



**NEWARK &
SHERWOOD**
DISTRICT COUNCIL

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

Members of the Committee:

Councillor Mrs B.M. Brooks
Councillor Mrs C.A. Brooks*
Councillor Mrs I. Brown
Councillor M. Buttery
Councillor R. Crowe

Councillor K. Girling
Councillor Mrs S.M. Michael
Councillor N. Mitchell
Councillor Mrs P. Rainbow
Councillor Mrs S. Soar

Substitutes:

Councillor D.J. Clarke
Councillor Mrs G.E. Dawn
Councillor A.C. Roberts
Councillor D. Staples
Councillor D. Thompson

AGENDA

MEETING: Homes & Communities Committee

DATE: Monday, 11 September 2017 at 6.00pm

VENUE: Civic Suite, Castle House

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

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

AGENDA

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2. Declarations of Interest by Members and Officers and as to the Party Whip	
3. Declaration of any Intention to Record the Meeting	
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None

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9. Dept. for Communities & Local Government – Letter from Marcus Jones MP <i>(Verbal Report to be provided by Business Manager – Housing & Safeguarding)</i>	51 – 52
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CONFIDENTIAL AND EXEMPT ITEMS

None

NEWARK & SHERWOOD DISTRICT COUNCIL

Minutes of the **HOMES & COMMUNITIES COMMITTEE** held on Monday, 12 June 2017 in Room G21, Kelham Hall at 6.00pm.

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

Councillors: Mrs B.M. Brooks, Mrs A.C. Brooks, M. Buttery, R. Crowe, K. Girling, Mrs S.M. Michael, N. Mitchell, Mrs P. Rainbow and Mrs S. Soar.

1. APOLOGIES FOR ABSENCE

An apology for absence was submitted by Councillor Mrs I. Brown.

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

NOTED: Councillor Mrs C. Brooks- Personal Interest in items 5 and 9 as she was a Board Member for Newark and Sherwood Homes.

3. DECLARATION OF ANY INTENTION TO RECORD THE MEETING

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

4. MINUTES OF THE MEETING HELD ON 13 MARCH 2017

AGREED (unanimously) that the Minutes of the meeting held on 13 March 2017 be approved as a correct record and signed by the Chairman.

5. PRESENTATION- NEWARK AND SHERWOOD HOMES: UPDATE ON TENANT INFLUENCE

The Business Manager - Strategic Housing of the Council and the Assistant Director – Housing Management and Responsive Repairs for Newark and Sherwood Homes (the Company) were in attendance to give a presentation to the Committee, detailing Tenant Influence Mechanisms within Newark and Sherwood Homes.

One of the aims of the Company was to increase the level of tenant engagement, at the same time as reducing the overall cost. The Company had previously been spending approximately £30,000 on tenant engagement mechanisms and this had been reduced to £8,000 by utilising new and more modern forms of engagement. Other ways of engaging tenants on a 'one issue' basis were also discussed, including by phone and email and there was also a move to enable those tenants who were already engaged to meet with other tenants to discuss and encourage them to get involved.

Different methods for Tenants to get involved were detailed including the Board, Tenants Forum and other panels focussing on specific areas of company activity. Housing Officers had now being given targets to get tenants involved, which varied depending on location in the district and there was also a Tenancy Officer role to mentor and support tenants getting involved.

AGREED that the presentation be noted

6. HOME ENERGY CONSERVATION ACT REPORT

The Committee considered the report of the Business Manager - Housing & Safeguarding which outlined the proposed Home Energy Efficiency Act (HECA) progress report recommended for approval by Committee for submission to the Secretary Of State by the agreed extended deadline of 13 June 2017. The report had been produced in collaboration with the Nottinghamshire and Derbyshire Local Authority Energy Partnership (LAEP), and detailed an update on trends, initiatives and activities since 2015 and plans for the future as LAEP councils work together, independently and with key partners to reduce fuel poverty and carbon dioxide emissions across Nottinghamshire and Derbyshire.

The Committee welcomed the report and commended the work achieved by the team who were dedicated to this work within the Business Unit.

AGREED that the Homes & Communities Committee approve the submission of the HECA progress report to the Secretary of State by the agreed extended deadline of 13 June 2017.

7. HOUSING OPTIONS SERVICE PEER REVIEW

The Business Manager - Housing & Safeguarding presented a report informing the Committee of the National Practitioner Support Service Gold Standard Challenge and outcome of the Council's recent Peer Review of the Housing Options Service. The Gold Standard Challenge was a local authority, sector led peer-review scheme designed to help local authorities deliver more efficient and cost effective homelessness prevention services. A peer review of Newark and Sherwood took place in February 2017 – with the Council being the first authority in Nottinghamshire to be reviewed under the programme.

Across the 11 areas assessed, all except one had been rated as either good or very good. The exception was 'reception and interview room facilities' which was rated fair, however it was noted that this would be addressed by the move to the new Council offices in September.

The Committee noted that authorities that achieved an overall score of 60% or above were able to make an application for the Gold Standard Challenge. Newark and Sherwood had scored 75% and therefore were able to apply for the first local challenge – i.e. To adopt a corporate commitment to prevent homelessness which has buy in across all local authority services.

A Continuous Improvement Plan (CIP) had been drawn up as an outcome of the peer review and would be used to make improvements that were appropriate and feasible, feeding into the Business Units Summary Service Plan and staff appraisals. The plan would also be useful and used when carrying out the next homelessness review in preparation for a new Homelessness Strategy due in 2018.

One Member commented that point 4 - of the 10 local challenges as detailed at 2.2 of the report – ‘No second night out’, was not always achieved. The Business Manager - Homelessness & Safeguarding acknowledged that this was correct and was often due to the particularly complex needs of individuals who were sleeping rough. Officers worked very hard to achieve the ‘no second night’ target, however, this was not always possible. The Committee had previously considered case studies to highlight the complex needs and it was suggested that this might be a useful exercise to repeat to further explain the complexities involved in homelessness cases.

The Committee welcomed the report and the extremely positive result achieved by the Team. On behalf of the Committee, the Chairman congratulated all of the Officers involved within the Housing Options Team, for their hard work and for achieving such an excellent outcome from the peer review.

AGREED: that the report be noted and support be given to the Council making an application towards the Gold Standard Challenge.

8. NOTTINGHAMSHIRE WARM HOMES ON PRESCRIPTION PROJECT- PILOT UPDATE

The Committee considered a report detailing the successful delivery of the National Energy Action’s ‘Warm and Healthy Homes’ Fund through piloting a Nottinghamshire-wide Warm Homes on Prescription (WHOP) project, led by Newark & Sherwood District Council. The Council, as a member of the Nottinghamshire and Derbyshire Local Authorities’ Energy Partnership (LAEP) and as lead authority for WHOP, had been working closely with the LAEP Co-ordinator, Public Health and the Clinical Commissioning Groups (CCGs) to help ensure that the partnership’s National Energy Action (NEA) ‘Warm and Healthy Homes’ allocation was successfully delivered. The Derbyshire Healthy Homes and Nottinghamshire WHOP had delivered a total of 174 measures to 155 households.

The entire available NEA grant had now been drawn down. The LAEP was also offered an additional £85k of funding towards the end of the contract delivery period as a result of the project’s accurate and timely delivery and reporting. This increased the total amount drawn down to £410,000. The pilot year had also been a catalyst for integrating the project into the district/borough councils’ business as usual activities via the Better Care Fund and it was anticipated that around £600,000 of Better Care funding would be secured to expand delivery of the WHOP project across Nottinghamshire during 2017/18. A further £54,000 of revenue funding had been secured from Nottinghamshire Public Health to support an extension of the Programme Managers role to the end of March 2018, which was hosted and managed by Newark & Sherwood DC.

The Committee heard that 60 homes within the Newark and Sherwood District had received funding. Any assistance given was done so in a targeted way, taking into account each case and the complexities it demonstrated. More homes had been referred to the project than had actually received funding, as it was not always the best option to help the occupier. However, all referrals had received advice, relevant signposting, and other assistance as appropriate.

AGREED that the report be noted and the Committee continue to support the Council's role in the expanding delivery of the Warm Homes on Prescription Project across Nottinghamshire.

9. COUNCIL HOUSE RENTS- METHODS OF PAYMENT

The Director - Safety presented a report for further consideration of rent payment via direct debit. At the meeting of the Homes & Communities Committee on 13 June 2016, Members agreed that there should be a requirement for tenants to pay their rent via direct debit. This decision was taken in the context of: the Council's decision to move to 'cashless' payments systems for all of its services from January 2017; minimising rent arrears thereby maximising income recovery to the housing revenue account; and assisting tenants in budget management particularly those in receipt of housing benefit with the impending welfare reform changes.

The payment method requirement was to be achieved by varying the Council's secure tenancy agreement. The Committee heard that the Housing Act 1985 section 103(1) required a local housing authority to consult with tenants when seeking to vary the terms and conditions of their tenancy agreement. The introduction of the new clause concerning payment methods would be a variation of tenancy terms and conditions therefore consultation had been undertaken. The issues and concerns raised by tenants and Councillors were summarised in the report and in the light of some of the concerns expressed by tenants during the informal consultation process it was suggested that some flexibility be introduced into the requirement that rent payments must be made by direct debit, permitting payment by other cashless methods in exceptional circumstances. It was also considered that allowing for exceptions to be made to the general requirement that payment must be made by direct debit would give Officers greater scope to reduce the risk of homelessness in certain cases.

The Committee considered the issues raised during the informal consultation. There was general agreement amongst the Committee that it would not be acceptable for a tenant to simply choose not to pay via direct debit without any specific cause or reason. The default position should be one of payment by direct debit. It was clarified that Officers would consider case by case what were exceptional circumstances and would focus on preventing any further financial hardship by enforcing direct debit payments. Officers would rather seek to re-educate tenants to help them manage their money more effectively.

AGREED that:

- (a) the proposed variation to the tenancy agreement requiring rent payments to be made by direct debit be amended to allow for other payment methods in exceptional circumstances with the wording proposed as follows:

“Your tenancy is a weekly tenancy from Monday to Sunday. The amount of your weekly rent is shown at the beginning of this tenancy agreement. The rent is payable on an agreed date and frequency by Direct Debit. You must make sure that you have sufficient funds available to pay your rent on the date that you and we agree to. In exceptional circumstances an alternative form of rent payment may be considered.”

- (b) in accordance with the provisions of section 103 of the Housing Act 1985: a preliminary notice of the variation of tenancy be served upon all tenants informing them of the Council’s intention to serve a notice of variation; specifying the proposed variation and its effect; and inviting them to comment upon the proposed variation; - and that the matter be reported back to the next meeting of the Committee to consider any responses received.

10. PRIVATE SECTOR HOUSING ENFORCEMENT AND CHARGING POLICY

The Business Manager - Environmental Health & Licensing presented a Private Sector Housing Standards Enforcement and Charging Policy for consideration by the Committee. The Policy would form the framework for enforcement decisions relating to private sector housing. It was further proposed that the policy set out a clear charging regime based on an hourly average officer rate capped at a maximum of 5 hours. Where appropriate the policy set out the situations where a charge may be made for property specific pre application visits and advice.

The Private Sector Housing Standards Enforcement and Charging Policy set out how and when enforcement powers would be used to remedy unsafe or improve unfit housing and also when and how the Council would exercise its discretionary power to charge for enforcement action and recover costs associated with carrying out work in default. It also defined when pre-application advice could be provided by the Council at a charge.

The Committee questioned why the charging had been capped at 5 hours and whether this would be enough to cover any complex cases. The Business Manager explained that a cap had been included to avoid deterring any landlords seeking advice and it was felt by Officers that 5 hours was sufficient to cover most cases. The Business Manager also explained that currently there were not many landlords within the District with very large portfolios and when issues were raised with a property where the landlord had more than one rental property, the other properties were often known to officers and could be inspected for any similar issues. It was confirmed that there was legislation barring retaliatory convictions against any tenants who made a complaint against their landlord.

AGREED that the Private Sector Housing Enforcement and Charging Policy be adopted by the Council.

11. ANNUAL REPORT DETAILING EXEMPT REPORTS CONSIDERED BY THE COMMITTEE-
MAY 2016 TO MAY 2017

The Committee considered the exempt business considered by the Committee for the period 17 May 2016 to date. Members had the opportunity to review the exempt reports and request further information. The rule is defined in paragraph 18 of the Constitution entitled 'Right of Members to Request a Review of Exempt Information. One exempt report had been considered by the Committee during the period – which involved an 'Update on the Review of CCTV'. The Director- Safety informed the Committee that given that the contract for the relocation of the CCTV control room had been let, the information within the report was no longer sensitive and there was no longer any reason to maintain the exemption.

AGREED that the report 'Update on the Review of CCTV' be made open to the public domain.

12. EXCLUSION OF THE PRESS AND PUBLIC

AGREED that under Section 100(A) of the Local Government Act 1972, the press and public be excluded from the meeting during discussion of this item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 4 of Schedule 12A of the Act and that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

13. CVS- POTENTIAL CO-LOCATION TO CASTLE HOUSE

The Committee considered the report of the Director - Customers regarding an option for Newark and Sherwood Community Voluntary Service (CVS) to co-locate with the council at Castle House.

(Summary provided in accordance with 100C(2) of the Local Government Act 1972).

The meeting closed at 18.57 hours

Chairman

PERFORMANCE MONITORING: NEWARK AND SHERWOOD HOMES

1.0 Purpose of Report

- 1.1 To provide the Committee with performance information relating to the operations of Newark and Sherwood Homes (NSH) in accordance with the Management Agreement and Annual Delivery Plan.
- 1.2 The report will also provide the Committee with an update on current performance of the Housing Revenue Account (HRA).

2.0 Background Information

- 2.1 During the process to formulate the new Management Agreement with NSH, the Policy & Finance Committee at its meeting on 19 September 2013 resolved that the Homes & Communities Committee have the remit to '*undertake scrutiny of the operational performance of the Council's wholly owned housing management company*', with the Policy Committee taking responsibility for the determination of the Key Performance Indicators (KPI's) for NSH.
- 2.2 In establishing the suite of KPI's there was a need to ensure that the Council has in place a robust performance framework that includes a core set of strategic KPI's covering the expectations of the management agreement (including the service specification) and to sustain the viability of the Council's Housing Revenue Account Business Plan (HRA BP). Set alongside this was the need to avoid duplication between the respective monitoring roles and responsibilities of the Company's Board and the Council in order to make the best use of resources and to ensure a consistent, transparent framework is adopted.
- 2.3 The Board already consider and scrutinise a comprehensive range of performance information covering housing management & maintenance, the capital investment programme, rents, governance, diversity, staffing, risks, costs/finance, income, management costs, satisfaction, complaints and health & safety compliance. This is so the Board can robustly challenge the operations of the Company to ensure it functions properly and meets its vision of "delivering excellent Housing Services".
- 2.4 The Policy & Finance Committee considered the above points and agreed to the strategic KPI's as set out at **Appendix A**, which the Council monitors and scrutinises through the remit of this Committee.
- 2.5 The report that was presented to the Policy Committee at its meeting on 19th September 2013 advised that the set of KPI's be presented to Members bi-annually and by exception where a red indicator appeared within a set of tolerance levels for each KPI. A quarterly finance statement would still be reported covering HRA income.
- 2.6 To compliment the KPI'S and ensure ongoing scrutiny of NSH, the management agreement stipulates that the Company provides in consultation with the Council the following documents annually:

- a) Delivery Plan
Along with setting the Company's main activities, targets or standards under the provisions of the management agreement for each financial year, it also records the KPI's, benchmarking information and work of the Tenants Panel.

At the Committee's meeting on 30th November 2016 Members approved the Company's Annual Delivery Plan for 2016/17. This will be reviewed at the time the 2017/18 Delivery Plan is presented to the Committee scheduled for its 6th November 2017 meeting.

- b) Asset Management Programme
Progress and spend is presented to the Policy & Finance Committee under the Capital Programme reports.
- c) Tenant Panel Feedback/Work Programme
Details of the Tenants Annual Report for 2016/17 are provided in the main body of this report. The Tenants Panel work programme will be presented at a future Committee meeting
- d) Assurance Report (covering financial affairs & governance)
- e) Details of formal complaints (outcome)
- f) List of let contracts
- g) Procurement Plan
- h) Management Fee
This matter is reported to the Policy & Finance Committee and the fee set for 2017/18 saw a base line exercise carried out, against the agreed framework which sets out the fee elements. This determines the Management fee for the next 3 year period (subject to taking into account external factors including inflation and other aspects which are out of the control of the Company), as well as efficiency targets for the second and third years.

2.7 The majority of the above matters have to be approved by the Policy & Finance Committee, prior to which consultation is undertaken with the Strategic Housing Liaison Panel.

2.8 All the KPI's are recorded and monitored on the Council's Performance Management System, Covalent. Senior officers of the Council and Company meet on a regular basis to review the workings of the management agreement, discuss progress to deliver the Annual Delivery Plan and how the Council's strategic objectives are being met to ensure both parties obligations under the management agreement are being scrutinised and reviewed.

3.0 Newark and Sherwood Homes Performance

3.1 An overview of NSH performance for the 2016/17 financial year is provided at **Appendix B**, which shows a positive picture with the majority of KPI's meeting or exceeding the targets set.

3.2 Company performance during 2016/17 has ensured that core service standards have been maintained including:

- Rent collected – 98.87% of rent collected ensuring the ongoing viability of the HRA Business Plan.
- 100% of properties continue to be maintained at the Newark and Sherwood standard.
- Investment programme being delivered on time and within budget.
- Overall satisfaction with services (general needs) 90%.
- All legislative requirements are achieved including health and safety requirements.

3.3 The company has also delivered significant preparatory work for delivery of Councils HRA development programme including:

- Site viability appraisal across all HRA sites.
- Preparation of planning applications.
- Procurement of delivery partners.
- Ongoing delivery of Gladstone House – on target for delivery early 2018.

Survey of Tenants and Residents (STAR Survey)

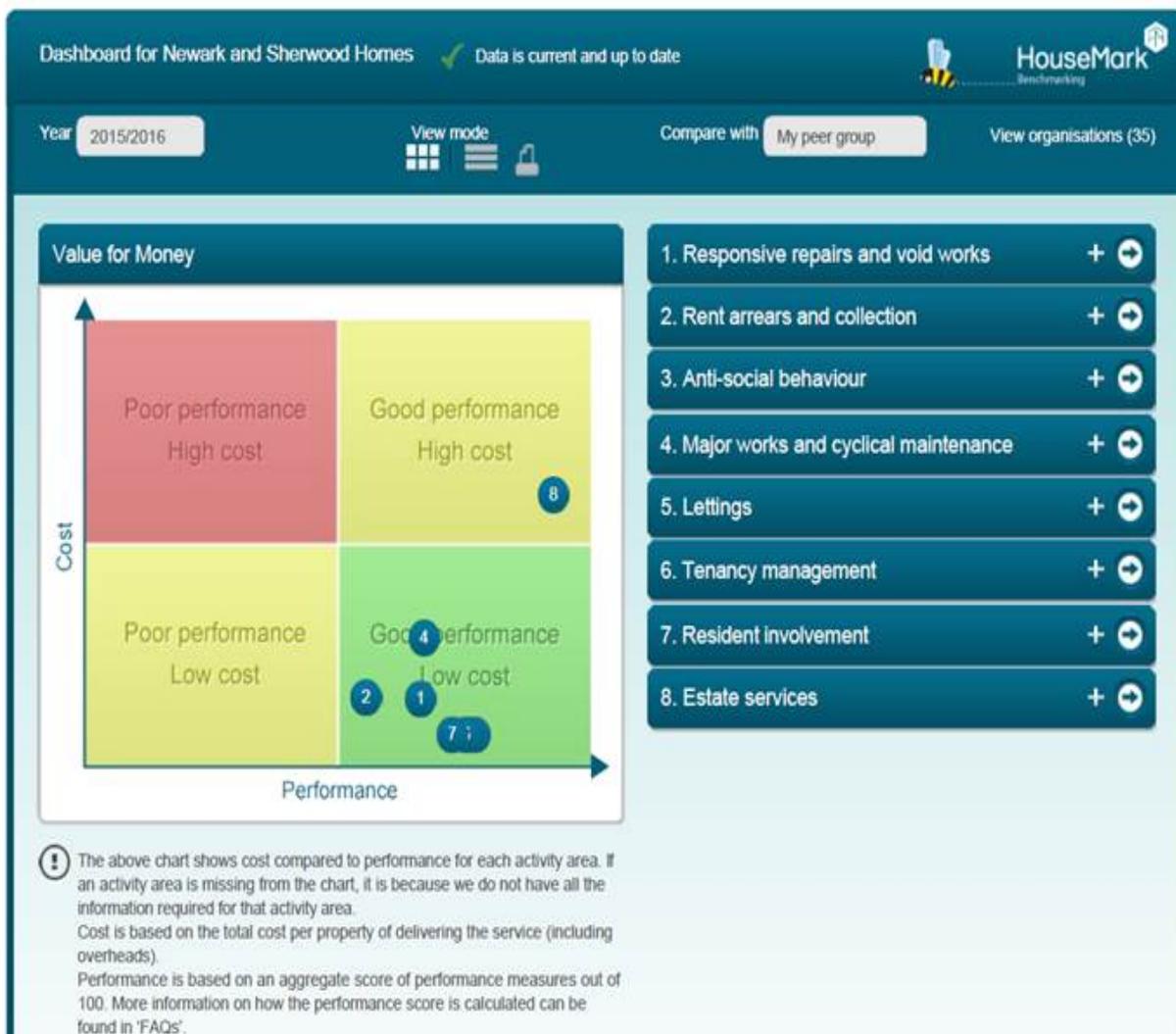
3.4 At the Company’s Board meeting on 13th July 2017 the annual results of the STAR Survey were presented, as set out at **Appendix C**.

3.5 The STAR Survey covers satisfaction for the following areas; Customer Service, Information & Resident Involvement, Repairs & Maintenance, Advice & Support and Anti-Social Behaviour and the report at **Appendix C** provides useful commentary on satisfaction measures and results in each area.

3.6 The Committee will note when reviewing the results that there is a general trend of slightly falling satisfaction for many indicators when compared to 2015/16, though all but one measure is still in the upper quartile of the benchmarked results.

3.7 Where there have been reductions in satisfaction, in particular with respect to repairs and customer access, the Company are now looking to take specific and proportionate actions through either their operational or strategic business planning processes. The Council will continue to monitor this work and provide the Committee with the necessary updates.

3.8 When considering the performance information detailed in this report the Committee should also reflect on the below table showing 2016/17 benchmarked data covering key housing management and maintenance responsibilities, measured by cost and performance. On all but one measure the Company is scored as low cost with good performance.



Tenants Annual Report

3.9 A copy of the content for the Tenants Annual Report for 2016/17 approved at the Company's Board meeting in July 2017 is at **Appendix D** for the Committee's consideration. This information is currently being drafted to an online publication.

4.0 Housing Revenue Account Performance

4.1 The rent debit as at 30th June 2017 is £5,351,174; this rose against a profiled budget of £5,114,867. The debit amount raised takes account of empty properties (voids) but bad debts are dealt with at year end.

4.2 The HRA BP carefully manages the debt position of the HRA and it can be seen that the Council is able to maintain a good headroom level in which to operate and deliver HRA capital schemes.

HRA Headroom calculation	£000
Housing Revenue Account – Borrowing Cap	112,475,000
Housing Revenue Account CFR (capital Financing Requirement) as at 31/03/16	104,159,910
Headroom as at 31/03/17	8,315,090

4.3 In accordance with the Management Agreement, the Council is now formulating the management fee for the financial year 2018/19 in negotiation with the Company for approval by the Policy and Finance Committee.

5.0 Proposals

5.1 The Committee note the performance information supplied in relation to the activities of Newark and Sherwood Homes, set against the requirements of the Management Agreement, and the HRA making any observations as appropriate.

6.0 Equalities Implications

6.1 The KPI's set to monitor the activities of NSH include an assessment of tenant satisfaction for the core housing services provided by NSH. Here further interrogation could be made where satisfaction levels decline and adversely impact on equality and diversity issues for tenants.

7.0 Impact on Budget/Policy Framework

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

8.0 RECOMMENDATION

That the strategic performance information supplied in relation to the activities of Newark and Sherwood Homes and the Housing Revenue Account is noted with the Committee making any observations as appropriate.

Reason for Recommendation

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

Background Papers

A complete 2016/17 STAR Survey report can be found on the Members' extranet.

For further information please contact Rob Main, Strategic Housing on ext: 5930.

Karen White
Director – Safety

NEWARK AND SHERWOOD HOMES - KEY PERFORMANCE INDICATORS

Performance Indicators	Frequency
Income	
% of rent collected from current tenants as a % of rent owed	Quarterly
Amount of current arrears as a % of annual rent debit	Quarterly
% of rent loss through dwelling being vacant	Quarterly
Former tenant arrears as a % of annual rent debit	Quarterly
% of current leaseholder arrears	Quarterly
% of rent arrears written off	Quarterly
% of supported housing tenants in support charge arrears	Quarterly
Right to Buy	
Number of RTB sales	Quarterly
Average RTB value	Quarterly
Average RTB discount	Quarterly
Asset Management	
% of properties meeting the Decent Homes standard	Quarterly
% split between responsive repairs (revenue) and Asset Investment Programme (capital)	Annual Statement
Welfare Reform	
% of general needs tenants under occupying and in rent arrears	Quarterly
% of tenancies paying by Direct Debit	Quarterly
Number of general needs tenants in receipt of housing benefit (Universal Credit)	Quarterly
Number of supported housing tenants in receipt of housing benefit (Universal Credit)	Quarterly
Customer	
% of general needs tenants satisfied with the quality of their home	Annual Statement
% of supported housing tenants satisfied with the quality of their home	Annual Statement
% of general needs tenants satisfied with the responsive repairs service	Annual Statement
% of supported housing tenants satisfied with the responsive repairs service	Annual Statement
% of customer satisfaction with responsive repairs	Quarterly
% of tenants satisfied with supported housing services	Annual Statement
% of general needs tenants satisfied with landlord/overall service	Annual Statement
% of supported housing tenants satisfied with landlord/overall service	Annual Statement
% of general needs tenants satisfied with the neighbourhood	Annual Statement
% of supported housing tenants satisfied with the neighbourhood	Annual Statement
% of properties in low demand	Quarterly
Complaints received referred to Tenant Panel and/or Housing Ombudsman	Quarterly
Sustainability	
Inward investment achieved	Annual Statement
Efficiency delivery achieved (as specified in the Management Agreement)	Annual Statement

Performance Indicators	Frequency
Revenue spend for management and maintenance costs against budget	Annual Statement
Level of reserves	Annual Statement
Finance available for growth (e.g. use of RTB receipts, reserves (year-end position), debt cap)	Annual Statement
Change in Stock Size	Annual Statement

APPENDIX B

NEWARK AND SHERWOOD HOMES ACTUAL PERFORMANCE 2016/17

Performance Indicators	Performance 2016/17	Target 2016/2017	Performance 2015/2016	Performance 2014/15	Performance 2013/14
Income					
% of rent collected from current tenants as a % of rent owed.	98.87%	96.25%	99.27%	98.75%	98.73%
Amount of current arrears as a % of annual rent debit (measure of bad debt).	1.59%	6.50%	1.57%	1.46%	1.54%
% of rent loss through dwellings being vacant	0.69%	2%	0.70%	0.60%	0.73%
Former tenant arrears as a % of annual rent debit	0.88%	0.50%	1.30%	0.98%	0.74%
% of current leaseholder arrears	0.02%	0.03%	0.02%	0.01%	New
% of rent arrears written off	0.77%	0.65%	0.19%	0.28%	0.13%
% of supported housing tenants in support charge arrears	5.13%	6.50%	6.64 %	17.82%	New
Right to Buy					
Number of RTB sales	29	25	22	24	27
Average RTB value	£61,609	Not Applicable	£112,136	£90,781	£109,407
Average RTB discount	£59,915	Not Applicable	£56,099	£44,758	£55,201
Average Sale Price	-	Not Applicable	£56,036	£46,022	£54,207
Asset Management					
% of properties meeting the Decent Homes standard	100%	100%	100%	100%	100%
% split between responsive repairs (Revenue) and Asset Investment Programme (Capital)	19.43% (R)	70 C/30 R	18.53% (R)	26.30% (R)	New

Performance Indicators	Performance 2016/17	Target 2016/2017	Performance 2015/2016	Performance 2014/15	Performance 2013/14
Welfare Reform					
% of general needs tenants under occupying and in rent arrears (2915 General Need Units)	6.58% (circa. 200 tenants)	9%	7.54% (220 tenants in total)	11.02%	New
% of tenancies paying by Direct Debit	54.08%	70%	44.66%	39.97%	36%
Number of general needs tenants in receipt of housing benefit (Universal Credit)	1549	1675	1,611 HB 20 on UC	1,609	New
Number of supported housing tenants in receipt of housing benefit.	1518	1625	1,559	1,531	New
Customer					
% of general needs tenants satisfied with the quality of their home - Survey of Tenants and Residents (Star Survey)	87.7%	85%	90.40%	84.00%	84.5%
% of supported housing tenants satisfied with the quality of their home (Star Survey)	92.5%	93%	95.30%	91.00%	92.70%
% of general needs tenants satisfied with the responsive repairs service (Star Survey)	81%	76%	84.00%	74.00%	76%
% of supported housing tenants satisfied with the responsive repairs service (Star Survey)	87%	91%	89.00%	87.00%	91%
% of tenants satisfied with supported housing services (Star Survey)	85.5%	90%	85.90%	89.00%	90%
% of general needs tenants satisfied with landlord/ overall service (Star Survey)	90%	85%	94.80%	83.00%	85%
% of supported housing tenants satisfied with landlord/overall service (Star Survey)	89.5%	90%	90.80%	89.00%	90%
% of general needs tenants satisfied with the neighbourhood (Star Survey)	88.6%	84%	94.00%	81.00%	80.3%
% of supported housing tenants satisfied with the neighbourhood (Star Survey)	93.4%	93%	94.50%	91.00%	90.8%

Performance Indicators	Performance 2016/17	Target 2016/2017	Performance 2015/2016	Performance 2014/15	Performance 2013/14
% of customer satisfaction with responsive repairs <i>(Collated from returned tenant satisfaction surveys on completion of a responsive repair).</i>	89.00%	89.00%	86.00%	98.00%	New
% of properties in low demand	0%	4%	4.73%	4%	New
Complaints received referred to Tenant Panel and/or Housing Ombudsman	1	4	2	1	New
Sustainability					
NSH - Inward investment achieved	£150,000	£400,000	£1.5m	£722,350	£413,000
NSH – Management fee efficiency delivery achieved (as specified in the Management Agreement)	3%	3% <i>(Management Fee: £7,736,200)</i>	3% <i>(Management Fee: £7,674,500)</i>	3% <i>(Management fee: £7,637,600)</i>	No data <i>(Management Fee: £7,893,596)</i>
NSH - Revenue spend for management and maintenance costs against budget	£8,601,232	£8,576,700	£8,236,224	£8,765,715	New
Level of HRA reserves	£2,000,000	£2,000,000	£2,000,000	£2,000,000	£5,400,991
HRA Finance available for housing growth (i.e. RTB receipts, reserves (year end position), borrowing headroom.)	£8,315,090		£7,792,202	£8,350,000	New
Change in Council Housing Stock Size	5,422	Not Applicable	5443	5,439	5,438

STAR Survey Results 2017

1 Introduction

1.1 The annual STAR survey has been undertaken to gain customer feedback, enabling the Company to track progress on service improvements over a period of time and also benchmark against other social landlords.

1.2 For 2016/17, Housemark has provided upper quartile comparisons for the core suite of results in section 2.3 and the net promoter score 2.6 only. All other measures are compared against the STAR benchmark (which are set the median score of the benchmark group 'General Needs and Housing for Older People').

2 STAR Results Summary

2.1 The company continues to have high levels of satisfaction, comfortably above STAR benchmarks. Within the core suite of results (2.3 below), all but one measure is in the upper quartile of results. Overall satisfaction is outside the upper quartile at 90% compared to 90.1% upper quartile.

2.2 There is however a general trend of slightly falling satisfaction for many indicators when compared to 2015/16.

2.3 The core suite of results is provided in the table below:

Satisfaction Measure	NSH 2016/17	NSH 2015/16	STAR Benchmark
Overall satisfaction of Newark and Sherwood Homes	90%	93%	87%
Overall quality of your home	91%	93%	86%
Overall condition of your home	92%	95%	82%
Neighbourhood as a place to live	92%	94%	86%
Rent provides value for money	92%	95%	84%
Service charges provide value for money	87%	90%	73%

2.4 The key drivers of overall satisfaction for 2016/17 have been identified as (in priority order):

- i. Dealing with your enquiries generally
- ii. The ability of staff to deal with your query quickly and efficiently
- iii. Dealing with repairs and maintenance

2.5 Key drivers have considerable changed over the last 12 months when the key drivers to overall satisfaction in 2015/16 were (in priority order):

- i. Dealing with repairs and maintenance
- ii. Dealing with your enquiries generally
- iii. listening to your views and acting upon them

- 2.6 Improvement has been seen in the ‘net promoter score’ i.e. how likely would a tenant recommend Newark and Sherwood homes to family and friends on scale of 0-10 where 0 is not at all likely and 10 is extremely likely. The 2016/17 score is 47, up from 43 last year - well above benchmark of 32 and well in upper quartile 42.9.
- 2.7 Satisfaction with how the company deals with key services has dropped – with the falls in satisfaction linked to ‘ASB’ and ‘Your general enquiries’ both statistically significant drops.

Satisfaction with how Newark and Sherwood Homes deals with key services

Satisfaction Measure	NSH 2016/17	NSH 2015/16
Anti-social behaviour	75%	83%
Complaints	76%	80%
Your enquiries generally	90%	95%
Moving or swapping your home	86%	90%

- 2.8 The 8 point fall in satisfaction with how ASB is dealt with contrasts greatly with the improved scores for the ASB service delivery in section 3.5 below. 234 tenants answered this question compared to 33 who had actually made an ASB complaint. So it can be assumed that this question was answered in a wider sense and may reflect an increase in anti-social behaviour that is affecting tenants rather than a reflection of the company’s direct handling of it.

3 Performance Detail by Section

3.1 Customer Service

Satisfaction with Customer Service remains high, and well above the STAR benchmarking figures available. Some aspects have improved compared to 2015/16 – most notably ‘queries being answered within a reasonable time’ – up five points to 87%. And satisfaction with ‘the helpfulness of staff’ also improved by a point to 87%.

Satisfaction fell by six points for ‘getting hold of the right person’, while ‘dealing with enquiries quickly & efficiently’ and ‘the final outcome of queries’ both fell by three points.

3.2 Information and Resident Involvement

Satisfaction remains high in this section although all three questions have returned lower satisfaction scores than in 2015/16. The STAR core question ‘Listening to your views and acts upon them’ scored as below:

- i. Listening to your views and acts upon them 80%

Despite the fall in satisfaction on this question it is nine points above the STAR benchmark and in the upper quartile of responses from all organisations who submit results to Housemark.

3.3 **Repairs and Maintenance**

Satisfaction with the repairs and maintenance service is also high but most questions show a fall in satisfaction compared to the 2015/16 results. The STAR core question 'Dealing with repairs and maintenance' scored as below:

- i. The way Newark and Sherwood Homes deal with repairs and maintenance 85%

This is four points above the STAR benchmark but not in the upper quartile of responses. The result is also lower than the results of the monthly transactional surveys where overall satisfaction with repairs is currently at 90% for 2017 (January to May). This question remains a Key Driver to Overall satisfaction (3rd).

Of the other questions in the repairs and maintenance section, all bar one scored higher than the STAR benchmark figures available.

Satisfaction Measure	NSH 2016/17	NSH 2015/16	STAR Benchmark
Being told when workers would call	85%	90%	85%
Being able to make an appointment	87%	93%	81%
Time taken before work started	83%	91%	78%
The speed of completion of the work	89%	94%	82%
The attitude of the workers	98%	98%	91%
The overall quality of the work	91%	94%	84%
Keeping dirt and mess to a minimum	95%	98%	89%
The repair being done 'right first time'	79%	89%	74%
The contractors doing the job you expected	90%	95%	83%
The repairs service you received on this occasion	88%	94%	84

3.4 **Advice and Support**

Results in this section are high and far in excess of the STAR benchmark figures available. They are also very similar to the results in the 2015/16 survey. Satisfaction with the advice and support for 'Claiming housing benefit and other welfare benefits' and 'Managing your finances & paying rent/service charges' is 93%.

3.5 **Anti-Social Behaviour**

From all the results the ASB service has experienced the most consistent improvement in satisfaction. Satisfaction with the staff dealing with ASB complaints was particularly high with all showing a minimum of a 10 point increase in satisfaction from 2015/16, with statistically significant improvements for officers being 'Polite' and 'Helpful'. Results in this section should be treated with some caution due to the low sample size as just 6% of tenants said they had reported an ASB case in the past 12 months, although this is an identical sample size to 2015/16.

4. Analysis/ Continual Improvement

- 4.1 The STAR survey has now been conducted through phone surveys for two consecutive years and the company has maintained upper quartile performance in all but one of the core satisfaction measures and achieved or exceeded benchmark performance across the board.
- 4.2 Where there have been reductions in satisfaction, in particular with respect to repairs and customer access, specific and proportionate actions will be taken forward through either operational or strategic business planning as necessary.

Tenants Annual Report 2016/17

1 Introduction

- 1.1 This report enables the Board to consider and approve the content of the 2016/2017 Tenants' Annual Report and the mechanism of its publication.

2 Background

- 2.1 Newark and Sherwood Homes developed Local Service Standards, in partnership with tenants from throughout the District, in line with the regulatory requirement introduced by Tenants Services Authority in April 2010 to create an agreement between the landlord and its tenants regarding the level of service to be provided.
- 2.2 Our nine Local Service Standards exceed the level of service provision described in the six (national) standards and have been in operation since April 2011. These were reviewed during 2013/14 with involvement from the Newark and Sherwood Federation of Tenants Associations and the Tenants' Panel, and the revised and current Local Services Standards, have operated from April 2014.

3 Tenants' Annual Report 2016/17

- 3.1 Although the Tenant Services Authority has been disbanded since April 2012, with its regulatory function passing to the Homes and Communities Agency, the requirement to produce an Annual Report, which is now viewed as best practice, remains.
- 3.2 It is proposed that the format for the report is a focus on key performance measures with a future 'To Do' list for areas requiring improvement. The proposed key content for the Tenants Annual Report is attached at **Appendix 1**.
- 3.3 Following the success of the online only publication last year it is once again proposed that the 2016/2017 Tenants Annual Report be made available through the Company website; www.nshomes.co.uk, as the default option with printed copies being made available upon request. This will be advised to tenants through the next edition of the Homes from Homes magazine and through other Company media including Twitter.
- 3.4 The use of the online format represents a saving of approximately £4000 over the hard copy report and supports the Company's drive to make efficiencies and move towards providing services through more contemporary delivery mechanisms.

1) An Introduction to your Annual Report

Welcome to your 2016/17 Tenants' Annual Report setting out how we have performed against the eight Local Service Standards which you have set, and the improvements we want to make in the coming year.

- 90% Overall tenant satisfaction
- 91% - tenant satisfaction with the overall quality of your home
- 92% - tenant satisfaction with neighbourhood as a place

Key Facts:

- We manage 5470 homes – 5,459 Council and 11 Company
- We have 140 staff
- During the year we let 369 homes
- During the year we answered 65,540 calls to customer access service
- During the year we completed almost 16,000 reactive repairs in the year

To Do

- *Continue to find new ways to deliver services which meet your needs and offer excellent value for money*

2) Service Standard: Repairing your Home

Key Facts:

- 85% of you are satisfied with the way we (Newark & Sherwood Homes) deal with repairs and maintenance
- 100% of our homes meet the Newark and Sherwood Standard
- During the year we completed 15,995 reactive repairs
- 125 properties had new roofs/flat roofs fitted
- 496 Properties had kitchen and / or bathroom replacement throughout the district
- 926 properties benefitted from external repairs and painting
- 388 rewires were completed across the district
- 240 properties benefitted from the installation of new boilers and or full heating distribution systems

To Do

- *Complete more repairs the first time we visit including ensuring the right person is at the right place at the right time*
- *Continue to maintain homes at the Newark and Sherwood Standard*

3) Your Rent and Other Charges

Key Facts:

- Rent provides value for money 92%
- Service charges provide value for money 87%
- £22,229,963.40 rent collected
- Average rent - £82.89/ week (48 weeks)
- Over 400 more tenants paying by direct debit

To Do

- *Help more tenants make the switch to direct debit*
- *Support those tenants who are converting to universal credit and may be paying rent to us for the first time*
- *Continue to deliver a service recognised by tenants as value for money*

4) Getting Involved

Key Facts:

- Over 50 involved tenants 2016/17
- Number of times tenant panel held – 6
- 10 – the number of ways tenants can get involved
 - Tenants and Residents Groups
 - Walkabouts
 - Service Improvement Group
 - Performance Monitoring Panel
 - Tenant Forum
 - Tenants Scrutiny Panel
 - Tenant Board Member
 - Mystery Shopping
 - Surveys
 - Online Forums

To Do

- *Increase the number of tenants involved, influencing the decisions made by the Company and shaping services delivered to tenants*

5) Finding a Home

Key Facts:

- 2,022 applications processed
- 369 properties let
- Number on waiting list as at 31st March 2017 - 3,401
- Number of tenants who downsized in the year – 6
- Number of housing swaps - 22

To Do

- *Implement an online housing application form and self-help website so applicants and tenants can gather the information they require to make informed choices on where they want to live*

6) Customer Care

Key Facts:

- 65,540 calls to customer access
- 71% of tenants have found it easy to get hold of the right person
- 70 complaints over the year – 93,001 transactions – 0.07% of transactions
- Local offices – Ollerton and Hawtonville

To Do

- *Increase the % of tenants who feel they have been able to get hold of the right person*
- *Increase range of ways for you to contact us through the introduction of Webchat, promotion of online access and self-service*
- *To provide improved accessibility though re-location from Kelham Hall to Castle House Newark*

7) Helping you to Live Independently

Key Facts:

- 674 adaptations
- 360 minor adaptations
- 214 major adaptations
- Answered 68,607 Careline calls
- 60 new extra care properties started Gladstone House
- Pre-tenancy Support to 174 applications helping prepare for independent living
- 181 homes let to people with a disability

To Do

- *Run more GOALS courses and universal credit workshops to support you through these changes*
- *Provide advice on independent living to customers and signposting through a new self-service website and personalised tenancy support*
- *Continue to provide support for tenants whose current home does not meet their needs*

8) Making your £ Go Further

Key Facts:

- How every £ NSH spend is spent:
 - 45p – Repair and maintaining homes
 - 14p – Housing and neighbourhood management
 - 9p – Customer access and local offices
 - 3p – Rent collection
 - 6p – IT Infrastructure
 - 5p – Communication and apprenticeships
 - 18p – Finance, clerical and core service support
- £1.5m grant funding secured from the Homes and Communities Agency to support delivery of Gladstone House Extra Care, Bowbridge Road
- Use of Efficiency East Midlands procurement

To Do

- *Provide you with ways to make the most of your money*
- *Deliver new homes into the district for you and your family to live in*
- *Implement the new website to enable you to access services at a time which suits you, whilst enabling us to move resources around to meet your changing priorities and needs*

9) Looking after your Local Area

Key Facts:

- Number of walkabouts completed 2016/17 - 40
- Play park upgrades (awaiting figure)
- Satisfaction with neighbourhood as a place to live 92%
- Number of street warden hours deployed (awaiting figure)
- Garden upgrade vale view

To Do

- *Consult with tenants in the locality on proposed improvements*
- *Keep tenants informed about what works are to be completed in their neighbourhoods and when work will be completed*
- *Maximise procurement partnerships to enhance community investment (using example of Henry Boot at Vale View)*

10) Involving Everyone

Key Facts:

- 80% of tenants are satisfied we are listening to your views and act upon them
- 85% of tenants agree we give you the opportunity to make your views known
- Ensuring services are accessible through a range of channels and alternative formats.

To Do

- *Complete our new website to offer you the opportunity to get in touch with us from the comfort of your own home*
- *Implement modern ways for you to contact us through social media and webchat*
- *Continue to increase the number of tenants involved and influencing the decisions made by the Company*

AFFORDABLE HOUSING DELIVERY

1.0 Purpose of Report

- 1.1 To provide the Committee with detail on affordable housing delivery across the district for the financial year 2016/17 and provide an indicative guide on future anticipated delivery.
- 1.2 An update will also be given on the progress being made to deliver the approved 5 year Council housing (*Housing Revenue Account*) development programme.

2.0 Background Information

- 2.1 Delivery of new affordable housing continues to be a strategic priority for the Council, with the need to develop a mixed provision of affordable homes to meet the requirements of younger people, families with young children and older people across the district's urban and rural communities.
- 2.2 The Council, along with enabling the supply of new affordable housing, now delivers directly new Council homes through its Housing Revenue Account (HRA) housing development programme in partnership with its housing management company, Newark and Sherwood Homes (NSH).
- 2.3 In addition to the Council's own development programme a range of approaches are adopted to secure the delivery of new affordable housing units in the district, through working with Registered Providers (housing associations) and developers.
- 2.4 The delivery of affordable housing is set against the Council having a robust evidence base and as the Committee will recall at its meeting on 7 January 2015 the findings of the Newark and Sherwood Housing Market and Needs Assessment (2014) were presented and endorsed.
- 2.5 The assessment indicated a total net affordable housing need of 677 units per annum and after deducting the annual supply of housing, the shortfall for the next 5 years is 221 homes per annum. There are currently 2147 applicants on the Council's housing register (June 2017).

3.0 Affordable Housing Delivery 2016/17

- 3.1 Over the past twelve years a total of 1032 additional affordable homes have been provided across the district, through Section 106 agreements, 100% affordable housing developments, the Council's own developments and NSH Growth Programme.
- 3.2 Between April 2016 and March 2017, 145 additional affordable homes have been built (*located in Ollerton, Farnsfield, Southwell, Edwinstowe and Newark*) and the approaches to deliver these are outlined below:

Developer: Section 106 Agreements	Registered Provider 100% Affordable Housing Schemes	NSH	HRA Developments	Total
65	70	4	6	145

3.3 The tenure breakdown of these units is as follows:

Social Rent	Affordable Rent	Intermediate Housing (Shared Ownership)
0	114	31

Council & Company Developments

3.4 Following a successful bid submission to the Homes and Communities Agency (HCA) 2015-18 Affordable Homes programme for grant funding to develop 32 new build Council homes for affordable rent, the final **6 units** (1B2P apartments) at Second Avenue, Edwinstowe were completed in 2016/17.

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

3.6 In addition, NSH have developed **4 units** (1B2P apartments) for affordable rent at Second Avenue, Edwinstowe, which are in the Company's ownership.

Section 106 Agreements and 100% Affordable Housing Schemes

3.7 The table below details the location of the affordable housing units delivered either through Section 106 planning agreements or on 100% affordable housing schemes:

Location	Ownership	Affordable Rent (AR)	Shared Ownership (SO)	Type (total units)
Beacon Hill Road, Newark (S106)	Longhurst Housing Association	32	11	24 X 1 bed houses – (AR) 8 X 2 bed houses (3 x SO, 3 x AR, 2 x SE) 11 x 3 bed houses (3 x SO, 5 x AR, 3 x SE)
Ash Farm, Farnsfield (S106)	HRA (Council)	3	-	3 x 3 bed houses (AR)
Ash Farm, Farnsfield (S106)	Derwent Living	-	3	3 x 3 bed houses (SO)
Nottingham Road, Southwell (S106)	Nottingham Community Housing Association (NCHA)	8	2	8 x 1 bed apartments (AR) 2 x 2 bed houses (SO)

Newark Road, Ollerton (S106)	Newark and Sherwood Homes	6	-	6 x 2 bed houses (AR)
Esther Varney Place, Sleaford Rd, Newark (100% affordable housing scheme)	Waterloo Housing Association	55	15	9 x 2b houses (SO) 6 x 3b houses (SO) 20 x 1 bed apartments (AR) 28 x 2 bed houses (AR) 7 x 3 bed houses (AR)
Total		104	31	

3.8 To set the figure **(145)** for affordable housing delivery into context the total number of all units delivered in 2016/17, as reported in the Council's Annual Monitoring Report, is **396**.

4.0 Anticipated Affordable Housing Delivery

4.1 The table below shows the number of units that at this point are anticipated to be delivered over the next 4 financial years. It is difficult to provide an accurate picture beyond 2018 as further sites may come forward through the planning system, some sites may be delayed (especially those major developments phased over a long build period) and national funding/policy arrangements may change.

Scheme Details	Ownership	No. of units	Progress
Anticipated delivery 2017 – 18			
Gladstone House, Bowbridge Road, Newark - 60 unit extra care scheme in partnership with Nottinghamshire County Council & NSH. Secured funding through the HCA's 2 nd phase Care and Support Specialised Housing Fund. There will be 48 x 1 bed units and 12 x 2 bed units. (100% affordable housing development)	HRA	60 <i>(affordable rent)</i>	In development. Practical completion Qtr. 4 2017/18. Current pictures of the scheme in development are provided at Appendix A.
Barratt Homes development of 18 units at Ash Farm, Farnsfield . 5 affordable homes are being delivered on the site, 2 for shared ownership & 3 for affordable rent. The Council is acquiring 3 units for rent comprising 3 x 2 bed houses, Derwent Living are acquiring the 2 x 2 bedroom bungalows for shared ownership (S106)	HRA/Derwent Living	5 <i>(affordable rent/shared ownership)</i>	In development. Property handover anticipated between December 17 and January 18
Ben Bailey (Avant) Homes development of 148 homes at Wellow Road, Ollerton . 2 units (2 bed houses) to be transferred to the NSH as a S106 contribution for	NSH	2 <i>(affordable rent)</i>	In development Property handover anticipated 2017/18

a nominal sum of £1 per unit. (6 properties previously been handed over in 2016). (S106)			
Beacon Hill Road, Newark – (Persimmon) development consists of 189 units, 57 affordable homes are being delivered on site. The affordable units comprise 24 x 1 bed apartments, 18 x 2 bed houses, 13 x 3 bed houses, 2 x 4 bed houses. (S106)	Longhurst	15 <i>(intermediate rent/shared ownership)</i>	In development. Property handover anticipated December 2017 <i>Remaining delivery of the affordable housing units dependent on sales of the market housing.</i>
Caunton - 4 x 2 bed houses and 2 x 3 bed houses. HCA grant funding has been secured, along with a contribution from the district Council. (100% affordable housing development)	NCHA	6 <i>(affordable rent/shared ownership)</i>	In development Anticipated completion December 2017
The Council has agreed to acquire 6 units from St. Leonards Hospital Trust, Newark . <i>(This is not new additional affordable housing for the district, but will add to the HRA's stock)</i> (Stock acquisition)	HRA	6 <i>(affordable rent)</i>	Estimated hand over October 2017
Anticipated delivery 2018 – 20			
Clipstone x 3 sites in NCHA's ownership, total indicative scheme will comprise 1 bed apartments and 2 bed houses. HCA funding has been secured for the schemes. (100% affordable housing development)	NCHA	25 <i>(affordable rent/shared ownership)</i>	Anticipated start on site January 2018
Southwell Rd, Farnsfield - 48 dwellings by Bellway Homes. Affordable will be 3 x 3 bed houses 10 x 2 bed houses. (S106)	Gedling Homes	14 <i>(affordable rent/discount for sale)</i>	Anticipated start on site spring 2018
The Council is assessing the feasibility of taking an off-site S106 contribution in the form of land (Newark location) and a monetary sum. The land would then be developed for affordable housing. (100% affordable housing development)	HRA	12 <i>(affordable rent)</i>	No start on site to date.

Blidworth, Belle Vue – 15 x 2 bed house for market sale and 6 x 1 bed apartments for rent. (S106)	NSH	6 <i>(affordable rent)</i>	Anticipated start on site October 2017. Completion estimated July 2018
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5.0 Rural Exception sites

- 5.1 Exception sites, in accordance with Planning Policy, are schemes solely for the development of affordable housing on land within or adjoining existing small rural communities, which would not be otherwise released for general market housing. The evidence to support the development of such sites includes the commissioning of a parish housing needs survey.
- 5.2 In December 2016 a scheme at Caunton was commenced by NCHA and will deliver 6 affordable units, consisting of two and three bed houses for affordable rent and shared ownership to applicants with a local connection to the village. The scheme has been part funded by HCA and Council grant and is already generating local interest. Photographs of the scheme can be seen at **Appendix B**.
- 5.3 The Council continues to work in partnership with NCHA and Trent Valley Partnership to deliver rural affordable housing. The partnership is currently working towards the delivery of other exceptions site for affordable housing in the district including sites at North Muskham and Elston, which will be subject to planning approval.

6.0 Council Housing - 5 Year Development Programme

- 6.1 In addition to the above table the Council, further to Policy & Finance Committee approval at its meeting on 30 June 2016, is now progressing an ambitious 5 year Council housing (HRA) development programme to deliver an indicative 335 additional homes across the district to meet the housing needs of local residents.
- 6.2 The Council is working in partnership with NSH, who are project managing the development programme, to deliver the required number of homes.
- 6.3 The majority of the sites identified for the development programme are relatively small, often disused HRA garage or infill sites. Flexibility is required within the 5 year development programme as sites may have to be swapped, as some will be able to be progressed for development and some will either be delayed or not suitable linked to further due diligence works.
- 6.4 The target delivery for the first year (2017/18) of the programme is 70 units, in addition to the 60 units at Gladstone House, and to date the following 25 sites have now been granted planning permission:

Planning Reference	Location	Unit Type
17/00217/FUL	Gibson Crescent, Balderton	2 x 3 bed units
17/00003/FUL	Quibell Road, Newark	1 bed bungalow 2 x 2 bed houses
17/00041/FUL	Meldrum Crescent, Newark	8 X 1 bed apartments
17/00194/FUL	Central Avenue, Blidworth	1 x 2 bed bungalow
17/00190/FUL	Stephen Road, Newark	2 x 1 bed apartments
16/02164/FUL	Grange Road, Newark	5 x 2 bed houses
17/00195/FUL	Wolfit Avenue, Balderton (Site ID 60)	3 x 2 bed houses
17/00197/FUL	Wolfit Avenue, Balderton (Site ID 67)	2 x 1 bed bungalows
17/00201/FUL	Wolfit Avenue, Balderton (Site ID 66)	1 x 2 bed bungalow
17/00196/FUL	Wolfit Avenue, Balderton (Site ID 63)	2 x 2 bed bungalows
16/02168/FUL	Almond Grove, Farndon (Site 2)	1 x 2 bed bungalow
17/00042/FUL	Almond Grove, Farndon (Site 1)	2 x 2 bed units
16/02174/FUL	The Willows, Farndon	1 x 2 bed unit 1 x 3 bed unit
17/00218/FUL	Staveley Court, Farndon (Site A)	6 x 2 bed houses 2 x 3 bed houses
17/00219/FUL	Staveley Court, Farndon (Site B)	2 x 1 bed bungalows 1 x 3 bed bungalow
17/00216/FUL	California Road, Farndon	1 x 2 Bed bungalow
16/02172/FUL	Eastfield Close, Clipstone	2 x 2 bed unit
17/00192/FUL	Allenby Road, Southwell	2 x 1 bed apartments
17/00200/FUL	Preston Road, Rainworth	2 x 1 bed bungalow
16/02175/FUL	Windsor Road, Collingham	3 x 2 bed units
17/00223/FUL	Greenwood Crescent, Boughton (Adj 67)	1 x 2 bed unit
17/00191/FUL	Greenwood Crescent, Boughton (Garage site)	2 x 2 bed bungalows
17/00199/FUL	Trinity Road, Southwell	1 x 3 bed unit
16/02171/FUL	Snowdon Road, Collingham	2 x 2 bed bungalows
17/00216/FUL	Vicars Court, Clipstone	2 x 2 bed units
Total		63

- 6.6 There is one site outstanding, anticipated to deliver one unit, that is still awaiting planning approval and 16 sites have not been progressed through the pre-development stages for reasons such as the presence of underground services, receipt of pre-application advice and legal constraints (e.g. rights of way).
- 6.7 An additional 16 sites are being worked up as a contingency to make up for any shortfall in year one of the programme or alternatively will be delivered in year two.
- 6.8 If there is a shortfall in number of units delivered in year one, due to planning considerations, then these will be included in year two of the programme. Given the current position and following detailed work with the Development Management BU any shortfall is expected to be a very small number.

- 6.9 Further to a tendering process to appoint a delivery partner, completed in full consultation with the Council's Procurement Manager and in line with the Council's contract and procedure rules, Robert Woodhead Ltd have been awarded the build contract.
- 6.10 The tender prices were very close to the estimated projected costs, which were used as the basis for developing the overall projected delivery programme, and place both the Council and Company in a strong position to deliver the project to target and within budget over the 5 year programme period.
- 6.11 The Company are currently working with Robert Woodhead to establish accurate costs for the delivery of each site for ongoing financial monitoring. This process will continue throughout the life of the project as new sites become live.
- 6.12 It is anticipated that starts on site will commence from the late summer and phased according to the location of schemes.

Learning

- 6.13 As work to establish the programme has progressed over a limited timeframe to ensure that development commences this financial year, a number of matters have been identified that will need further consideration by the Council and Company, these include:
- Local resident parking concerns, where existing garage sites have been identified for development.
 - Enhancing consultation methods to ensure local ward Members take the opportunity to engage with a site(s) proposal prior to a planning application being submitted.
 - Building upon the working relationship with the Development Management BU at pre-application stage ensuring all necessary details are provided and understood.
- 6.14 The above matters will be addressed accordingly and regular updates will be provided to the Committee on progress with the 5 year Council housing development programme.

7.0 Equalities Implications

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

8.0 Impact on Budget/Policy Framework

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

9.0 RECOMMENDATION

That the Committee notes the affordable housing delivery in 2016/17, future anticipated delivery and progress with the Council's five year development programme making any observations as appropriate.

Reason for Recommendation

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

Background Papers

Nil

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

Karen White
Director – Safety

Gladstone House







AN UPDATE ON FLOOD PREVENTION SCHEMES IN NEWARK & SHERWOOD

1.0 Purpose of Report

1.1 This report updates Members on the current position of proposed flood alleviation schemes within the Newark & Sherwood area.

2.0 Background Information

2.1 The Council initially set aside £250k within the capital reserve and £150k in the capital programme to assist with flood defence schemes across the District. Currently there are four schemes within the District which could have the potential to be delivered. They are:

- Girton
- Lowdham
- Gunthorpe
- Southwell

The current position with each of these schemes is summarised in paragraphs 2.2 to 2.17 below.

2.2 **Girton** – This scheme had an initial assessment completed which generated options for the protection of up to 28 properties from flooding caused by the River Trent. Due to the small number of properties protected by the scheme it would only attract approximately £370,000 in Flood Defence Grant in Aid (FDGiA) from DEFRA. This is a relatively small amount and leaves an estimated funding shortfall in the range of £2.1 million to £4.4 million dependant on the particular option chosen and detailed costings.

2.3 Meetings were held between all relevant partners to attempt to find a way forward for the Girton scheme and it was decided to progress with a detailed design of a flood defence for Girton. This is being funded in large by the County Council with a contribution of £10,000 being made from our approved capital budget for major flood alleviation. Jeremy Benn Associates has been appointed by the County Council to undertake the detailed design works and they are expected to present their report to the County Council by the end of August 2017. If presented on time it may be possible to give a verbal update on the costs and works required at the Committee meeting.

2.4 Works completed so far include; data processing, establishing land ownership, preliminary drawings of utilities and the existing site, obtaining approvals to work on private land, hydraulic modelling, ecological surveys, ground investigations, and a topographical survey.

2.5 Once the detailed design has been completed it will be possible to get a specific cost shortfall, hopefully within the range set out in paragraph 2.2 above. Once at this stage it becomes possible to take advantage of any funding opportunities which may present themselves for 'shovel ready' schemes. These occasionally arise at short notice from situations such as underspends in other areas of government. It may also allow for funding to be allocated from other sources including the possibility of resident contributions.

- 2.6 Clearly the risk associated with taking this course of action is that funds are spent achieving detailed design on a scheme that may never go ahead, however, the option to do nothing could have a serious impact on the future sustainability of the village.
- 2.7 **Lowdham and Gunthorpe** – Both of these schemes are in a similar position and working to the same timeline. Building on the initial assessments completed in 2016, the Environment Agency is now working with CH2M to progress the Outline Business Case (OBC) for flood alleviation schemes at both Lowdham and Gunthorpe. Both OBCs are standalone and due for completion by the end of this year.
- 2.8 The aim of the OBC is to develop the preferred flood risk option for each village, based upon engineering and economic viability, as well as social and environmental factors. The OBC will provide a detailed scheme, which is costed and considers all flood risk sources. As the OBC develops the Environment Agency will explore opportunities to engage with possible partners and key stakeholders for the scheme.
- 2.9 Following the completion of the OBC, if the preferred option delivers the necessary flood risk benefits at an achievable cost to each village, the projects will then progress to Final Business Case. At this point the funds that have been indicated for each project on the six year Flood and Coastal Risk Management Programme (FCRM 2015 to 2021) can be released for the delivery of the schemes.
- 2.10 The FCRM aims to protect 300,000 residential properties over the life of the programme and the associated 'Grant in Aid' funding that supports the programme is managed and allocated by the Department for Environment, Food and Rural Affairs (DEFRA). Although the FCRMs primary aim is to protect residential property it also looks at the environment, critical infrastructure, and other property when calculating the cost benefit of a scheme
- 2.11 If, after completion of the OBC, a shortfall in funding exists for delivery of either scheme, then the District Council will be in a position to consider making a financial contribution from its reserves. The ability to fully fund a scheme is critical in order to move to the final business case stage of scheme delivery.
- 2.12 **Southwell** – Following the major flood events in 2007 and 2013 an in-depth study of the complex interaction on the Southwell catchment's has been undertaken by Notts County Council. The results of this modelling study have concluded that the best way forward in terms of protecting the town is for a combined set of measures to be used including capital works and more local measures including property flood resilience products for those areas that will not be directly defended by the capital works.
- 2.13 The scheme is now being prepared by Notts County Council for submission to the National Project Assurance team (NPAS) to gain approval for the release of funds relating to Flood Defence Grant in Aid (FDGiA) and Local Levy. Confirmation and securing of funds from various partners, including the District Council, will be key to achieving the cost benefit calculations required to release funding at a national level. The bid is scheduled for submission in early September 2017 with an expected six week timescale for determination.

- 2.14 The exact level of contribution required by the District Council has yet to be confirmed although we have been in regular contact with DEFRA over the £233,420.84 of funding that is held in the 'Community Pot' for Southwell.
- 2.15 At the end of May we received confirmation from DEFRA that they have been able to make some adjustments to the process through which the grant would be funded, enabling them to be in a position to pay grant monies to the council under section 31 of the Local Government act 2003. This will mean that the council are less restricted in when the finances need to be spent or claimed by, as the finances will be given to the council up front on agreement.
- 2.16 In addition to the engineered approach to flood alleviation, the County Council have also been successful in bidding for £350k of Local Levy funding to deliver some natural flood management (NFM) works primarily in the upper catchment of Southwell. The proposal focused on building on what has already been achieved by the District, Southwell Flood Forum and its partners to deliver better, longer lasting and sustainable flood risk management solutions that would add value and compliment the wider flood mitigation options being discussed for the town.
- 2.17 The Trent Rivers Trust and the National Flood Forum subsequently provided an opportunity for match funding through a European project called FRAMES. Nottinghamshire County Council with partners are currently working to produce a business case for submission to the NPAS to secure the local levy funds which will look to improving flood resilience in Southwell using NFM. The bids focus incorporates elements of land management, community engagement, resilience, local measures, capital works and wider learning. The bid is due to be submitted in September 2017, with an expected decision date of November 2017. If successful the project team will look to be working with the community early in 2018.

3.0 Proposals

- 3.1 The Council has put aside in its capital reserves a sum of £150,000 of which £10,000 was submitted and approved in 2016/17 (see paragraph 2.3) leaving an available balance of £140,000 in 2017/18 to help and support communities that are affected or have the potential to be affected by flooding. This is in addition to the £250,000 within the capital reserves that is allocated for flooding and flood defence.
- 3.2 Girton is clearly a difficult situation with the large shortfall in funding being a major obstacle to the construction of satisfactory flood defences. It is proposed that we continue to work closely with the County Council and stay involved in the decision making process, which will be far better informed once the detailed design and costings have been submitted.
- 3.3 In the cases of Lowdham and Gunthorpe it is proposed to wait for the completion of the OBCs before making a decision about whether or not the Council would wish to contribute towards any funding gap to assist in the delivery of either scheme.

3.4 For Southwell it is proposed to continue to work with the Flood Forum and various partners to support a range of potential improvements including engagement with the FRAMES project. It is intended that the County Councils engineering solution and the NFM of the FRAMES project will complement one another.

4.0 Equalities Implications

4.1 A full Equality Impact Assessment was completed and submitted with the previous report in September 2016. No changes to the EIA have been identified.

5.0 Impact on Budget/Policy Framework

5.1 As stated within the body of the report, there is a remaining grant funded allocation of £140,000 for 'Major Flood Alleviation' within the capital programme. There is also an additional £250,000 within the capital reserves which as yet has not been allocated. It is worthy of note that these two amounts are individually ring fenced within their respective budgets effectively giving a current balance of £390,000.

6.0 RECOMMENDATION

That the current situation is noted and potential financial contributions for these schemes are brought back to the Committee when detailed costings have been confirmed.

Reason for Recommendation

To provide an update for Members on the various flood alleviation schemes across the district.

Background Papers

Nil

For further information please contact Ben Adams on Ext: 5232

Karen White
Director – Safety

SINGLE HOMELESSNESS IN NEWARK AND SHERWOOD

1.0 Purpose of Report

- 1.1 To provide insight into the causes of homelessness with a particular focus on single homelessness and rough sleeping within a local and national context, as requested by the Committee at its last meeting.

2.0 Background

- 2.1 In 2016/17 English local authorities accepted 59,120 households. NSDC accepted 98 households. These are households that are owed a main homelessness duty to secure accommodation as a result of being unintentionally homeless and in priority need.
- 2.2 The total number of households in temporary accommodation on 31 March 2017 was 77,240, up 8% on the previous year and up 61% from 48,010 on 31 December 2010. NSDC had 11 households in temporary accommodation on 31 March 2017 (snapshot), up 10% on the previous year but the same as 31 December 2010.
- 2.3 Homelessness can happen to anyone, with one in ten people in England saying they have personally experienced homelessness. However, many who become homeless do not show up in official figures as detailed above. This is known as hidden homelessness and includes people who become homeless but find temporary solutions by staying with friends and family, sofa surfing, living in squats or other insecure accommodation and rough sleeping. Research by the charity Crisis indicates that approximately 62% of single homeless people are hidden.
- 2.4 The causes and help single homeless people need varies widely. The single homeless population are generally people without dependants who are not currently eligible for the main duty of statutory support under homelessness legislation; unless they are found to be vulnerable. Therefore, many rely on services and projects in the third sector to provide them with support. However, this will change with the implementation of the Homelessness Act 2017, in April 2018.

3.0 Causes of Homelessness

- 3.1 The most common reason single people give for losing their accommodation is that a friend or relative are no longer able to provide support and accommodation or because of a relationship breakdown.
- 3.2 Individuals generally arrive at the point of homelessness after a long chain of other life events, which can arise from basic disadvantages such as poverty, inequality, lack of education, housing supply and affordability. While personal factors, such as poor physical health, mental health problems, alcohol and drug issues, bereavement, and historic experiences of being in care or going through the criminal justice system are common.

4.0 National Picture

4.1 Homeless Link recently carried out an analysis of support available for single people in the homeless sector. Nationally 394 accommodation projects completed an online survey which included a number of projects within Newark and Sherwood.

4.2 The report titled ‘Support for single homeless people in England 2016’ identifies the following facts:

AVAILABILITY	RESOURCES	ACCESSING MOVE ON	SUPPORT NEEDS	SUPPORT PROVIDED
There are currently 35,727 bed spaces available in homelessness accommodation projects. Newark and Sherwood have 64 bed spaces for young people (8 mums and babies and 56 single) plus 12 bed spaces for single homelessness with drug or alcohol issues.	47% of accommodation projects have experienced decreased funding. Just 8% have seen their funding increase.	30% of people in accommodation projects were ready to move on but had not yet moved. Of this group, 27% had been waiting for 6 months or longer.	33% of people in accommodation projects have complex needs and need additional support. Mental health problems affect 32% of clients, drug issues affect 31% and alcohol issues affect 23%.	93% of services help people with life skills, such as budgeting and cooking.
There are 1,185 accommodation projects. Newark and Sherwood have 3 accommodation projects for young people or those with drug and alcohol issues	56% of accommodation projects reported housing-related support as their main source of income. 93% said that some income comes from housing benefit.	34% of projects reported the main barrier to be a lack of affordable housing.	Some people need support to help get their lives back on track, 40% of people in accommodation projects are jobseekers, and 23% have an offending history.	70% of accommodation projects provide prevention services to help prevent homelessness happening in the first place.
There are 214 homelessness day centres. Newark and Sherwood do not have any commissioned day centres available	Day centres are less reliant on statutory funding. 28% reported fundraising as their primary source of income.	Of those who moved on 22% of people were housed in the social housing sector. 19% returned home to family or friends.	If people’s needs are too great, they may be denied access to services. 73% of accommodation projects have had to turn people away because their needs were too high.	49% of projects use shared accommodation schemes. 50% use rent deposit/bond schemes.

5.0 Local Provision – Specific to Single Homelessness and Rough Sleeping

5.1 This national picture is replicated in Newark & Sherwood with local accommodation projects advising of the following barriers for their residents moving on:

- Lack of affordable accommodation available – includes availability of the private rented sector at local housing allowance rates and availability of shared accommodation rates;
- Being excluded from housing providers Allocation Schemes due to previous behaviour (debt, rent arrears, ASB);
- Private Landlords not accepting tenants on housing benefit;
- Private Landlords reluctance to accept single homeless or those with complex needs;
- Eligibility for rent deposit/bond scheme is limited and/or unable to afford deposit or rent in advance;
- Difficulties finding move on for young people under the age of 25 years without access to floating support services - to avoid the tenant falling into arrears when employment is found and HB either stops or reduces;

5.2 There have been some positive initiatives in Newark & Sherwood for single homelessness as detailed below.

Complex Needs Worker

5.3 The Community Safety Partnership, through their Partnership Plus Delivery Plan are funding a personalised approach with individuals identified as presenting with complex needs and homelessness within Newark & Sherwood through a complex needs specialist worker.

Street Outreach Team (SOT)

5.4 Framework's SOT serves two main purposes: to engage with and help rough sleepers and to quantify the extent of street homelessness in partnership with other agencies such as local authorities.

5.5 The SOT have been jointly commissioned to work within Nottingham City and County by all local authorities. They work in the early hours of the morning in order for them to identify those in the greatest need of support. The team actively looks for rough sleepers in known hotspots or responds to self-referrals, agency referrals or reports from the public.

5.6 The SOT helps rough sleepers or those faced with the prospect of sleeping rough to:

- Find safe and secure accommodation;
- Find appropriate treatment for underlying drug, alcohol and mental health problems;
- Secure access to medical help;
- Re-engage with estranged family members;
- Return to their home region or home country;
- Claim whatever benefits they may be entitled to.

5.7 A SOT is designed to offer a life-line to those in the most desperate need. The Team visit a number of locations in Newark in search of rough sleepers including the Old Police Station, Newark Castle, Asda, Iceland, Newark Market Place, Parish Church park, Morrison's, Marina scrapyards, White Hart pub, The Arcade and at the rear of Wilkos.

- 5.8 The top three spots that prolific rough sleepers are found is Stodman Street Newark, the woods near Newark Marina and the delivery entrance at the rear of Marks and Spencer's.
- 5.9 The following is a snapshot of those that have been found by the SOT between May and July 2017 in Newark:

SOT - Case Studies
X has been homeless since losing his tenancy with a housing association. Found to be rough sleeping and begging in a shop doorway on Stodman Street, Newark. Had an assessment booked at Russell House but failed to attend on numerous occasions until recently, he has been working with the street outreach team and currently is no longer rough sleeping.
X came to Newark from Gainsborough/Lincoln. Found to be rough sleeping in a doorway on Stodman Street, Newark with the rough sleeper detailed above. X engaged with the Street Outreach Rough Sleeper Specialist Nurse due to a worsening cough and a history of TB. X was treated as a public protection case until tests had been carried out to determine if he was suffering from active TB which would have required notification to Public Health and a planning meeting between the council, TB Service, CCG and the voluntary sector to manage the case collectively. X has now returned to rough sleeping and begging in Lincoln. Case referred to the Street Outreach Team in Lincoln.
X found to be sleeping in a tent in the woods near the Marina. Claims he is saving for a rent deposit and does not need assistance or additional support. X is a polish national and has recently engaged with a polish speaking worker, X is currently still sleeping rough in the tent.
X found to be rough sleeping on Stodman Street with two other rough sleepers as detailed above. X will not engage with the Street Outreach Team, he is currently off the streets although he often sleeps rough and is expected to return.
X is rough sleeping in a shed, has been attending the drop in at Impact and raised as a concern at LMAPS. X is very demanding and unrealistic about his options and therefore expects housing and support without interaction.
X found at the Marina but declined all offers of support. The area he has chosen to sleep is dangerous; X has set up deliberate traps to hurt people as they approach. Concerns have been reported to the police.
X was evicted from a council tenancy at the beginning of June due to ASB and arrears of £3500. 3 children taken into care in November 2015. Uses amphetamines but not working with CGL (local drug services). Currently in temporary accommodation but due to be evicted again due to ASB.

- 5.10 Although the Council do not necessarily always owe a homelessness duty to many of these individuals that are rough sleeping, we certainly do all we can to help them get back on their feet and off the streets working in partnership with other statutory and voluntary agencies. Some cases are referred and discussed at LMAPS; some have been subject to safeguarding thresholds and referred to the Multi Agency Safeguarding Hub. However, despite our concerns often thresholds are not met as they are deemed to have full capacity under the Mental Capacity Act and therefore not classed as an Adult in Need requiring social care intervention.

Severe Weather Emergency Provision (SWEP)

- 5.11 In line with the No Second Night Out Standard every local authority is expected to have a Severe Weather Emergency Protocol (SWEP) which is instigated, as a minimum when the temperature is forecast to drop to zero degrees (or below) for three consecutive nights.
- 5.12 In Newark and Sherwood, since 2011/12, a SWEP has been provided in partnership with Barnbygate Methodist Church, Newark.
- 5.13 The Council funds all provision and costs for the SWEP. Users are provided with supper and a cooked breakfast, a camp bed, pillow, sleeping bags and toiletries.
- 5.14 There have been varying numbers in the SWEP since it began in 2011/12. 11 individuals made use of the shelter in 2011/12, outcomes include one being hospitalised, two with no local connection and returning to their own area, 1 moving in with family, 1 to rehab and four returning to the streets.
- 5.15 In 2012/13 the shelter was open for 42 nights with 18 individuals making use of the shelter; in 2013/14 the shelter was not activated; in 2014/15 the shelter was open for 12 nights with 1 person returning to Coventry and four returning to the streets; 2015/16 the shelter was open for 13 nights with 2 users and 2016/17 opened for 10 nights with 9 users.

Impact

- 5.16 Individual Mentoring Partners and Churches Together (IMPACT) set up in 2004, offers individual mentoring at its weekly drop-in service at Newark Baptist Church, Albert Street, as well as providing showers, hot meals and camping equipment for the homeless.
- 5.17 Some use the service on a one-off basis, taking advantage of the washing facilities and food. Others return each week to talk to one of the trained mentors about their situation and seek guidance to help them on the road to recovery. IMPACT seeks rehabilitation; housing and jobs for those committed to changing their circumstances but is funded solely by donations and relies heavily on volunteers. The service is based in the coffee lounge at Newark Baptist Church, where a drop-in facility is available on Mondays from 7.30pm-9pm.

Modern Day Slavery Action Day

- 5.18 On 1 August 2017 officers from Housing Options, Community Safety and Environmental Health were involved in the first MDS action day in Newark. Newark Police arranged the day with involvement from the National Crime Agency and Gang Masters and Labour Abuse Authority. The aim was to visit as many of the car washes as possible in Newark to gain intelligence on the people working at the car washes. There were 6 carwashes identified and 4 were visited, with the work taking longer than expected because of language barriers (primarily Bulgarian).
- 5.19 The conclusion was that although there were indicators of people being exploited due to poor working conditions, hours worked, low pay, and overcrowded living conditions, there was not enough evidence to pass the threshold for proving an offence of MDS. Evidence and information from the day is being shared and some referrals have been made to the relevant bodies e.g. Hope for Justice. This work will continue as MDS can clearly have a

direct impact on housing conditions and potential homelessness, with future operations potentially targeting nail bars in the district.

6.0 Rough Sleepers Count

6.1 All local authorities are required to submit an annual figure to the government through a count or estimate, indicating the numbers of people sleeping rough in their area on a single 'typical' night.

6.2 For Newark & Sherwood an estimate is the best methodology due to the higher level of partner agency intelligence that we have and the rural nature of the area, many of the sleep sites are inaccessible and dispersed.

6.3 Those included in the estimate must fall into the following definition:

People sleeping in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments). People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or "bashes").

6.4 All relevant agencies are involved, such as Registered Providers, faith groups, Probation, Police, foodbank, CAB and supported housing providers. Communication is via e-mail, through the Homeless Interagency Forum and Local Multi Agency Problem Solving Group (LMAPS).

6.5 Since 2010, Newark & Sherwood have carried out an estimate and submitted a figure of between 4 and 5 rough sleepers on any typical night; however, in 2015 the Council submitted a figure of 10 rough sleepers in Newark & Sherwood. Yet in 2016 a reduced number of 6 individuals were estimated to be rough sleeping in Newark as a result of the initiatives discussed above. The 2017 rough sleepers count will take place in November 2017.

6.6 The total number of rough sleepers in England in autumn 2016 counted and estimated is 4,134. This is up 565 (16%) from the autumn 2015 total of 3,569.

7.0 RECOMMENDATION

That the Committee consider the contents of this report to increase understanding regarding the challenges faced in tackling and responding to single homelessness and rough sleeping in the district.

Background Papers

Nil

For further information please contact Leanne Monger, Business Manager – Housing and Safeguarding on extension 5545.

Karen White
Director – Safety



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As you will be aware, the Homelessness Reduction Act received Royal Assent in April this year. The Homelessness Reduction Act will mean people across the country get the help they need to avoid becoming homeless in the first place, and those already experiencing homelessness are able to access help regardless of whether they have a priority need.

The Government is committed to preventing and tackling homelessness, and no one should ever have to spend a night on the streets. The timely commencement of the Homelessness Reduction Act will ensure that local authorities intervene at earlier stages to prevent homelessness. I would like to inform you that it is our intention to commence the Act in **April 2018**. I very much hope that your authority is already preparing for implementation of the Act, and will use the coming months to ensure that you are ready to meet the new duties at the commencement date.

I confirmed in January 2017 that the Government would fund the Act in line with the longstanding 'new burdens' arrangement and provide £61 million to local authorities to meet the new burdens cost of the Act. The distribution formula is being finalised following consultation with local authorities from across the country, and we plan to announce allocations in autumn and make the first payments in winter 2017/2018.

My officials have been reviewing the Homelessness Code of Guidance with the assistance of a working group of local authorities and other stakeholders. We plan to publish a draft for consultation in the autumn ahead of publication of the final Code in spring 2018.

The Government wishes to make regulations, including on duty to refer, under the Homelessness Reduction Act. These will be laid in the winter and my officials will work closely with the relevant government departments and their delivery chains to ensure effective communications and workforce support ahead of commencement.

The current data collection system needs to be changed so that local authorities and central government can monitor the operation and outcomes of the new duties brought in by the Act. The change will generate much richer data both on homelessness problems and the impact of interventions, enabling better informed policy and resource decisions by both local and central government. You will also be aware that local authority data returns help government to understand homelessness pressures and challenges across the country, and inform decisions on the allocation of funding and resources.

We will be providing additional funding to support you with this change. An outline of what will be required will be placed on this webpage shortly and the page will be updated with the final data schema when it is available:

<https://gss.civilservice.gov.uk/statistics/working-with-users/dclg-homelessness-statistics-user-forum/>

This will enable you to progress discussions with IT providers in advance of implementation.

Our new Homelessness Advice and Support Team, drawn from local authorities and the homelessness sector, will provide support and challenge starting with a series of events around the country in September and October. One of the key resources available to the team will be the lessons emerging from the £50m Homelessness Prevention programme which they will share with you. We will also continue to fund NHAS to provide free training on the Homelessness Reduction Act up until April.

Local authorities are at the forefront of this work. I would like to put on record once again my thanks to local authorities up and down the country for the work that you do to tackle homelessness.

I know that we all share a firm commitment to tackling and reducing homelessness through a new focus on earlier intervention and prevention. I very much look forward to working with you to implement the Homelessness Reduction Act, which will reform the response to homelessness at a national and local level.



MARCUS JONES MP

GRENFELL FIRE – UPDATE RELATING TO IMPACT UPON THE COUNCIL’S HOUSING STOCK

1.0 Purpose of Report

1.1 At the last Strategic Housing Liaison Panel (SHLP) of 19 June 2017, an overview of the impact of the Grenfell fire upon the Council’s housing stock and fire safety measures in place was given by Rebecca Rance.

1.2 Further update was requested for the Homes and Communities Committee of 11 September 2017.

The report presents the Committee with an overview of the fire safety measures currently in place and an update on the actions taken by the Company following the fire at Grenfell Tower, London.

2.0 Background Information

2.1 In accordance with all relevant legislation, the Company has had robust fire safety measures in place for many years and proactive approach to maintaining fire standards for all housing stock managed. Additionally a significant budgetary provision is in place in the Housing Capital Investment programme for maintaining fire safety.

2.2 The Company is carefully monitoring the investigation into the Grenfell Tower fire and we are already undertaking a number of proactive measures in response to this as outlined in this report.

2.3 In the wake of the Grenfell fire, the Government are currently focussing their efforts on buildings classified as “high rise” (over 18m). DCLG sent out a questionnaire to all housing landlords seeking information relating to their high rise housing stock. On behalf of the Council, the Company replied to the DCLG confirming that the Council has no such properties.

2.4 The Company manages on behalf of the Council a small number of medium rise buildings of 5 storeys at Chatham Court and Vale View. The rest of the housing stock does not exceed 3 storeys.

2.5 Over recent years the Nottinghamshire Fire Rescue Service’s Fire Officer has audited a number of Council’s owned buildings managed by the Company. These have not identified any major issues and have been constructive in providing positive feedback and continuous improvement which has been addressed by the Company.

3.0 Fire Safety

3.1 In order to comply with relevant fire legislation and to ensure the safety of the tenants and residents, the Company has in place the following measures for both protection and prevention against fire.

- i) Fire Risk Assessments (FRAs) – These are a legal requirement and undertaken to all communal buildings and flats owned or managed by the Company a periodic basis (usually no more than 2 years) by a specialist trained fire safety advisor. These were most recently completed between January and March 2017. FRAs would identify any issues relating to structural, design and operational matters that may affect fire safety. The FRAs undertaken on Company and Council properties did not identify any major issues nor any immediate items for concern. Any remedial works linked to the findings of the FRAs are currently being procured for completion over the next couple of months.
- ii) Mains Powered Smoke Alarms - The Company and Council took the proactive decision to install mains powered smoke alarms to all of the Company’s and Councils housing stock replacing the previous battery powered version. This was completed during 2014/15.
- iii) Alarm and Lighting tests - The Company has in place fire alarm and emergency lighting tests on a weekly basis to all owned or managed properties where these are a requirement. This is in accordance with legislative requirements and an audit was undertaken recently by the Company on the service provider and no issues were identified.
- iv) Fire Strategy and Evacuation Procedures – The Company has in place procedures to all communal facilities that covers what to do in the event of a fire. These are communicated to the tenants and periodically reviewed for operational effectiveness in line with legislative requirements.
- v) Fire Fighting equipment testing – The Company has a contract in place for these where installed to be tested and replaced in line with legislative requirements. A recent audit of these found everything to have been tested and within the prescribed dates for replacement.
- vi) Fire Inspections of communal areas and emergency escapes - Regular inspections of all communal areas are undertaken and the inspections are recorded in the fire logs held within the relevant buildings. A recent audit inspection was carried out on of a number of randomly selected locations and all weekly and monthly inspections had been carried out and recorded in the fire log books.
- vii) Fire evacuation – In accordance with legislative requirements the Company conducts regular evacuation tests for buildings occupied by staff.
- viii) Training – All staff have recently undergone a fire safety training course.
- ix) The new extra care facility at Gladstone House includes a domestic fire sprinkler system to all flats.

4.0 Post Grenfell Tower Actions

- 4.1 In response to the Grenfell Tower incident the Company has been proactive in taking steps to review whether there are any similar risks for the housing stock we manage.

4.2 The actions undertaken to date include:

- i) Review of Housing Stock – A full review of the housing stock managed and owned by the Company has confirmed that we do not manage any properties with a cladding system similar to that of Grenfell Tower, nor do we have any of the housing stock of a similar design to the Grenfell Tower.
- ii) External Wall Cladding Review - The provider of the external wall insulation and render to the solid walled properties have provided the Company with fire certification test information and assurance following the Grenfell Tower fire. The certification and testing was undertaken by the Building Research Establishment (BRE) and the Warrington Fire Research facility and passed all fire tests.
- iii) Fire Safety Review - Despite the Company having in place fire safety strategies and evacuation procedures to all properties where required, we are currently conducting a thorough review of these processes to ensure they are effective. We are also monitoring the outcome of the Grenfell Tower safety investigation carefully to establish whether any further changes will be necessary once the findings are concluded.
- iv) Domestic Sprinkler Systems - The Company has commenced a piece of work to establish the options and costs of retro-fitting fire sprinkler systems to the properties owned or managed by either the Council or the Company. This also includes establishing the level of disruption to tenants and residents as a result of the retro-fitting process and whether any additional challenges are required to be overcome through structural modifications that would be required for water storage should mains pressure be insufficient.
- v) Information Sharing - The Company have joined a Yammer networking group operated by the NFA to share information and best practice following the Grenfell Tower fire incident.
- vi) Tenant Advice – The Company has communicated with tenants to re-affirm fire safety procedures where required.
- vii) Stakeholder Liaison – We have received enquiries from a number of key stakeholders ranging from MPs and Council Officers to tenants and the DCLG. The Company has proactively responded to all enquiries.
- viii) The Company have a meeting set up during August with the Nottinghamshire Fire and Rescue Service to discuss our current arrangements for fire safety with a view to establishing if they consider there are any changes they would recommend post Grenfell.

5.0 **Summary**

5.1 In the wake of this tragedy the Company is keen to continue its proactive approach towards fire safety.

- 5.2 The Company will continue to closely monitor the outcome of the Grenfell Tower fire investigation and once the findings are published we will react swiftly to any recommendations that require the Company to undertake any further fire safety measures.
- 5.3 While at the time of writing the report and future cost implications are not known, it is considered prudent to review the fire provision within the Housing Investment Capital programme and advise on any amendments required as part of the annual approval processes.

6.0 Impact on Budget/Policy Framework

- 6.1 Although there is no budgetary impact at present, the outcome of the Grenfell inquiry may place additional requirements for fire safety measure upon the Council's housing stock and it may be prudent to consider a provision in the future Housing Capital Investment programme for the delivery of any requirements

7.0 RECOMMENDATION

That the Committee notes the fire safety measures that Newark and Sherwood Homes has in place in relation to the Council's Housing stock and actions undertaken following the Grenfell Tower incident.

Reason for Recommendation

To ensure that the Committee are aware of the fire safety measures employed by Newark and Sherwood Homes in the wake of the Grenfell tower fire.

Background Papers

Nil

For further information please contact Andy Dewberry on Ext 5654

Andy Dewberry
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Newark and Sherwood Homes