worker (Grade 11)	£23,135
Rough Sleeper Prevention Worker (Grade 11)	£23,135
Rough Sleeper Prevention Worker (Grade 11)	£23,135
Accommodation (B&B/ Rent Deposit/Bond)	£60,000
Medical Equipment	£4,750
Office Costs	£2,800
Insurance	£210
Staff Mobile & Guardian 24	£1,532
Netbook	£400
Printing & Stationary	£1,000
Travel	£6,000
Sundries	£700
Training- RSPW (2%)	£2,776
Central Overheads (10%)	£30,516
TOTAL	£335,675

Total Funding

Report of the Director of Legal and Planning Services

WORK PROGRAMME1. Purpose of report

To consider items for inclusion in the Work Programme for future meetings.

2. Background

Items which have already been suggested for inclusion in the Work Programme of future meetings are given below. Members are asked to consider any additional items that they may wish to see in the Programme.

3. Work Programme

29 March	Housemark Annual Report Pay to Stay Working Together with Hope Nottingham Fixed Term Tenancy Policy Robin Hood Energy Presentation Social Lettings Superfast Broadband into Retirement Living Aids and Adaptations Policy
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4. Dates of future meetings

The following date for future meetings have been agreed:

- 29 March
- 7 June
- 20 September
- 1 November

(All meetings to start at 7.00 pm)

Recommendation

The Committee is asked to consider the Work Programme and RESOLVE accordingly.

Background papers

Nil

HOUSING BUSINESS PLAN

This Business Plan details the projects and activity undertaken in support of the Council's Corporate Plan 2016 - 2020 priority of **Housing**.

The Corporate Plan prioritises local community needs and resources are directed toward the things they think are most important. These needs are aligned with other local, regional and national plans to ensure the ambitions set out in our Corporate Plan are realistic and achievable.

The Business Plan covers a three-year period but will be revised and updated annually. Detailed monitoring of progress against key tasks and outcome measures is undertaken quarterly by the Housing Committee. The Policy and Performance Committee also receives a high level report of progress against Corporate Plan priorities on a quarterly basis.

The Council's Vision for Broxtowe is 'a great place where people enjoy living, working and spending leisure time'.

The Council's Values are:

- Integrity and professional competence
- A strong caring focus on the needs of the communities
- Continuous improvement and delivering value for money
- Valuing employees and enabling the active involvement of everyone
- Innovation and readiness for change

The Council's Priorities and Objectives for Housing are:

'A good quality affordable home for all residents of Broxtowe'

- Increase the rate of house building on brownfield sites (Ho1)
- Become an excellent housing provider (Ho2)
- Improve the quality and availability of the private rented stock to meet local housing need (Ho3)

1. PUBLISHED STRATEGY AND POLICY DOCUMENTS SUPPORTING THE DELIVERY OF PRIORITIES AND OBJECTIVES

Strategy/Policy Document	Purpose of Document	Renewal Date	Responsible Officer/Contact
Housing Strategy 2015-2020	Provides the plan for the future direction of the housing service	July 2020	V Whittaker-Stokes
Housing Revenue Account Business Plan	Summary of analysis of stock condition, current and future finances, priorities for action and targets for improvement	January 2017	S Flynn
Broxtowe Inter-Agency Homelessness Strategy 2013-2018	Plan for existing and future needs of homeless in Broxtowe. With a focus on homelessness prevention	December 2018	G Smithurst
Resident Involvement Strategy 2015-2018	Provides details of methods, level and standards of involvement	November 2018	C Reed
Garage Strategy 2015-2020	Provides recommendations for the future of the garage portfolio	November 2020	G Duckmanton
Empty Homes Strategy 2014-2019	Sets out the Council's approach to bringing long term empty private dwellings back into use	December 2019	S Hickey
Health and Wellbeing Strategy for Nottinghamshire 2014-2017	Sets out the priorities for the Health and Wellbeing Board for Nottinghamshire to improve the health and wellbeing of its residents	December 2017	V Whittaker-Stokes
Anti-Social Behaviour Policy 2016	Provides details on how the Council will tackle anti-social behaviour (ASB)	December 2019	D Gell
Housing Allocations Policy	Provides details on how the Council will allocate properties	March 2018	C Eyre
Broxtowe Core Strategy	Strategic level planning document	2028	S Saunders
Pre-eviction protocol for rent arrears	Ensures that the Council is able to properly collect its rent in an effective and efficient way and discharge its legal duties while doing so	April 2017	P Sudlow

2. SERVICE LEVEL OBJECTIVES LINKED TO CORPORATE OBJECTIVES

Increase the rate of house building on brownfield sites (Ho1)

Service Areas covered by this Plan	Service Objectives
Planning and Development Services	
Development Control	Pre-application advice and process applications for planning permission
Planning Policy	Production of Core Strategy Monitoring of land information through SHLAA Making better use of statutory powers in order to bring forward housing development, including Compulsory Purchase
Housing Strategy and Performance	
Housing Strategy	Monitor demand for affordable housing in different areas of the Borough Monitor progress of the Housing Strategy 2015-2020
Performance	Monitor performance of Business Plan
Enhanced Housing Options	
Allocation	Provide information on waiting list demand Increase access to accommodation Enable people to access accommodation that meets their needs

Become an excellent housing provider (Ho2)

Service Areas covered by this Plan	Service Objectives
Neighbourhood Services	
Tenancy Management and Retirement Living	Help create sustainable tenancies through pro-active work Help vulnerable tenants to maintain their tenancies Effectively manage ASB cases to enable residents to have a quiet enjoyment of their homes Reduce social isolation and promote health and wellbeing Ensure estates are clean and maintained to a high standard Promote tenancy sustainment through decreasing instances of possession action and encouraging responsible awareness of tenancy liabilities for tenants through increased engagement

Service Areas covered by this Plan	Service Objectives
Enhanced Housing Options	
Homelessness and Housing Advice	Focus on prevention of homelessness Liaise with private landlords to secure tenancies in the private sector Effective management of temporary accommodation Deliver the Council's Homelessness Strategy
Allocations	Allocate properties in accordance with Housing Allocations Policy Assess tenants needs prior to tenancy commencement to achieve sustainable tenancies
Leaseholder Services	Effectively co-ordinate and manage leases ensuring an effective service is delivered Provide opportunities for leaseholders to input into service delivery through consultation and events Ensure legal compliance
Housing Repairs	
Repairs	Provide an efficient and effective service of reactive maintenance in response to tenant requests Ensure compliancy with the Gas Safety (Installation and Use) Regulations Complete an effective system of inspections including post inspections Provide a high standard of inspections for electrical testing, legionella and lift servicing
Housing Strategy and Performance	
Strategy	Develop strategies and policies to achieve an excellent housing service Complete research to ensure that decisions made by Housing Services are based on accurate information Monitor progress of the Housing Strategy 2015-2020 Administration of Right to Buy
Performance	Monitor performance and make recommendations for improvements Monitor performance of Business Plan
Resident Involvement	Increase the opportunities for residents to get involved Develop methods to publicise involvement and promote awareness Provision of tailored training to enable residents to be effectively involved Monitor scrutiny of services by residents

Service Areas covered by this Plan	Service Objectives
Capital Works	
Capital Works	Undertake major refurbishment works Carry out upgrades to central heating provision, energy efficiency works, structural remedial works Provide a project management service to other Directorates

Improve the quality and availability of the private rented stock to meet local housing need (Ho3)

Service Areas covered by this Plan	Service Objectives
Private Sector Housing	
Private Sector Housing	Ensure that dwellings in the private sector are free of hazards which pose a risk to the occupants Facilitate adaptations to the homes of disabled people in the private sector Licence appropriate Houses in Multiple Occupation and ensure they are properly managed
Enhanced Housing Options	
Homelessness and Housing Advice	Liaise with private landlords to secure tenancies in the private sector

3. MEASURES OF PERFORMANCE AND SERVICE DATA

Context – Baseline Service Data

Covalent Code	Service Data Description	Actual 2014/15	Actual 2015/16	Comments including benchmarking data
HSDData_01	Homelessness applications received	34	25	There were 451 homelessness preventions in 2015/16
HSDData_02	Homelessness acceptances	10	9	This is the lowest in Nottinghamshire
HSDData_03	Housing advice interviews undertaken	1,572	1,352	Reduction due to one member of team being on long-term sick during year
HSDData_05	Lifeline referrals	416	436	Referrals expected to increase in 2016/17 due to Assistive Living project
HSDData_06	Aids and Adaptations referrals	460	313	Referral from Occupational Therapists and other professionals – 110 major referrals and 203 minor referrals
HSDData_07	ASB cases	100	84	81 cases were in general needs 3 cases were in retirement living
HSDData_08	No. of properties sold under the Right to Buy	26	27	
HSDData_09	No. of flat sold on a lease under the Right to Buy	5	4	
HSDData_11	Housing applications received	1,866	1,744	
HSDData_12	Tenancies allocated	503	394	Reduction due to fewer tenancies being terminated due to increase in tenancy sustainment
HSDData_13	No. of repair requests	18,190	14,203	In 2015/16 appointments for gas servicing have been separated from other repair requests
CODE?	No. of evictions for rent arrears	16	5	Reduction due to introduction of pre-eviction protocol
CODE?	No. of Notices of Seeking Possession served for rent arrears	433	165	Reduction due to introduction of pre-eviction protocol
HSDData_24	No. of evictions for ASB	2	0	
HSDData_25	No. of Notices of Seeking Possession served for ASB	6	4	

Critical Success Indicators (CSI)

Priority leaders should work corporately to **define the outcome objective** for each priority area and **identify an outcome indicator** or indicators which will be **Critical Success Indicators**. There will be a maximum of two CSI for each corporate priority.

Indicator Description	Covalent Code	Achieved		Target				Indicator Owner and Comments (incl. benchmarking)
		2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	
Critical Success Indicators (CSI)								
Supply of ready to develop housing sites	NI159	100%	100%	100%	100%	100%	100%	S Saunders
Net additional homes provided	NI154	78	360	360	360	430	430	S Saunders
Overall satisfaction	HSTOP_01	-	85%	86%	87%	88%	89%	V Whittaker-Stokes
No. of private dwellings that are returned into occupation or demolished	HSLocal_11	50	25	25	25	25	25	D Gell

Performance Indicators

Priority leaders should identify two sets of performance indicators namely **Key Performance Indicators (KPI)** for reporting to GMT and Members and **Management Performance Indicators (MPI)** for use in business planning and performance monitoring purposes at a service level.

Indicator Description	Covalent Code	Achieved		Target				Indicator Owner and Comments (incl. benchmarking)
		2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	
Key Performance Indicators (KPI)								
Gas Safety Inspection	HSTPO_02	99.9%	100%	100%	100%	100%	100%	G Duckmanton HouseMark benchmarking 2015/16: Upper Q – 100% Median – 100% Lower Q – 99.93%
Average Relet Time	HSTOP_03	25	29.6	24	23	22	21	C Eyre HouseMark benchmarking 2015/16: Upper Q – 19.10 Median – 24.95 Lower Q – 33.00

Indicator Description	Covalent Code	Achieved		Target				Indicator Owner and Comments (incl. benchmarking)
		2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	
Staff engagement	HSTOP_06	-	8.55	8.55	7.73	7.73	7.73	V Whittaker-Stokes Surveys completed in November 2016 gave average score of 7.73. Target has been amended to maintain this score.
Complaints	HSTOP_07	-	43.00 %	35%	35%	35%	35%	V Whittaker-Stokes No comparative benchmarking data is available, as HouseMark requires that all complaints including informal are recorded.
Tenancy turnover	HSTOP_10	-	8.71%	9%	-	-	-	C Eyre HouseMark benchmarking 2015/16: Upper Q – 6.00% Median – 7.64% Lower Q – 9.49% Due to changes to Housing and Planning Act new fixed term tenancies are to be introduced so tenancy turnover will be monitored differently in future.
Proportion of LA homes which were non-decent at year end	NI158	0.06%	0.04%	0.1%	0.1%	0.1%	0.1%	S Dixon Targets have been reduced to reflect current performance.
No. of affordable homes provided	NI155	55	17	85	85	85	85	S Saunders
No. of households who considered themselves homeless for whom housing advice casework intervention resolved their situation	BV213a	450	451	370	400	400	400	G Smithurst This indicator is difficult to predict as impact of Homelessness Reduction Bill is unknown.

Indicator Description	Covalent Code	Achieved		Target				Indicator Owner and Comments (incl. benchmarking)
		2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	
Management Performance Indicators (MPI)								
No. of private rented tenancies secured	HSGlobal_16	-	68	75	80	85	90	G Smithurst
Reactive repairs appointments made and kept %	HSGlobal_BM05	94.3%	94.9%	98%	98%	98%	98%	G Duckmanton
Reactive repairs first time fixes %	HSGlobal_BM06	93%	95%	97%	97%	97%	97%	G Duckmanton
New Tenant Visits completed within five weeks %	HSGlobal_17	-	75%	90%	92%	92%	95%	R Smith
ASB cases successfully resolved within six months %	HSGlobal_18	-	73%	85%	90%	90%	90%	R Smith
No. of residents who have registered on consultation database to be involved in resident involvement activities	HSGlobal_19	-	740	350	800	850	900	C Reed
Staff sickness (Average days per annum)	HSTOP_05	-	12.87	8	8	8	8	R Shaw HouseMark benchmarking 2015/16: Upper Q – 7.14 Median – 8.79 Lower Q – 10.96
Keeping in Touch visits (per month)	HSTOP_08	-	1247 in year	150 per month	150 per month	150 per month	150 per month	R Smith Target determined by commitment to visit every tenant within three years.
Estate Inspections (per month)	HSTOP_09	-	9 (mean av. per month)	8	8	8	8	R Smith

4. KEY TASKS AND PRIORITIES FOR IMPROVEMENT 2017-20

Covalent Code	Description	Targeted Outcome	Partnership/ Procurement Arrangement	Officer Responsible Target Date	Budget Implications / Efficiencies Other comments
HS15/20 - 04	Accreditations	Accreditations achieved by the Housing Service confirm the high quality services provided	Chartered Institute of Housing, HouseMark	R Shaw To be completed 2017/18	Cost of accreditation at approx. £6k each. Business case will be presented to Housing Committee before progressing.
HS15/20 - 13	Modernisation of Retirement Living facilities	Retirement living facilities are modernised and the use of the communal facilities are optimised for the benefit of the wider community	Service Review Groups, local community groups	R Smith To be completed 2017/18	£200k budget Increased income from guest rooms, communal lounges and mobility scooter storage.
HS15/20 - 14	Assistive Living	Older/vulnerable residents within the Borough are supported through effective partnership working and the use of innovative solutions to the issues facing these groups	Service Review Group	R Smith To be completed 2017/18	Seeking external funding. Increased income from lifelines and supported accommodation temporary accommodation.
HS15/20 - 18	Private lettings agency	Full lettings service to private landlords within the Borough by the Council's lettings agency	Private landlords	C Eyre To be completed 2017/18	Pilot completed in 2015/16. Management service offered in 2016/17. Reports will be submitted to Housing Committee on progress and prior to key decisions.
HS15/20 - 19	Improved partnership working with registered providers	Registered providers within the Borough work in close collaboration with the Council and each other to improve the service provided to residents	Registered providers, Nottingham Social Housing Forum	R Shaw To be completed 2017/18	No budget implications. Efficiencies may be gained in future years due to increase partnership working. Provision of services for others may also present income generation opportunities.

Covalent Code	Description	Targeted Outcome	Partnership/ Procurement Arrangement	Officer Responsible Target Date	Budget Implications / Efficiencies Other comments
HS15/20 - 23	IT system improvements	Work can be conducted in an efficient and systematic manner, as the IT system fully supports work conducted by the Housing Service	Capita	V Whittaker-Stokes To be completed 2017/18	£300,000 budget approved by Housing Committee.
HS15/20 - 24	Value for money analysis	Evidence shows the service provided presents value for money, as the feasibility of offering services in-house has been considered and approved	Service review groups	G Duckmanton To be completed 2017/18	Actions following analysis will lead to efficiency savings.
HS15/20 - 10	Housing Needs Analysis	There is a supply of new good quality homes, made possible through effective partnership working. The needs of different groups within the Borough have been identified	Partnership working between internal teams	V Whittaker-Stokes To be completed 2018/19	Request for new post of Research Officer at Grade 5 as part of Housing Restructure.
HS15/20 - 15	Sustainable regeneration project	Fuel poverty is reduced through a sustainable regeneration project for residents of Council properties, private tenancies and owner occupiers	External funding provider to be identified	S Dixon To be completed 2018/19	External funding will be obtained.
HS15/20 - 20	Reduction of empty homes	Empty Homes within the Borough are brought back into use by proactive work with landlords	Owner occupiers/ private landlords	S Hickey To be completed 2018/19	Progress monitored through Empty Homes Strategy.
HS15/20 - 05	Performance Improvements	Top quartile performance is achieved in all areas, when measured against stock retained	All teams	R Shaw To be completed 2019/20	Will provide a better customer experience within existing resources.

Covalent Code	Description	Targeted Outcome	Partnership/ Procurement Arrangement	Officer Responsible Target Date	Budget Implications / Efficiencies Other comments
		councils			
HS15/20 - 25	Selling of services to others	As a top performing landlord, services can be sold to local people and other organisations	All teams	V Whittaker-Stokes To be completed 2019/20	
HS15/20-26	Implement actions from KPMG report	Improve Housing's role within the rent process	Housing and Rents	V Whittaker-Stokes To be completed 2017/18	
HS15/20 - 27	Changes to policies and procedures following Housing and Planning Act	To ensure that Council meets its obligations including starter homes and fixed term tenancies	Housing and Planning	V Whittaker-Stokes To be completed 2017/18	Will be increased tenancy turnover due to fixed term tenancies, which will require additional officer time and void costs.
HS15/20 - 28	Disabled Adaptations Policy and Disabled Facilities Grant Policy	Update policies on adaptations and DFGs	Housing and Public Protection	D Gell September 2017	

5. LINK KEY TASKS AND PRIORITIES FOR IMPROVEMENT TO THE FINANCIAL BUDGETS

Budget Implications/Efficiencies Generated	Budget Impact £
Adjustments to Revenue Budgets 2016/17 - 2017/18	
Efficiencies Generated	
Housing restructure (HRA)	(110,746)
Carry out the electrical testing and repair contract in-house (HRA)	(64,900)
Undertake void property works in-house (HRA)	(83,100)
New business/increased income	
Increased Lifeline sales (GF)	(15,000)
Increased use of temporary accommodation (GF)	(60,500)
Increased garage rents to comparable market rent (HRA)	(60,100)
Charges to other local authorities (HRA)	(5,000)
Add: Other Budget Implications	
Accreditation schemes (HRA)	6,000
Net Change in Revenue Budgets 2016/17 to 2017/18	
- General Fund	(75,500)
- Housing Revenue Account	(317,846)

Planned adjustments to Revenue Budgets 2017/18 – 2018/19	
Efficiencies Generated	
New business/increased income	
Increased Lifeline sales (GF)	(15,000)
Social Lettings Agency income (GF)	(20,000)

Increased use of guest rooms/communal lounges in retirement living(HRA)	(15,000)
Net Change in Revenue Budgets 2017/18 to 2018/19	
- General Fund	(35,000)
- Housing Revenue Account	(15,000)

Planned adjustments to Revenue Budgets 2018/19 - 2019/20	
Add: Other Budget Implications (Code 'Description')	
Less: Efficiencies Generated (Code 'Description')	
Less: New business/increased income (Code 'Description')	
Net Change in Revenue Budgets 2018/19 to 2019/20	
- General Fund	-
- Housing Revenue Account	-

6. SUMMARY OF KEY RISKS

Priority leaders are to identify three strategic risks for the Business area and to determine whether these have been/or should be considered on the Council's Strategic Risk Register.

Key Strategic Risk	Is this already covered by an existing Strategic Risk?	What action can be taken/is required to mitigate/minimise the risk or threat
1. Not meeting Core Strategy targets for house building	Yes	Consideration of other mechanisms e.g. Housing Development Company or measures to stimulate other market actors
2. 1% rent reduction	No	Review HRA business plan and modernisations programme
3. Housing and Planning Act	No	Awaiting further information through regulations

Also, the top five risks (strategic or operational) arising from the key tasks and priorities for improvement should be identified. Whilst, it will be expected that detailed risks will be considered as part of the project planning process for each key task, it is anticipated that there will be 'common themes' identified which should enable the key risks to be limited to the top five. An earlier example has been included for reference.

Code	Key Task	Risk or Threat to Key Task	Covered by an existing Strategic Risk?	Action taken/required to mitigate/minimise the risk or threat
HS15/20 -13	Modernisation of Retirement Living facilities	Failure to market effectively to encourage more occupation of both guest rooms and communal lounges	8 – Failure to maximise collection of income due to Council 28 – Failure to effectively communicate either externally or internally	Work on marketing has begun in 2016/17 in preparation
HS15/20 - 14	Assistive Living	Failure to market effectively Failure to secure appropriate external partnerships	28 – Failure to effectively communicate either externally or internally	Marketing and partnership working developed throughout 2016/17
HS15/20 - 18	Private Lettings Agency	Failure to market effectively	28 – Failure to effectively communicate either externally or internally	Marketing and partnership working developed throughout 2016/17

Code	Key Task	Risk or Threat to Key Task	Covered by an existing Strategic Risk?	Action taken/required to mitigate/minimise the risk or threat
HS15/20 - 23	IT system improvements	Lack of engagement from staff	22 – Failure to fully utilise investment in ICT infrastructure 28 – Failure to effectively communicate either externally or internally	Information provided to staff through staff briefings and newsletter to promote benefits and encourage engagement
HS15/20 - 24	Value for money analysis	Lack of resources available to complete analysis of costs	19 – Lack of skills and/or capacity to meet increasing initiatives and expectations	Work has begun in 2016/17. Task to be divided amongst different officers to spread workload