

**Please ask for Democratic Services**  
Phone (01283) 595722 / 595848  
Typetalk 18001  
DX 23912 Swadlincote  
democraticservices@south-derbys.gov.uk

Our Ref: DS  
Your Ref:

Date: 26 September 2018

Dear Councillor,

**Housing and Community Services Committee**

A Meeting of the **Housing and Community Services Committee** will be held in the **Council Chamber**, on **Thursday, 04 October 2018 at 18:00**. You are requested to attend.

Yours faithfully,



Chief Executive

To:- **Conservative Group**

Councillor Hewlett (Chairman), Councillor Smith (Vice-Chairman) and Councillors Dr Coyle, Grant, Roberts, Watson and Wyatt

**Labour Group**

Councillors Rhind, Richards, Shepherd and Wilkins

**Independent / Non-Grouped Members**

Councillors Coe and Tipping

## **AGENDA**

### **Open to Public and Press**

- 1** Apologies and to note any Substitutes appointed for the Meeting.
- 2** To receive the Open Minutes of the following Meeting:  
  
Housing & Community Services Committee 23rd August 2018 Open Minutes **4 - 6**
- 3** To note any declarations of interest arising from any items on the Agenda
- 4** To receive any questions by members of the public pursuant to Council Procedure Rule No.10.
- 5** To receive any questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 6** Reports of Overview and Scrutiny Committee
- 7** UPDATED HOUSING STRATEGY ACTION PLAN 201819 **7 - 35**
- 8** COUNCIL RESPONSE TO MINISTRY OF HOUSING, COMMUNITIES AND LOCAL GOVERNMENT CONSULTATION ON SOCIAL HOUSING GREEN PAPER **36 - 54**
- 9** COUNCIL RESPONSE TO MINISTRY OF HOUSING, COMMUNITIES AND LOCAL GOVERNMENT CONSULTATION ON USE OF RIGHT TO BUY RECEIPTS **55 - 58**
- 10** PLAYING PITCH STRATEGY **59 - 73**
- 11** COMMITTEE WORK PROGRAMME **74 - 78**

### **Exclusion of the Public and Press:**

- 12** The Chairman may therefore move:-  
That in accordance with Section 100 (A)(4) of the Local Government Act 1972 (as amended) the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraph of Part I of the Schedule 12A of the Act indicated in the header to each report on the Agenda.
- 13** To receive the Exempt Minutes of the following Meeting:  
Housing & Community Services Committee 23rd August 2018 Exempt Minutes
- 14** To receive any Exempt questions by Members of the Council pursuant to Council procedure Rule No. 11.

HOUSING AND COMMUNITY SERVICES COMMITTEE

23rd August 2018

**PRESENT:-**

**Conservative Group**

Councillor Hewlett (Chairman) and Councillors Mrs Coyle, Ford (substituting for Councillor Smith), Grant, MacPherson (substituting for Councillor Roberts) and Watson

**Labour Group**

Councillors Richards, Rhind, Shepherd and Wilkins

**Independent / Non-Grouped Member**

Councillor Tipping

HCS/17 **COUNCILLOR WHEELER**

At the behest of the Chairman all present stood for a minute's silence in memory of Councillor Wheeler.

HCS/18 **APOLOGIES**

Apologies for absence were received from Councillors Roberts, Smith, and Stanton (Conservative Group) and Councillor Coe (Independent/ Non-Grouped Member)

HCS/19 **MINUTES**

The Open Minutes of the Meeting held on 7<sup>th</sup> June 2018 were noted, approved as a true record and signed by the Chairman.

In relation to Minute No. HCS/10, the Chairman read out the responses received from the Environmental Health Manager and the Legal and Democratic Services Manager which had been circulated to the Committee.

HCS/20 **DECLARATIONS OF INTEREST**

The Committee was informed that no declarations of interest had been received.

HCS/21 **QUESTIONS FROM MEMBERS OF THE PUBLIC PURSUANT TO COUNCIL PROCEDURE RULE NO 10**

The Committee was informed that no questions from members of the public had been received.

HCS/22 **QUESTIONS FROM MEMBERS OF COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO 11**

The Committee was informed that no questions from Members of the Council had been received.

HCS/23 **REPORTS OF THE OVERVIEW AND SCRUTINY COMMITTEE**

There were no Overview and Scrutiny Reports to be submitted.

**MATTERS DELEGATED TO COMMITTEE**

HCS/24 **CORPORATE PLAN 2016-21: PERFORMANCE REPORT  
(1 APRIL – 30 JUNE 2018)**

The Performance and Policy Manager presented the report to Committee.

Councillor Mrs Coyle sought clarification on the statistics shown in Appendix D to the report. The Performance and Policy Manager responded that a document explaining the process would be circulated in due course. The Strategic Director (Corporate Resources) advised that the way in which risk is presented was under review and an update would be provided accordingly.

**RESOLVED:-**

*The Committee noted the progress against performance targets.*

HCS/25 **COMMITTEE WORK PROGRAMME**

**RESOLVED:-**

*Members considered and approved the updated work programme.*

HCS/26 **LOCAL GOVERNMENT ACT 1972 (AS AMENDED BY THE LOCAL  
GOVERNMENT [ACCESS TO INFORMATION] ACT 1985)**

**RESOLVED:-**

*That, in accordance with Section 100(A)(4) of the Local Government Act 1972 (as amended), the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraphs of Part 1 of the Schedule 12A of the Act indicated in brackets after each item.*

**MINUTES**

*The Exempt Minutes of the Meeting held on 7<sup>th</sup> June 2018 were received.*

**TO RECEIVE QUESTIONS FROM MEMBERS OF THE COUNCIL  
PURSUANT TO COUNCIL PROCEDURE RULE NO. 11**

*The Committee was informed that no questions had been received.*

**REVIEW OF STRATEGIC HOUSING TEAM (Paragraph 2)**

*The Committee approved the recommendation in the report.*

**SPORT AND HEALTH SERVICE UNIT STAFFING STRUCTURE AND CONTRACT EXTENSIONS (Paragraph 1)**

**COMMUNITIES TEAM – SERVICE ASSISTANT (Paragraph 1)**

*The Committee approved the recommendations in the report.*

The Meeting terminated at 6:30pm.

COUNCILLOR J HEWLETT

CHAIRMAN

---

<b>REPORT TO:</b>	<b>HOUSING AND COMMUNITY SERVICES COMMITTEE</b>	<b>AGENDA ITEM: 7</b>
<b>DATE OF MEETING:</b>	<b>4<sup>th</sup> OCTOBER 2018</b>	<b>CATEGORY: DELEGATED/ RECOMMENDED</b>
<b>REPORT FROM:</b>	<b>ALLISON THOMAS – STRATEGIC DIRECTOR – SERVICE DELIVERY</b>	<b>OPEN</b>
<b>MEMBERS’ CONTACT POINT:</b>	<b>EILEEN JACKSON – 01283 595763 <a href="mailto:eileen.jackson@south-derbys.gov.uk">eileen.jackson@south-derbys.gov.uk</a></b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>UPDATED HOUSING STRATEGY ACTION PLAN 2018/19</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL WARDS</b>	<b>TERMS OF REFERENCE:</b>

---

## **1.0 Recommendations**

- 1.1 That the Committee approves the 12 month interim Housing Strategy Action Plan and proposed timescales for delivery attached at Appendix 1 to this report.
- 1.2 That the Committee notes that a new three-year Health and Housing Strategy is to be compiled and brought back to Members for approval in Autumn 2019
- 1.3 That this report is referred to Finance and Management Committee to note the financial implications associated with the delivery of the actions contained within the revised Action Plan (although major new schemes and projects would be subject to future Committee approval).

## **2.0 Purpose of Report**

- 2.1 To gain approval for the delivery of the revised Housing Strategy Action Plan attached as Appendix 1 and the development of a new Housing and Health Strategy in 2019 to replace the existing Housing Strategy 2016 – 2021 in the light of government guidance.

## **3.0 Detail**

- 3.1 The Council’s Housing Strategy was published in 2016 and although the majority of the content is still relevant, there have since been significant changes both locally, in terms of the way housing services are structured and within the national policy context. The actions contained in the 2016 strategy have therefore been reviewed and outstanding tasks have been realigned to reflect these changes.

- 3.2 The key changes in policy which have been introduced since the Council's Housing Strategy was published that have impacted on the way the Council delivers its Housing Services, the way new builds and acquisitions can be funded, the way housing is subsidised and the planning process are set out below:
- Autumn Statement in November 2016 – (announced additional £1.4 billion for affordable homes delivery, changes to Universal Credit and a range of other housing measures)
  - Housing White Paper – (*Fixing Our Broken Housing Market – Feb 2017*)
  - Homelessness Reduction Act 2017 (and associated Code of Guidance for Local Authorities – October 2017)
  - Revised National Planning Policy Framework (NPPF) – July 2018

In addition, there are further proposed policy changes that are currently being consulted upon including:

- Green Paper – (A new deal for social housing – August 2018)
- Use of Right to Buy Receipts – (August 2018)
- Rents for social housing from 2020-21- (September 2018)

Further changes to national guidance are also likely to be announced within the next 12 months relating to private sector regulation and enforcement which will need to be reflected in the Council's strategic thinking.

- 3.4 The revised Plan is, therefore, a 12-month interim Plan which would lead up to the development of a new Housing and Health Strategy in 2019. Informed by the policy context above and stakeholder consultation, it is likely to include:
- tackling homelessness
  - improving housing / health conditions across all housing tenures
  - increasing new affordable housing supply to meet identified needs.

- 3.5 The Action Plan attached at Appendix 1 both reviews the status and progress of the original actions and provides a fresh focus for 2018/19 with new key priorities identified within each of the three objectives taken from the 2016-21 Housing Strategy;
- HS01 – Improving Access to and Supply of Housing
  - HS02 – Well maintained, Safer, Greener Homes
  - HS03 – Enabling People to Live Independently

- 3.6 As outline in Section two of the Plan, many of the original actions have either been completed or are currently in progress. Original tasks that are outstanding and are still relevant have been transferred to the new Priorities for 2018/19 within Section 1 of the plan. These actions sit alongside the newly identified actions for the next 12 months.

#### **4.0 Financial Implications**

- 4.1 There are revenue and capital implications associated with the new actions contained within the Plan. Individual actions would be subject to further Committee approval. Where additional funding from the General Fund or the Housing Revenue Account is required these have been highlighted in the Plan.

4.2 The 12month interim Action Plan does not require wider stakeholder consultation as actions identified were all identified as part of the previous consultation exercise which led to the current Housing Strategy being produced. Further consultation with relevant stakeholders will be required in 2019, however, to inform the production of the new Health and Housing prior to the final version being presented to Committee for approval.

## **5.0 Corporate Implications**

5.1 Approval of the recommendations outlined in this report will enable the delivery of the 12-month Action Plan. Delivery of the Action Plan will have positive direct implications on the following actions contained within the Corporate Plan;

- Place – to facilitate and deliver a range of integrated housing and community infrastructure
- People – to enable people to live independently

5.2 Many of the actions within the proposed Plan will have legal implications as they will involve entering into Service Level Agreements, contracts and partnership arrangements with external organisations. Any project with associated legal implications will be delivered in conjunction and consultation with Legal Services

## **6.0 Employment Implications**

6.1 There are no employment implications associated with the approval of the recommendations contained in this report

6.2 Following the approval of the revised Action Plan, the new priorities will be discussed with the identified lead officers and tasks and target dates will be monitored by the Strategic Housing and the Corporate Performance Teams.

## **7.0 Community Implications**

7.1 Implementation of the actions contained within the revised Plan will have a direct positive impact on neighbourhoods and new communities across the District. Delivery of the actions contained within the Plan will reinforce and support the Council's priority for Healthier Communities within the Sustainable Communities Strategy 2009 – 2029.

7.2 Equality Impact Assessments - the following actions contained within the revised action plan in Section 1 (New Priorities for 2018/19) will be subject to an individual assessment:

- Production of a Homelessness Review and Strategy
- Review of the Council's Allocation Policy and associated consultation
- Review of the Tenancy Strategy
- Identification of specific needs of Black and Minority Ethnic (BME) households and travelling communities

7.3 Armed Forces Community Covenant – the following actions contained within the revised Action Plan will have positive implications for members of the armed forces community;

- Production of a Homelessness Review and Strategy
- Review of the Council's Allocation Policy and associated consultation

- Review of the Tenancy Strategy

## **8.0 Conclusions**

- 8.1 Housing has a major role to play in determining wider socio-economic outcomes including health, educational attainment and community engagement and it is, therefore essential that the Housing Service's corporate priorities focus on tackling health, housing and social inequality to improve the life chances and wellbeing of households in the District.
- 8.2 In addition to the social impact of intervention within the housing sector, the Council's services also need to focus on reducing the polarisation between those who can and cannot access the housing market. The Council can do this by utilising its influence and negotiation with housing providers and within the planning process to effectively bridge the gap with intermediate solutions for those who may not be wholly reliant on social housing but cannot yet access market solutions to meet their housing needs. This will ensure the most vulnerable households are housed and supported to sustain independent living and prevent the need for costly, crisis intervention. The new actions contained within the Action Plan provide the necessary strategic steer required to meet the evolving housing needs of the District's population.

## **9.0 Background Papers**

- 9.1 Current Housing Strategy 2016 – 2021

## **Housing Strategy Action Plan - 2018 Update**

The Council's Housing Strategy was published in 2016. Since then, there have since been significant changes both within the Council, locally and to National Housing Policy. It is intended, therefore, that the Strategy will be reviewed in 2019 to ensure legislative changes are reflected within the content and the Council's wider corporate objectives are aligned with the content of the revised Action Plan. The three themes that underpin the current Strategy will also be reviewed, informed by a wider stakeholder consultation event.

The table in section two sets out what actions have been completed within the last two years, what actions are still in progress and what is no longer relevant, against each of the objectives. The objectives sit within one of three identified Strategic Outcomes listed below;

- **HS01 – Improving Access to and Supply of Housing**
- **HS02 – Well Maintained, Safer, Greener Homes**
- **HS03 – Enabling People to Live Independently**

Over the last year there have been many changes to the way the Council's Housing Services are delivered and there have been significant external factors that have influenced decisions relating to the Housing Revenue Account, Planning Policy, the Council's new build programme and the Council's obligations towards homeless households. The Housing Strategy, therefore, requires a fundamental review to ensure holistic solutions are delivered by the Council to address housing need and tackle poor housing conditions across the District.

Since the Strategy was adopted in 2016, there have been many changes in National Policy as well as socio-economic changes as a result of the continued roll-out of welfare reforms. The Homelessness Reduction Act 2017 required the Council to re-shape its front line resources and commit additional funding to increase capacity and resilience by its April 2018 implementation date.

The Housing White Paper published in February 2017 set out plans to 'Fix the Broken Housing Market' and led to concerns over the definition of affordable housing, major changes to planning services and the key message to local authorities was the build more Council Housing. The Neighbourhood Planning Act 2017 and subsequent changes to the National Planning Policy Framework (NPPF) guidance have also impacted on housing delivery and the associated availability of grant funding. It is intended, therefore, that the Council's revised Housing Strategy will, cover a shorter time-span from 2019-2021 and be compiled to reflect and incorporate the revised position of the housing sector.

These legislative changes in conjunction with the socio-economic impact of welfare reform, have left the housing market increasingly polarised between those newly forming households who can access market solutions and those who are wholly reliant on social housing. This has led to a greater need for government intervention within the sector to effectively bridge the widening gap with intermediate solutions that meet both the needs and aspirations of the increasing population.

The following actions have been identified as priorities for the next 12 months until the Council's Housing Strategy is reviewed. The actions will be monitored by Strategic Housing, overseen by the Strategic Director - Service Delivery and through progress reports taken to the Council's Housing and Community Services Committee.

## 1. New Priorities for 2018/19

<b>HS01 – Improving Access to and Supply of Housing</b>		
<b>Action</b>	<b>Lead Officer</b>	<b>Target date</b>
Deliver x six new council homes for affordable rent in Overseal through the Homes England SOAHP programme	Strategic Housing Manager	31 March 2018
Review the Council's Allocation Policy and undertake associated consultation	Housing Services Manager / Strategic Housing Manager	October 2018
Deliver 150 new affordable homes across the district	Strategic Housing Manager	End March 2019
Bring 10 empty homes back into use during 2018/19	Environmental Health Manager	March 2019
Identify specific needs of BME households and travelling communities	Strategic Housing Manager and Planning Policy Team Leader	January 2019
Compile disposals policy	Business Support Manager / Strategic Housing Manager	May 2019
Review Tenancy Strategy to incorporate fixed-terms	Housing Services Team Leader	March 2019
Use the feedback from the STAR survey to shape the priorities of the Housing Services	Business Support Manager	Ongoing through 2018/19
Implement a joined up homelessness/allocations procedure to tackle housing need	Business Support Manager	May 2019

<b>HS02 – Well Maintained, Safer, Greener Homes</b>		
<b>Action</b>	<b>Lead Officer</b>	<b>Target date</b>
Establish enhanced Healthy Homes referral protocol	Strategic Housing Manager / Private Sector Housing & Environmental Team Manager	September 2018
Ensure approved policies are in place and being implemented for Legionella, Gas Safety, Asbestos and Electrical testing	Improvements and Repairs Team Leader	December 2018
Review condition of non-traditional stock in conjunction with new build & regeneration programme	Housing Services Manager / Improvements and Repairs Team Leader	May 2019
Incorporate physical improvements to estates as part of Asset Management Review and in conjunction with Housing Management Team	Housing Services Manager	Throughout 2019/20
Design out crime on Council estates through establishment of Environmental Improvements Budget to fund initiatives and improvements that prevent crime and enhance the estates	Housing Services Manager	April 2019
Compile Asset Management Strategy incorporating findings from the stock condition report	Housing Services Manager	February 2019
Compile strategy to deal with non-traditional housing stock requiring investment	Housing Services Manager	July 2019
Develop and implement a project to reduce excess cold in rural private rented stock	Environmental Health Manager	May 2019
Contact all households identified as living in fuel poverty and provide energy / income advice	Environmental Health Manager	June 2019

<b>HS03 - Enabling People to Live Independently</b>		
<b>Action</b>	<b>Lead Officer</b>	<b>Target date</b>
Undertake review of sheltered schemes to assess potential to redevelop / change of use / remodelling etc.	Housing Services Manager	September 2019
Produce a Homelessness Review & Strategy	Housing Services Team Leader / Homeless Forum	March 2019
Promote use of telecare and telehealth products and services	Housing Services Team Leader	Throughout 2018/19
Expand the range and uses of telecare and telehealth services and equipment	Housing Services Team Leader	September 2019
Appoint Mental Health Service worker to support people with mental health issues at risk of losing their homes / to access accommodation	Strategic Housing Manager	September 2018
Establish Hospital Avoidance scheme in partnership with NHS England and Adult Care	Strategic Housing Manager	November 2018
Housing Delivery plan to be developed for aging population – following publication of findings from Countywide Older Persons Housing Strategy	Strategic Housing Manager	July 2019

## 2. Updated Action Plan – September 2018

Completed	Key
Ongoing	
Not in progress / moved to New Priorities (above)	

Strategic Outcome: HS01 – Improving access to and supply of housing				
Objective	Action/Task	Responsible Officer	Timescale	Update
HS Obj 01a - Ensure an increasing supply of good quality new homes of all tenures to contribute to meeting the growing need for housing in South Derbyshire which supports economic growth	Review Affordable housing policy framework	Strategic Housing Manager	2016/17	Report taken to Committee on 23.11.17 outlining Council's approach to kick starting the Affordable Housing Delivery Programme (to include new build, acquisitions and procurement of delivery partner)
	Review and Publish New Housing Strategy	Strategic Housing Officer	2021/22	Review of Action Plan during 2018 – New Strategy to be compiled in 2019
	Commission & publish new Strategic Housing Market Assessment	Strategic Housing Officer	2016/17 to 2017/18	Methodology compiled and initial meetings held with consultants undertaking the HMA wide review
	Provide or commission services with partners and developers to maximise accommodation for different groups including specialist	Strategic Housing Manager	2017/18	SLA agreed with P3 for x six designated units for temporary accommodation — this is ongoing with new

	accommodation			sites coming forward
	Develop the expertise required to conduct financial viability assessments on new developments and acquisitions	Strategic Housing Manager	2016/17	There are many toolkits that can be used for this purpose but where we have HRA land to utilise we undertake our own viability assessments using Pro-val or utilise the Shared Strategic Housing Investment post for this purpose
	Review Council Housing New Build Design Standards	Strategic Housing Manager	2016/17	This would be incorporated into any Design and Build contracts the Council compiles for the appointed delivery partner – the Council would want all new homes to be built to lifetime homes standard and a % that were fully accessible – in terms of thermal efficiency they would need to reach the equivalent of code three for sustainable homes – sprinkler systems to be installed on all new build council housing
	Prepare and publish a 5-year year council new build/acquisition strategy	Strategic Housing Manager	2016/17	On hold – the report to Committee gives authority to seek opportunities that represent VFM that arise and cannot always be planned predicted /

				incorporated into a five-year plan
	Commission and publish a new private sector housing stock condition survey	Strategic Housing Officer	2018/19	Private Sector Stock Modelling being undertaken at County level – research commission and Council contribution paid to Derbyshire County Council (DCC) who is co-ordinating the study – findings due Spring 2019
HS Obj 01b - Increase the supply of affordable homes and ensure the right mix to encourage mixed communities and discourage exclusion	Review approach to delivery of affordable housing with Registered Providers	Strategic Housing Manager	2018/19	Initial discussions now take place with Strategic Housing at Outline Planning stage, Council support the Registered Providers (RPs) through bidding process and a Local Lettings Plan is required on 100% affordable sites to ensure sustainability of new communities
	Establish a framework for reviewing rural housing need to assess the housing supply against need across all tenures	Strategic Housing Officer	2016/17	Initial discussions held with Midlands Rural to address rural housing needs
	Identify a rural parish and pilot research to review rural housing needs across all tenures	Strategic Housing Officer	2017/18	As above – data from parish needs studies to be utilised to identify rural exception sites that could provide affordable homes
	Improve the information sharing between private house builders	Strategic Housing Manager	2018/19	Commitment in place to work more closely with

	and the Council to influence the building of new housing			Planning Services at initial stage. Strategic Housing to be invited to initial discussions where affordable on site provision is a requirement. Strategic Housing is consulted by Planning Services at each stage of the planning process
	Consider the equalities impact of all new policies and strategies and undertake equality impact assessments	Strategic Housing Officer	2016/17	All new strategic documents and policy guidance must have an equality impact statement included within the Committee Report so impact can be considered prior to ratification by Committee
	Prepare guidance on the use of off-site commuted sum provisions for affordable housing	Strategic Housing Manager	2016/17	The use of commuted sums will be outlined within each specific scheme and offset against build costs where possible (future negotiations would ensure sums could be spent outside ward boundary)
	Increase supply of affordable housing by an average of 150 per year up to 2021/22 (excluding Council new build)	Strategic Housing Manager	Up to 2021/22	176 units delivered during 2017/18 and on track to exceed target for 2018/19
HS Obj 01c - Unlock the potential of empty	Review, develop and rewrite Asset Management Strategy	Improvements and Repairs Team Leader	201617	Outstanding – moved to 2018/19 Priorities

homes and minimise voids	Repairs Service Review, including modernising the Direct Labour Organisation (DLO)	Improvements and Repairs Team Leader	2016/17	This review is in progress – awaiting final consultant’s report prior to undertaking comprehensive service review to incorporate compliance
	Review and publish a New Empty Home Strategy	Strategic Housing Manager	2017/18	In progress - meeting arranged with Private Sector Enforcement to gauge level of intervention required & scope of strategy
	Establish a scheme to bring together property owners with investors, developers and private agencies to bring empty homes back into use	Private Sector Housing Team and Environmental Health Manager	2016/17	The Empty Homes Toolkit was produced and published in 2017 for this purpose
	Work with Registered Providers and partners to secure funding and bring empty homes back into use (innovative solutions)	Private Sector Housing Team and Environmental Health Manager	2016/17	The Empty Homes grant is actively promoted by the Private Sector Housing Team
	Unlock land/properties to develop and convert <ul style="list-style-type: none"> <li>• Create a database of long term empty homes;</li> <li>• Refresh the database every year;</li> <li>• Establish and monitor the delivery of an annual target of long term empty homes to bring back into</li> </ul>	Private Sector Housing Team and Environmental Health Manager	2016/17	The database is complete and reviewed annually. Bringing empty homes back into use is a Corporate Priority and the Empty Homes Grant is utilised for this purpose and available throughout 2018/19

	<p>occupation to include as a service plan target from 2016/17;</p> <ul style="list-style-type: none"> <li>• Draft an Empty Homes Intervention Procedure to provide officers with all locally available opinions for empty homes interventions;</li> <li>• Develop and bring to the local market an Empty Homes grant offering</li> </ul>			
HS Obj 01d - Make the best use of existing housing stock	Produce and publish a Housing Revenue Account Business Plan	Strategic Director	2016/17	Outstanding - this was reviewed in 2015 and will be updated following the stock condition review and subsequent approval of the Asset Management Strategy
	Ensure the Council's housing stock meets the Decent Homes Standard and is fit to let	Improvements and Repairs Team Leader	2016/17	According to the Councils asset database 100% of our council housing stock meets the decent homes standard
	Work with Registered Providers to deliver consistent standards and tackle housing need	Strategic Housing Manager	2016/17	Choice Based Lettings Board established to ensure consistent messages are getting to RP partners and that they are kept informed and engaged particularly in relation to meeting housing need and assisting with our statutory obligations towards homeless

				households
	As part of the Asset Management Strategy explore opportunities to demolish and replace properties which are less cost effective due to age and construction type	Improvements and Repairs Team Leader	2016/17	Outstanding – this can be done once findings from the stock condition report are published – moved to New Priorities for 2018/19
	Continue to contribute to the County Wide Review of Disabled Facilities Grants (DFG's) and implement all recommendations	Improvements and Repairs Team Leader	2016/17	Review completed – DFG Strategy Group attended to ensure recommendations / findings are actioned
	Review the DFG process to ensure that DFG's are delivered as effectively and efficiently as possible	Improvements and Repairs Team Leader	2016/17	On-going – the procurement process for DFG works is currently under review and the Council Housing Adaptations policy is being revised

<b>Strategic Outcome:</b> <b>HS02 – Well maintained, safer, greener homes</b>				
<b>Objective</b>	<b>Action/Task</b>	<b>Responsible Officer</b>	<b>Timescale</b>	<b>Update</b>
HS Obj 02a - Ensure decent, safe and healthy homes in the private sector	Review and publish a new Private Sector Renewal Policy	Environmental Health Manager/ Housing Strategy Officer	2016/17	New Private Sector Renewal Policy approved by E&DC on 6th Oct 2016
	Review and publish a new Affordable Warmth Strategy	Housing Strategy Officer	2021/22	Outstanding – this can be completed once findings from Countywide Stock Modelling report are

				produced
	Continue to work with and promote East Midlands Decent And Safer Homes (DASH)	Senior EHO (Private Sector Housing)	2016/17	The Private Sector Housing Team are members of DASH and partnership working arrangements are ongoing
	Review, consider and implement all relevant recommendations following the HMO Consultation exercise	Senior EHO (Private Sector Housing)	2016/17	The compulsory licensing of Houses of Multiple Occupation (HMOs) becomes law on 1.10.2018 – preparations are underway to deal with the related issues arising from the legislative changes
	Develop and implement a project to reduce excess cold in rural private rented stock	Senior EHO (Private Sector Housing)	2017/18	Outstanding – new schemes being established utilising Better Care Funding (BCF) allocation – transferred to 2018/19 Priorities
	Inspect all caravan sites holding a Caravan Site License and develop an Enforcement policy/programme	Senior EHO (Private Sector Housing)	2016/17 and annually thereafter	There are currently 36 registered sites which are inspected annually by the Private Sector Housing Team

	<p>Promote locally the Government's 'How to Rent Guide' to enable tenants new to the private rented sector to understand their rights and responsibilities:</p> <ul style="list-style-type: none"> <li>• Investigate all complaints of housing defects in the private rented sector.</li> <li>• Rectify all identified Category 1 risks in the private rented sector using appropriate interventions in accordance with the enforcement policy.</li> <li>• Take proportionate action to rectify all Category 2 risks in the private rented sector in accordance with the enforcement policy.</li> <li>• Provide landlords with an information pack made available online to maximise their access to support and funding to maintain the condition of their properties</li> </ul>	Private Sector Housing Team/Environmental Health Manager	2016/17	The Private Sector Housing Team carried out 294 investigations over the last 3 years in response to complaints and requests for assistance Empty Homes Information Pack published in 2018 with advice for aspiring landlords
	Evaluate the potential benefits of using the British Research Establishment (BRE) Health Calculator to calculate the benefits of our interventions in the private rented sector	Environmental Health Manager	2016/17	Not progressed – Cost benefit analysis of the BRE toolkit (for calculating the benefits of mitigating excess cold from a dwelling) concluded the investment did not represent value for money

				/ Return on Investment for the Council
	Publish a self-help DVD for owner occupiers and tenants to reduce internal condensation and mould	Senior Environmental Health Officer (EHO) (Private Sector Housing)	2016/17	Animation produced called 'Mouldy Matters' – this is promoted on you tube and had over 1000 views
HS Obj 02b - Support the growing private rented sector	Deliver an a Landlords' Forum annually	Senior EHO (Private Sector Housing)	2016/17 onwards	Action complete – landlord forums ongoing
	Develop a new 'landlords information' pack to help Buy-To-Let landlords to fully understand their duties and responsibilities and to signpost them to services to support them	Environmental Health Manager	2016/17	New 'Empty Homes Information Pack' published with advice for aspiring landlords – completed 2018
HS Obj 02c - Reduce fuel poverty	Continually review potential carbon and fuel poverty reduction funding streams and develop programmes that provide maximum impact in reducing fuel poverty: <ul style="list-style-type: none"> <li>• Remain an active member of the Local Authority Energy Partnership (LAEP) by attending all Partnership meetings</li> <li>• Incorporate appropriate LAEP projects and work streams into annual service plan project commitments</li> <li>• Produce a GIS database of households believed to be in fuel poverty. The database will be revised</li> </ul>	Improvements and Repairs Team Leader/Private Sector Housing Team/Environmental Health Manager	2016/17	The Council is an active member of the LAEP .The Private Sector Housing Team has fuel poverty information detailed on GIS mapping, promote the Healthy Homes County-wide scheme managed by the LAEP to improve homes occupied by people with long-term health conditions. The Team also carries out 'works by agreement' under the 2004 Housing Act when required to improve conditions in the private sector. Households affected by fuel poverty have not yet been contacted and this

	<p>every two years</p> <ul style="list-style-type: none"> <li>All households identified as being in fuel poverty will be contacted (letter, text or email) with advice on switching providers or tariffs</li> </ul>			has been transferred to 2018/19 Priorities
	The viability of a 'collective community renewable energy scheme' will be assessed and a report produced for the Strategic Director – Service Delivery	Private Sector Housing Team/ Environmental Health Manager	2017/18	The bid to British Gas in 2017 was not successful – the bid can be adapted if future opportunities arise
	Instruct all private landlords of their duty to ensure that all private rented properties must have an energy rating of at least E. Information will be issued via email, text, social media and website	Private Sector Housing Team/ Environmental Health Manager	2017/18	The Private Sector Housing Team uses Facebook to raise awareness of Energy Performance Certificate requirements with both landlords and tenants, the EPC requirement will also be promoted on the Council's website and at future meetings of the Private Sector Landlord Forum
HS Obj 02d - Improve the condition and energy efficiency of the Council's housing stock	Update stock condition survey and implement recommendations within the new Housing Asset Management Strategy	Improvements and Repairs Team Leader	2016/17	This is in progress and consultants have been appointed to carry out the stock condition survey – this will inform the Asset Management Strategy
	Review and monitor decent homes standard and lettings standard and develop as part of the Asset	Improvements and Repairs Team Leader	2016/17	This action is in progress – following Stock Condition report the decent homes

	Management Strategy			standard will be reviewed. The revised lettings standard will be set out within the new major works contract from 1.4.2019
	Review condition of non-traditional stock in conjunction with new build and regeneration programme	Improvements and Repairs Team Leader	2016/17	Not in progress - This action has been transferred to New Priorities for 2018/19
	Update private sector stock condition survey	Housing Strategy Officer	2018/19	This is now underway – the Council has contributed to a County-wide research study. Findings due Spring 2019
HS Obj 02e - Tackle crime and anti-social behaviour on Council estates	Design out crime on Council estates through improvements to security	Improvements and Repairs Team Leader	2016/17	A new 'Environmental Improvement' budget to be made available from April 2019 for this purpose – moved to New Priorities for 2018/19
	Continue to carry out monthly inspections on estates	Housing Operations Manager	2016/17	This action is in progress - Inspection schedule for flats to be implemented October 2018 in conjunction with environmental works
	Incorporate physical improvements to estates as part of Asset Management Review and in conjunction with Housing Management Team	Improvements and Repairs Team Leader	2016/17	Action delayed – transferred to New Priorities for 2018/19

<b>Strategic Outcome: HS03 – Enabling people to live independently</b>				
<b>Objective</b>	<b>Action/Task</b>	<b>Responsible Officer</b>	<b>Timescale</b>	<b>Update</b>
HS Obj 03a - Protect and support vulnerable individuals to improve their quality of life and decrease exclusion	Ensure that the review of the DFG process maximises targeted support for customers most in need	Improvements and Repairs Team Leader	2016/17	Procurement review now underway and new Technical Officer appointed to reduce waiting times and increase capacity in the Team
	Carry out and publish a Homelessness Review	Housing Strategy Officer	2016/17	Homeless Strategy review underway. Further discussion at next Homeless Forum as may commission a joint study across the County with separate Local Authority Action Plans. Transferred to 2018/19 Priorities
	Prepare and publish a New Homelessness Prevention Strategy	Housing Strategy Officer	2017/18	As above – this action has been transferred to New Priorities for 2018/19
	Implement a 'care leavers' protocol to ensure young people leaving care are given the best opportunities to sustain their tenancy	Housing Services Team Leader	2017/18	Joint working arrangements are in place to assist care leavers who are now given Band 1 status. Due to further legislative changes these arrangements will need to be reviewed again and incorporated into the new Allocations Policy (Allocation Policy Review

				within New Priorities for 2018/19)
	Establish procedures to identify vulnerable applicants before allocating accommodation	Housing Services Team Leader	2017/18	Action in progress – IT options under review to ensure potentially vulnerable service users are identified at all points of contact throughout the Council. The housing application form and pre-tenancy process will also be reviewed
	Develop process for identifying and visiting vulnerable / excluded tenants	Housing Services Team Leader	2016/17	Action in progress – tenancy audits are on target, data collation and recording methods are under review
	Liaise with Clinical Commissioning Groups (CCG's) to meet the health and well-being needs of communities	Strategic Housing Manager /Health Partnership Manager	2016/17	Completed and ongoing. The Council is working in partnership with the County Council, and Health colleagues at strategic level to improve health / housing outcomes
	Identify barriers to older social housing tenants downsizing from under-occupied family homes	Housing Services Team Leader	2016/17	Work has started in this area. Local Lettings Plans include % of new builds for downsizing social housing tenants. Incentive schemes to be explored further – ongoing
	Design and deliver 'pre-tenancy' training to new tenants	Housing Services Team Leader	2017/18	Pre-tenancy workshops are now delivered at application and offer stage to ensure new tenants are

				fully aware of their rights and responsibilities as a tenant
HS Obj 03b - Realise the potential of the homes we already have to provide solutions for people with complex needs	Better use of previously adapted dwellings	Improvements and Repairs Team Leader	2016/17	Action completed – this is a Corporate Performance Indicator and will be monitored going forward to ensure adapted homes are being allocated to those who need them
	Ensure specialist accommodation responds to changing needs and makes best use of resources	Strategic Housing Manager /Housing Operations Manager	2016/17	A Sheltered Courts review is required. This will be undertaken following the publication of the stock condition report – action transferred to 2018/19 Priorities
	Undertake a review of sheltered housing schemes and the potential to redevelop	Strategic Housing Manager /Housing Services Manager	2016/17	On hold pending stock condition survey findings – to be transferred to 2018/19 Priorities
HS Obj 03c - Provide excellent advice, information and access to services	Private Adaptations – review and update information available to inform residents of the DFG grant process as well as other funding options	Repairs & Improvements Team Leader	2017/18	Publicity / leaflets to be produced once policy reviewed – transferred to 2018/19 Priorities
	Review information to inform residents of up and coming new affordable housing opportunities	Strategic Housing Manager	2017/18	Initial discussion with County Council about cross-boundary working and reciprocal arrangements to ensure best use / allocation of new build housing particularly on Derby City

				Council border Marketing to be produced on site-by-site basis as required
	Create further opportunities for residents to be able to influence the delivery of housing services	Housing Services Team Leader /Business Support Manager	2016/17	Residents are actively involved in Housing Services and the Resident Scrutiny Panel is currently undertaking a review of the Housing Complaints process. During 2018 the Council is also undertaking the STAR (Survey of Tenants And Residents) survey of all tenants about levels of satisfaction across a range of Council housing services. The results will inform the creation of an Action Plan to drive further improvement across Housing Services
	Identify and respond to the housing needs of BME groups and other groups such as Gypsy & Travellers	Strategic Housing Manager	2016/17	Discussion with Planning Policy required. Transferred to 2018/19 Priorities
	Annual review of the Tenancy Strategy	Housing Services Team Leader	2016/17	Needs to be updated following publication of guidance on fixed-term tenancies so this is currently pending. To be transferred to 2018/19 Priorities
	Review and update the Allocations Policy	Housing Services Team Leader	2016/17	Delayed due to implementation of

				Homelessness Reduction Act. Transferred to New Priorities for 2018/19
HS Obj 03d - Prevent homelessness through high quality advice and assistance	Review delivery of Supported Housing Service	Housing Services Team Leader /Housing Services Supervisor	2016/17	This action is in progress – an external review has been carried out and the associated action plan is to be implemented during 2019
	Apply for 'Bronze Standard' in homelessness	Housing Services Team Leader / Senior Housing Options Officer	2017/18	No longer relevant – preparation was completed but gold standard no longer exists
	Develop an Action Plan for the Council's Homelessness Forum	Housing Services Team Leader / Senior Housing Options Officer	2016/17	This was compiled and actioned following the Annual Homelessness Conference in October 2017
	Ensure sustainable housing choices for homelessness groups	Housing Services Team Leader / Senior Housing Options Officer	2016/17	Dedicated Prevention Officer now in post to advise all applicants irrespective of priority need status
HS Obj 03e - Ensure that accommodation and services provided for elderly people remains relevant and responsive to their needs	Develop and Publish an Older Persons Housing Strategy	Housing Strategy Officer	2019/20	The Council are working with the County Council to produce an Older Persons' Housing Strategy. Consultants commissioned and baseline data sent to County Council.
	Promote use of telecare and telehealth products and services	Housing Services Team Leader /Housing Services Supervisor	2016/17	This action has been delayed – transferred to New Priorities for 2018/19

	Expand the range and uses of telecare and telehealth services and equipment	Housing Services Team Leader /Housing Services Supervisor	2016/17	Service due to be reviewed during 2018/19 – Moved to New Priorities for 2018/19
HS Obj 03f - Work with those most affected by welfare reform	Work with CAB / DHA and other third sector partners to ensure provision of high quality advice and support	Housing Services Team Leader	2016/17	Action complete – Welfare Reform Group established to develop consistency in terms of access and advice across a shared customer base. The group also identifies opportunities for partnership working
	Review all income collection policies and procedures to ensure capability to manage those affected by welfare reform	Housing Services Team Leader	2016/17	Work is underway to look at income processes and procedures in line with improvements to the Orchard Housing Management System. The Housing Service Chairs the district-wide Welfare Reform Group, which is co-ordinating the approach cross-authority, Voluntary Sector providers and the Department of Work and Pensions (DWP) to support tenants and residents affected by these changes
	Tackle tenancy fraud in social housing	Housing Services Team Leader	2016/17	Working with the Council's shared service fraud team and front-line officers and supported by IT solutions, the Housing

				Service actively monitors suspicious activity across its stock. Over the past 18 months this has prevented Right to Buy (RTB) fraud and has identified potential incidences of tenancy fraud, and to date has identified around 20 cases which have been passed to Derby City Council for further investigation
	Utilise existing IT to identify vulnerable applicants and existing tenants experiencing financial distress	Housing Services Team Leader	2017/18	Using Housing Partners software solution Insight the Council is able to filter existing information to highlight those tenants in potential high financial distress. This information not only identifies those tenants at high risk of defaulting on their rent payments, but also assists in the delivery of proactive assistance and support. This has been crucial in targeting officer support at these cases and will be increasingly important during the full roll out of Universal Credit in November 2018
	Implement Experian 'Rental Exchange' to ensure tenants have access to fair credit products	Housing Services Team Leader /Business Support Manager	2016/17	The Council committed to the Experian Rental Exchange scheme in

				<p>October 2015, this is a 'ring-fenced' secure database which holds rental payment information. The information will allow tenants with a 'thin file' - a history of little or no credit to build a credit score. Over the last three years the Council has supported tenants to improve their credit score, access better credit and improve their ability to pay rent. The Insight system currently provides data to Experian to support this scheme</p>
--	--	--	--	---

### 3. Review and Future Monitoring

The New Priorities identified in the Action Plan will be monitored over the next 12 months prior to the Housing Strategy being revised, and progress reported through the Strategic Director – Service Delivery. Progress on individual corporate projects will be reported through the Council’s Performance Board, and to the Housing and Community Services Committee when required.

A revised Housing Strategy 2019-21 will be produced with a strong focus on the links between health and housing and new ways of delivering affordable housing to meet the needs of the increasing population in the District.

---

<b>REPORT TO:</b>	<b>HOUSING AND COMMUNITY SERVICES</b>	<b>AGENDA ITEM: 8</b>
<b>DATE OF MEETING:</b>	<b>4<sup>th</sup> OCTOBER 2018</b>	<b>CATEGORY: RECOMMENDED</b>
<b>REPORT FROM:</b>	<b>STRATEGIC DIRECTOR (SERVICE DELIVERY)</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>MARTIN GUEST (01283) 595940</b> <a href="mailto:martin.guest@south-derbys.gov.uk">martin.guest@south-derbys.gov.uk</a>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>COUNCIL RESPONSE TO MINISTRY OF HOUSING, COMMUNITIES AND LOCAL GOVERNMENT CONSULTATION ON SOCIAL HOUSING GREEN PAPER</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: HCS14</b>

---

## **1.0 Recommendations**

1.1 The Committee is recommended to endorse the comments outlined in the report as the Council's response to the Ministry for Housing, Communities and Local Government (MHCLG) consultation on the Social Housing Green Paper.

## **2.0 Purpose of Report**

2.1 To provide the Committee with an overview of the proposals set out in the Social Housing Green Paper and set out the Council's proposed response.

## **3.0 Detail**

3.1 The Social Housing Green Paper, 'A New Deal for Tenants' proposes a rebalancing of the relationship between residents and landlords. The Government intends the Green Paper to kick-start a national conversation about the future of social housing and its role in a modern mixed tenure market. The Green Paper calls for a turning point in how the country thinks and talks about social housing, following the tragedy at Grenfell Tower.

3.2 The Green Paper has been informed and shaped by conversations with almost 1,000 residents of social housing and over 7,000 responses to an online survey.

<https://www.gov.uk/government/consultations/a-new-deal-for-social-housing>

3.3 There are five key principles that underpin the new, fairer deal for social housing residents:

1. A safe and decent home which is fundamental to a sense of security and ability to get on in life.
2. Improving and speeding up how complaints are resolved.

3. Empowering residents and ensuring their voices are heard so that landlords are held to account.
  4. Tackling stigma and celebrating thriving communities, challenging the stereotypes that exist about residents and their communities.
  5. Building the social homes that are needed and ensuring that those homes can act as a springboard to home ownership.
- 3.4 Alongside the Green Paper, the Government has announced a review of the social housing regulatory framework and consultation on the use of Right to Buy receipts. This is the subject of a separate report on this Committee Agenda
- 3.5 Additionally, Government has confirmed in the Green Paper that two previously announced policies (high value asset levy and mandatory fixed-term tenancies) will no longer be going ahead.
- 3.6 The Government will consider how it can re-balance the relationship between residents and landlords to ensure issues are resolved swiftly and residents' voices are heard. To support this vision there is a powerful case to be made for strengthening the regulatory framework so that it not only focuses on the governance and financial viability of housing associations, but also on how residents are treated and the level of services they should expect.
- 3.7 The Government is also publishing a [call for evidence](#) which seeks information on how the regulatory framework is operating. This is the first step to a full review of regulation to make sure it is fit for the future.
- 3.8 These measures will address the stigma that for too long has been associated with social housing and on which residents all around the country have voiced their concern and ensure social housing residents are recognised for their valuable contribution to society.

## **Consultation**

- 3.9 The social housing green paper proposes fundamental reform to ensure social homes provide an essential, safe, well-managed service for all those who need it. This green paper seeks views on Government's vision for social housing providing safe, secure homes that help people get on with their lives. This consultation closes at 11:45pm on 6 November 2018. Any responses should be made online at:

[https://www.surveymonkey.co.uk/r/A\\_new\\_deal\\_for\\_social\\_housing](https://www.surveymonkey.co.uk/r/A_new_deal_for_social_housing)

## **Summary of the five key principles**

- 3.10 The five key principles with the proposed changes put forward by the Government are summarised in 3.10.1 to 3.10.5 below.

## **Ensuring resident safety**

- 3.10.1 The Government proposes:

- implementing the recommendations from the Hackitt Review of building regulations and fire safety, legislating to fundamentally reform the current system
- establishing a pilot with a group of social landlords who would trial options to improve communication and engagement with residents on safety issues
- reviewing the decent homes standard. This might include adding new requirements around energy efficiency and fire safety to mirror those recently introduced in the private rented sector.

### **Effective resolution of complaints**

3.10.2 The Government proposes a number of options to improve the way that complaints about social landlords are handled, including:

- looking at ways to speed up landlords' internal complaints processes, for example by asking the regulator to set out some suggested timings in a code of practice
- exploring ways to improve the use of mediation in landlord/tenant disputes
- looking at ways to raise awareness among tenants of their rights and the options available to them to make a complaint about their landlord
- reforming or removing the requirement that complainants go through a 'designated person' (a Member of Parliament (MP), councillor or tenant panel) or wait eight weeks before they can contact the Ombudsman with a complaint.

### **Empowering residents and strengthening the regulator**

3.10.3 The Government proposes:

- requiring all landlords to provide data on a number of key performance indicators (KPIs) to the regulator for regular publication
- the regulator would then publish these in the form of league tables to enable comparison between landlords. Performance could then be taken into account when Government funding is being allocated to individual landlords, for example to support the development of new homes
- considering a number of potential changes to the system of regulation for social landlords. A separate call for evidence has also been published on this subject. Potential changes could include:
  - enabling the regulator to take a more proactive approach to enforcing the 'consumer standards' (covering tenant involvement and empowerment, homes, tenancies and neighbourhoods and communities)
  - giving the regulator more powers to scrutinise the performance of local authority (LA) landlords.
  - considering options to give tenants a voice on policy issues at a national level, including perhaps establishing a representative body
  - looking at a variety of options to promote more community ownership, or community leadership of social landlords.

### **Tackling stigma and celebrating thriving communities**

3.10.4 The Government proposes:

- providing support for community events and initiatives
- encouraging greater levels of professionalism and a 'customer service culture' within the social housing sector

- publishing further guidance on the National Planning Policy Framework (NPPF) to encourage new affordable homes to be designed well and integrated within developments.

## **Expanding supply and supporting home ownership**

### 3.10.5 The Government proposes:

- scrapping plans to require councils to sell their most valuable homes as they become vacant, in order to fund the extension of the right to buy to all housing association tenants
- giving councils new flexibilities to spend the money raised from right to buy sales on new homes. A separate consultation has been launched to look at this issue. This is the subject of a separate report on this Committee's Agenda
- scrapping plans to require councils to offer all new tenants a tenancy for a fixed term. LA's will still be able to use fixed term tenancies at their discretion
- ensuring that where an existing secure/assured tenant needs to move as a result of domestic abuse, they are always able to retain their lifetime tenancy
- entering into deals with some housing associations to provide certainty over Government funding over a longer period than is currently possible. This is intended to address the 'stop-start' nature of Government's current approach to allocating funding for five years at a time
- looking at ways to support the development of more community-led house building
- gathering further evidence on how the current approach to social housing allocations is working in practice in different parts of the country
- looking at ways to make it easier for new shared owners to increase their stake in their home in the future. This might include, for example, allowing them to buy much smaller increments than are usually possible.

## **Key themes from the Council's response**

### 3.11 The detailed Council response proposed is set out in Appendix 1; a summary of the key themes of this response is shown below, the Council:

- endorses the proposal to fast track a social sector response on ensuring resident safety ahead of legislation building on existing good practice in the sector
- supports a complaints process that is accessible for tenants, transparent to the parties involved and is completed in a timely/efficient manner.
- recognises the need for some form of Key Performance Indicators (KPI's) regime to be publicly available through individual LAs and by the Regulator. This needs to be meaningful to residents, drive improvement across the sector and incentivise the right behaviour by landlords
- recognises that stigma is an important theme raised by residents post Grenfell, and is therefore crucial that the Council shares and promotes positive stories of its social housing residents. This should also be reflected in the content and tone of messaging in national policies and in the conversations across the whole sector
- supports the removal of the Higher Value Assets Levy, which removes an area of uncertainty impacting on investment in the council housing stock.

## **4.0 Financial Implications**

### 4.1 There are no specific financial implications for the Council relating to the consultation, financial implications for the proposal are set out in the detail of the report.

## **5.0 Corporate Implications**

5.1 There are five main strategic aims contained within the Council's Corporate Plan that provide a background to this consultation.

- People, PE1, to enable people to live independently
- People, PE2 is to protect and help support the most vulnerable including those affected by financial challenges
- Place, PL1 to facilitate and deliver a range of integrated and sustainable housing and community infrastructure.
- Place, PL4 connect with our communities, helping them feel safe and secure
- Outcomes, O5, maintain customer focus

5.2 There are no legal implications associated with responding to this consultation.

## **6.0 Community Implications**

6.1 None

## **7.0 Background Papers**

7.1 Appendix 1 - South Derbyshire District Council's Response to the Green Paper

## Appendix 1 – South Derbyshire District Council’s Response to the Green Paper

### Consultation questions

Chapter	Question	Response	Key points
Ensuring homes are safe and decent	<p>Dame Judith’s report states that residents have an important role to play in identifying and reporting issues that may impact on the safety of the building and in meeting their obligations, including co-operating with crucial safety related works</p> <p><b><i>Q1. How can tenants best be supported in this important role of working with landlords to ensure homes are safe?</i></b></p>	Yes	<p>The Council welcomes the proposal to fast track a social sector response ahead of legislation building on existing good practice in the sector and supporting residents to engage with their landlords.</p>
	<p>Government would like to explore whether the Decent Homes Standard continues to cover the right issues.</p> <p><b><i>Q2. Should new safety measures in the private rented sector (PRS) also apply to social housing?</i></b></p>	Yes	<p>Yes, although there is likely to be a substantial cost in ensuring that all social rented homes are fitted with smoke alarms on each floor, carbon monoxide alarms and five-year inspection/testing of electrical installations. The Council would wish to support minimum standards for energy efficiency (as with the Private Rented Sector). These costs need to be reflected in Government grant or an increase in Housing Revenue Account (HRA) debt caps.</p> <p>Social housing should aspire to a higher standard (than a regulatory standard). Registered Providers (RP’s) can be subject to regulatory challenge by Environmental Health Practitioners under the Housing Act 2004 Part 1. This should be extended to local authority (LA) housing (currently LA’s are exempt from enforcement action (as essentially a LA cannot take action on itself).</p> <p>The Decent Homes Standard requires an overhaul. It should</p>

			feature special consideration for crowding and space (above and beyond housing health and safety rating system (HHSRS))
	<b>Q3. Are there any changes to what constitutes a Decent Home that we should consider?</b>	Yes	Yes, particularly relating to energy efficiency.
	<b>Q4. Are additional measures required to make sure social homes are safe and decent?</b>	Yes	Yes, this should include explicit requirements in relation to fire safety both in dwellings and in relation to communal areas.
Effective resolution of complaints	<b>Q5. Are there ways of strengthening the mediation opportunities available for landlords and residents to resolve disputes locally?</b>	Yes	Yes, there is a need to ensure that landlords have effective mediation arrangements locally and that residents are involved in or in shaping these arrangements.
	The “democratic filter” is an additional hurdle before accessing the Housing Ombudsman that does not apply to people with complaints in most other sectors. We are considering how best to improve access to the Housing Ombudsman for social housing residents.  <b>Q6. Should we reduce the eight week waiting period to four weeks, or should we remove the requirement for the “democratic filter” stage altogether?</b>	Yes	The Localism Act (2011) introduced a “democratic filter” to housing complaints for the Council. This will mean that before tenants can go to the Housing Ombudsman, they must first go through a “designated person” which could be a Member of Parliament (MP), local councillor or a tenant panel.  Reducing the waiting period or removing the filter could remove a delay, which stops tenants from getting their complaint resolved swiftly.
	Reforming the filter stage would require primary legislation. We therefore also want to explore what more could be done in the meantime to help ensure that “designated persons” better understand their role and help to deliver swift local resolutions for residents.  <b>Q7. What can we do to ensure that the “designated persons” are better able to promote local resolutions?</b>	Yes	The Council has its local MP, Council Members and its Resident Scrutiny Panel undertaking the “designated persons” role on complaints.  Better communication of the roles, highlighting what local arrangements are though the Council’s website and local publication of the scheme would help to promote this role.  Further Training for Council Members and the Residents Scrutiny Panel as to how to manage these complaints efficiently and effectively would be beneficial in supporting them to deliver

			these local resolutions.
	<b>Q8. How can we ensure that residents understand how best to escalate a complaint and seek redress?</b>	Yes	Publication of the LA complaints procedure and ensuring the process is simple and easy to access and follow to resolution for the resident.
	<b>Q9. How can we ensure that residents can access the right advice and support when making a complaint?</b>	Yes	Publication of the LA complaints procedure and ensuring the process is simple and easy to access and follow to resolution for the resident.
	We want to consider how to speed up landlord complaints processes. One option might be for the Regulator to set out more specific timescales in a Code of Practice.  <b>Q10. How can we best ensure that landlords' processes for dealing with complaints are fast and effective?</b>	Yes	There is an argument that further action is needed to reduce waiting times. There also needs to be an appropriate limit applied to the amount of time that can lapse between an incident occurring and when a customer raises a complaint. This helps protect against vexatious complaints and ensures that providers are able to access all of the information required to conduct a thorough investigation. The threshold of six months currently used in the social sector seems appropriate.  The Council has a clear accessible process for its residents to make a complaint through its corporate complaints procedure.
	<b>Q11. How can we best ensure safety concerns are handled swiftly and effectively within the existing redress framework?</b>	Yes	Timely and effective resolution is of paramount importance to customers, fire safety concerns may need a more urgent response.
Empowering residents and strengthening the regulator	We think that any Key Performance Indicators (KPIs) should be focused on issues of key importance to residents, covering those identified through our engagement, such as: <ul style="list-style-type: none"> <li>• keeping properties in good repair;</li> <li>• maintaining the safety of buildings;</li> <li>• effective handling of complaints;</li> <li>• respectful and helpful engagement with residents; and,</li> </ul>	Yes	If the sector is going to use KPIs, it would be better to have something which is developed and owned by the sector, rather than the Regulator. The development of a social sector scorecard covering those key things which matter to residents is essential.  KPIs need to be meaningful to residents, drive improvement across the sector and incentivise the right behaviours by landlords. KPIs should be reported regularly and landlords should

<ul style="list-style-type: none"> <li>• responsible neighbourhood management, including tackling anti-social behaviour.</li> </ul> <p>We think that the best way for these KPIs to be made available publicly is for the information on performance to be provided to the Regulator every year for publication.</p> <p><b>Q12. Do the proposed key performance indicators cover the right areas? Are there any other areas that should be covered?</b></p>			<p>use these indicators to drive improvement across services.</p> <p>Residents need to have the tools to identify and challenge their landlord on poor performance in services that matter to them. This will help to identify the issues that are important to tenants that are suitable to be monitored through league tables (i.e. are relevant to different types and sizes of landlords in different locations).</p> <p>Engagement /consultation also need to be in a format that tenants/residents prefer, for example, formal meetings for many are not an appropriate environment.</p>
<p><b>Q13. Should landlords report performance against these key performance indicators every year?</b></p>		Yes	As a minimum through the Housing Annual Report, but quarterly reports on specific indicators should be published for tenants.
<p><b>Q14. Should landlords report performance against these key performance indicators to the Regulator?</b></p>		Yes	Yes, annually.
<p><b>Q15. What more can be done to encourage landlords to be more transparent with their residents?</b></p>		Yes	Identify best practice and share this through the Regulator and other forums.
<p>The Regulator already expects landlords to publish information about complaints each year, but approaches vary. We are considering setting out a consistent approach on how landlords should report their complaint handling outcomes, by asking them to report how many complaints were resolved, how many were resolved after repeated complaints and how many were referred to the Housing Ombudsman.</p> <p><b>Q16. Do you think that there should be a better way of reporting the outcomes of landlords' complaint</b></p>		Yes	The Council would welcome a standardised approach to publication of complaint performance data. It publishes all Council complaints information on a quarterly basis through Committee Meetings and provides this information on the Council's website and in other formats if needed. Open access is available to all residents to digest, review and comment on this information if they choose to do so. This approach also needs to outline how the landlord responds to customer complaints and shapes service improvement.

	<p><b>handling? How can this be made as clear and accessible as possible for residents?</b></p>		
	<p>We think the Regulator is best placed to publish landlord performance in the form of league tables. However other approaches should be considered, including that used in Scotland. We would also welcome views on whether it would be helpful if landlord performance on key performance indicators is also reflected in a “consumer” ratings system, in addition to the governance and viability ratings, which the Regulator currently publishes for larger housing associations.</p> <p><b>Q17. Is the Regulator best placed to prepare key performance indicators in consultation with residents and landlords?</b></p> <p><b>Q18. What would be the best approach to publishing key performance indicators that would allow residents to make the most effective comparison of performance?</b></p>	<p>Yes</p>	<p>The Council would support the Regulator to play a key role in collating KPIs with landlords and residents.</p> <p>Open access is needed on KPIs so that they are available for all residents to understand, review and comment on this information if they choose to do so. A stronger focus on resident scrutiny should also be encouraged.</p>
	<p>Government’s £9 billion Affordable Homes Programme supports landlords’ delivery of affordable homes. We want to explore whether the key performance indicators should help inform or influence the extent to which landlords receive funding and are minded to link Affordable Homes Programme funding to the Regulator’s governance rating as well as the viability rating.</p> <p>We will also consider how the key performance indicators could be used to help develop the requirements for any future strategic partnerships with social housing landlords.</p> <p><b>Q19. Should we introduce a new criterion to the</b></p>	<p>Yes</p>	<p>There needs to be tighter regulation of registered providers (particularly those who are ‘for profit’ and not utilising grant funding as there are currently no penalties or payback for disposal of affordable units if no grant has been drawn).</p> <p>Linking performance to access to grant is not a good idea as this could ultimately cause complex challenges and costly disputes. In theory it would seem appropriate to link grant funding to a landlords governance and viability ratings but unsure how this would work in practice</p>

<p><b><i>Affordable Homes Programme that reflects residents' experience of their landlord? What other ways could we incentivise best practice and deter the worst, including for those providers that do not use Government funding to build?</i></b></p>		
<p>We want to understand more about whether the regulatory framework is setting the right expectations on how landlords should engage with residents, and how effective current resident scrutiny measures are.</p> <p><b><i>Q20. Are current resident engagement and scrutiny measures effective? What more can be done to make residents aware of existing ways to engage with landlords and influence how services are delivered?</i></b></p>	Yes	<p>The Council has revamped its resident engagement/scrutiny approach to provide a more responsive service where tenants can get involved as and when they want to and tackling topics they are passionate about.</p> <p>As part of the social housing sector, the Council can always do more and there are challenges in engaging with residents and actively involving them in shaping services for the future.</p>
<p>A number of national tenant and resident organisations in the sector have been exploring the option of an independent platform for tenants, based on widespread engagement, to enable them to have their voices heard more effectively at a national level. To be successful it would be important that it represents the voices of a wide diversity of tenants across the country and can win their confidence as an independent resident champion.</p> <p><b><i>Q21. Is there a need for a stronger representation for residents at a national level? If so, how should this best be achieved?</i></b></p>	Yes	<p>The Council as landlord has tenant representation on the Association of Retained Council Housing (ARCH) Tenants Board and that provides a platform for views to be shared and topics discussed at a national level.</p> <p>Setting up a national 'Tenants Voice' would bring tenants together from across LA housing association and arms-length management organisations (ALMO) sectors and empower tenants to come together to have a stronger platform to influence change nationally.</p>
<p>We are considering a new stock transfer programme to promote the transfer of local authority housing particularly to community-based housing associations.</p> <p><b><i>Q22. Would there be interest in a programme to promote the transfer of local authority housing, particularly to community-based housing associations?</i></b></p>	Yes	<p>This is something the Council would not support locally. There are lots of examples where this has not worked nationally and there are potential risks relating to transferred assets and the need for tighter regulation associated with managing social housing (fire safety / financial viability / public health risks).</p>

	<b><i>What would it need to make it work?</i></b>		
	<p>We are exploring options to demonstrate how community leadership can be embedded in the governance and culture of mainstream landlords, for example through a series of trailblazers to test new models and principles of structure and governance that allow for stronger community leadership.</p> <p><b><i>Q23. Could a programme of trailblazers help to develop and promote options for greater resident-leadership within the sector?</i></b></p>		No comment
	<p><b><i>Q24. Are Tenant Management Organisations delivering positive outcomes for residents and landlords? Are current processes for setting up and disbanding Tenant Management Organisations suitable? Do they achieve the right balance between residents' control and local accountability?</i></b></p>		No comment
	<p><b><i>Q25. Are there any other innovative ways of giving social housing residents' greater choice and control over the services they receive from landlords?</i></b></p>		No comment
	<p>Local Management Agreements have been used by residents to enter into an agreement with their landlord to take control of small-scale services on a voluntary basis. Residents could choose to provide a service themselves as a group, employ someone to do it or engage a contractor or supplier.</p> <p><b><i>Q26. Do you think there are benefits to models that support residents to take on some of their own services? If so, what is needed to make this work?</i></b></p>	Yes	No, this would leave the Council open to unacceptable risks and would take more time to oversee / regulate than actually delivering the service.
	<p>We also want to understand better whether satisfaction with contractor services could be increased by</p>	Yes	This would be a complicated system to manage in order to ensure a consistent approach to repairs and improvements.

	<p>encouraging landlords to provide greater choice to residents around services such as repairs and improvements, for example by routinely providing a list of approved contractors for individual tenants to choose from.</p> <p><b>Q27. How can landlords ensure residents have more choice over contractor services, while retaining oversight of quality and value for money?</b></p>		<p>Landlords should consult with their residents about the need in their local area. The landlord should provide more information about what residents should expect from the repairs service and work with them as to the appropriate level of involvement. This could range from involving tenants in the selection of contractors to discussions about the types of fixtures and fittings used in properties.</p>
	<p><b>Q28. What more could we do to help leaseholders of a social housing landlord?</b></p>	<p>Yes</p>	<p>The Council actively engages with its 38 leaseholders and has recently completed a consultation on a new Handbook setting out how it will continue to support and engage with them as a collective.</p> <p>Clearer methods of communication setting out what the landlord/leaseholder responsibilities are and consultation on work impacting in their communities is essential to supporting and engaging leaseholders.</p>
	<p>Parliament has set the Regulator of Social Housing a consumer regulation objective, which is:</p> <ul style="list-style-type: none"> <li>• to support the provision of social housing that is well-managed and of appropriate quality;</li> <li>• to ensure that actual or potential tenants of social housing have an appropriate degree of choice and protection;</li> <li>• to ensure that tenants of social housing have the opportunity to be involved in its management and to hold their landlords to account; and,</li> <li>• to encourage registered providers of social housing to contribute to the environmental, social and economic well-being of the areas in which the housing is situated.</li> </ul>	<p>Yes</p>	<p>The objectives and standards themselves are acceptable. The issue is more about how standards are monitored, publicised and enforced.</p>

	<p><b>Q29. Does the Regulator have the right objective on consumer regulation? Should any of the consumer standards change to ensure that landlords provide a better service for residents in line with the new key performance indicators proposed, and if so how?</b></p>		
	<p>We also want to know whether landlords would benefit from further guidance on what good looks like, without being overly prescriptive. The Regulator currently issues two Codes of Practice which further develop the requirements of the economic standards and we want to consider if a Code of Practice for consumer standards would be helpful to residents and landlords, to further develop the requirements of the consumer standards.</p> <p><b>Q30. Should the Regulator be given powers to produce other documents, such as a Code of Practice, to provide further clarity about what is expected from the consumer standards?</b></p>	Yes	<p>The Council would welcome guidance on consumer standards. The guidance should be clear about the need to retain a focus on outcomes and avoid over-prescription as there may be local circumstances which need to be addressed. There is role that national bodies such as the Chartered Institute of Housing (CIH) and Association of Retained Council Housing (ARCH) could play, being involved in helping the Government to shape the guidance and these standards.</p>
	<p><b>Q31. Is “serious detriment” the appropriate threshold for intervention by the Regulator for a breach of consumer standards? If not, what would be an appropriate threshold for intervention?</b></p>		No comment
	<p>Our current thinking is that the Regulator should monitor the key performance indicators to identify where there may be issues of concern with performance. The Regulator would then be able to make a risk-based assessment of how and where to intervene,</p> <p><b>Q32. Should the Regulator adopt a more proactive approach to regulation of consumer standards? Should the Regulator use key performance indicators and</b></p>	Yes	<p>The Council would support the Regulator to take a more proactive approach to consumer regulation and use KPIs to shape decisions on intervention on poor performing landlords.</p> <p>The regulator needs to be clear on how it would use KPIs to determine this with a focus on outcomes for residents.</p>

	<b><i>phased interventions as a means to identify and tackle poor performance against these consumer standards? How should this be targeted?</i></b>		
	<b><i>Q33. Should the Regulator have greater ability to scrutinise the performance and arrangements of local authority landlords? If so, what measures would be appropriate?</i></b>	Yes	The Council would support similar regulation of LA's to be the same as that of housing associations as far as that is possible.
	<b><i>Q34. Are the existing enforcement measures set out in Box 3 adequate? If not, what additional enforcement powers should be considered?</i></b>	Yes	As per the response to Q33, we support the principle of parity across the board.
	<p>Around 200 Tenant Management Organisations and Arms Length Management Organisations are in operation to manage homes on behalf of a local authority, which remains the landlord. The Regulator will hold the local authority landlord to account for the way the services are delivered, so it is vital that the local authority has good oversight arrangements in place to ensure that management organisations provide a good service. There is a further question about whether more is needed to set out the accountability of the landlord for management services that are outsourced, or whether the Regulator should have direct oversight of how these management organisations operate.</p> <p><b><i>Q35. Is the current framework for local authorities to hold management organisations such as Tenant Management Organisations and Arms Length Management Organisations to account sufficiently robust? If not, what more is needed to provide effective oversight of these organisations?</i></b></p>		No comment
	The Regulator is currently part of the Homes and Communities Agency, but upcoming legislative changes		No comment

	<p>will shortly establish it as a standalone Non-Departmental Public Body. As such it will be accountable to Parliament in the same way as other Non-Departmental Bodies.</p> <p><b>Q36. What further steps, if any, should Government take to make the Regulator more accountable to Parliament?</b></p>		
Tackling stigma and celebrating thriving communities	<p>We want to celebrate the role of residents in shaping fantastic places by recognising the best neighbourhoods. Awards could include investment to support successful initiatives to grow, or funding for an event or a street party to bring people together across housing tenures and generate a sense of pride.</p> <p><b>Q37. How could we support or deliver a best neighbourhood competition?</b></p>	Yes	<p>The Council has worked with residents and their families through its community engagement schemes to bring a sense of pride to the diverse communities across the District. This has included community tidy-ups/litter picks, garden competitions and the refurbishment of community facilities.</p> <p>Any competition needs to be driven by the views and life experiences of the residents in those neighbourhoods.</p>
	<p><b>Q38. In addition to sharing positive stories of social housing residents and their neighbourhoods, what more could be done to tackle stigma?</b></p>	Yes	<p>It is very difficult to design specific policy initiatives which will tackle stigma. This is more about how the public sector talks about and treats social housing in all that it does.</p> <p>Social housing needs to be treated as of equal worth to home ownership. This should be reflected in the content and tone of Government's messaging and policies and in the conversations across the sector.</p>
	<p>We want to embed a customer service culture and attract, retain and develop the right people with the right behaviours for the challenging and rewarding range of roles offered by the sector. Some sectors have found that professional qualifications or industry codes of practice support this. We want to encourage professionalisation, building on the work already delivered by organisations such as the Chartered Institute</p>	Yes	<p>The Council supports the need for professionalism across the sector with the support of a membership body such as the CIH/ARCH to raise standards across the sector.</p> <p>Professionalism should be a customer-focused self-development within an organisational culture. Some housing roles having a very clearly defined body of technical knowledge which applies</p>

	<p>of Housing.</p> <p><b>Q39. What is needed to further encourage the professionalisation of housing management to ensure all staff deliver a good quality of service?</b></p>		<p>(homelessness, lettings, housing management, development, asset management) and given the issues many of the Council tenants face, it is incredibly important that the staff working with them have the appropriate knowledge and skills.</p>
	<p>Landlords have an obligation to meet the Neighbourhood and Community Standard. This includes cooperating with partners to promote social, environmental and economic wellbeing to prevent and tackle anti-social behaviour in neighbourhoods where they own homes.</p> <p>It is clear that residents do not feel landlords are consistently meeting this standard. Therefore we are considering introducing a key performance indicator that will capture how well landlords undertake their neighbourhood management responsibilities.</p> <p><b>Q40. What key performance indicator should be used to measure whether landlords are providing good neighbourhood management?</b></p>	<p>Yes</p>	<p>To simply have one indicator to define good neighbourhood management is difficult. Good neighbourhood management is about how the landlord maintains the property, the surrounding gardens/communal land and how it deals with anti-social behaviour (ASB) and crime with the local statutory agencies/partners. These activities should be included in a number of measures to tackle this.</p>
	<p>Some landlords are clearly going beyond meeting regulatory requirements. This can include providing employment support and signposting to vital services.</p> <p><b>Q41. What evidence is there of the impact of the important role that many landlords are playing beyond their key responsibilities? Should landlords report on the social value they deliver?</b></p>		<p>No comment</p>
	<p><b>Q42. How are landlords working with local partners to tackle anti-social behaviour? What key performance indicator could be used to measure this work?</b></p>	<p>Yes</p>	<p>See response to Question 40.</p>

	<b>Q43. What other ways can planning guidance support good design in the social sector?</b>	Yes	Setting out requirements relating to design and affordable housing in Supplementary Planning Document (SPD) guidance and having a requirement for secure by design in certain areas.
	<b>Q44. How can we encourage social housing residents to be involved in the planning and design of new developments?</b>	Yes	Council tenants have been involved in the development of new social housing schemes in South Derbyshire working with its Registered Provider partners to shape the specification and design. This approach should be looked at with new developments.
Expanding supply and supporting home ownership	<b>Q45. Recognising the need for fiscal responsibility, this Green Paper seeks views on whether the Government's current arrangements strike the right balance between providing grant funding for housing associations and Housing Revenue Account borrowing for local authorities</b>	Yes	LA's should be able to utilise 100% of capital receipts gained from RTB following the re-distribution of historic debt costs.  The Council is not in a position to require any more head-room but if grant funding is on offer, this could be of interest although specific conditions would need to be considered.
	The level of new housing delivery from the community-led housing sector in England is much lower than in comparable countries in Europe and North America, where several per cent of overall new homes is not unusual.  <b>Q46. How can we boost community-led housing and overcome the barriers communities experience to developing new community owned homes?</b>	Yes	This needs fundamental review before being considered for rollout in its current format.
	<b>Q47. What level of additional affordable housing, over existing investment plans, could be delivered by social housing providers if they were given longer term certainty over funding?</b>		No comment
	We know that some people can struggle to buy more equity in their homes. We have heard from both providers and shared owners and identified three main	Yes	It is not a good idea to reduce stair-casing requirements as the market and house values are not static. Providers could build in an element of the rental payment to pay off the capital value but

	<p>barriers:</p> <ul style="list-style-type: none"> <li>a) The minimum 10 per cent staircasing requirement</li> <li>b) The increasing value of the home</li> <li>c) The additional fees</li> </ul> <p><b><i>Q48. How can we best support providers to develop new shared ownership products that enable people to build up more equity in their homes?</i></b></p>		<p>this would increase overall costs.</p>
--	--	--	---

---

<b>REPORT TO:</b>	<b>HOUSING AND COMMUNITY SERVICES</b>	<b>AGENDA ITEM: 9</b>
<b>DATE OF MEETING:</b>	<b>4<sup>th</sup> OCTOBER 2018</b>	<b>CATEGORY: RECOMMENDED</b>
<b>REPORT FROM:</b>	<b>STRATEGIC DIRECTOR (SERVICE DELIVERY)</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>MARTIN GUEST (01283) 595940</b> <a href="mailto:martin.guest@south-derbys.gov.uk">martin.guest@south-derbys.gov.uk</a>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>COUNCIL RESPONSE TO MINISTRY OF HOUSING, COMMUNITIES AND LOCAL GOVERNMENT CONSULTATION ON USE OF RIGHT TO BUY RECEIPTS</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: HCS14</b>

---

## **1.0 Recommendations**

1.1 The Committee is recommended to endorse these comments as the Council's response to the Ministry for Housing, Communities and Local Government (MHCLG) consultation on the use of Right to Buy (RTB) receipts to meet its extended deadline date of the 12 October 2018.

## **2.0 Purpose of Report**

2.1 To provide the Committee with information about the consultation and set out the Council's proposed response to the consultation on the use of RTB receipts.

## **3.0 Detail**

3.1 This consultation seeks views on options for reforming the rules governing the use of RTB receipts from the sale of council housing, and whether the Government should reform its commitment that every additional home sold (as a result of the increase in discounts in 2012) is replaced on a one-for-one basis nationally. A copy of the full consultation is available:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/733469/Right\\_to\\_Buy\\_consultation.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/733469/Right_to_Buy_consultation.pdf)

### **Scope of this consultation:**

3.2 This consultation seeks views on the options and invites consultees to comment as well as respond to specific questions. These proposals relate to England only. The purpose of the consultation is to seek views on options to reform the rules governing the use of RTB receipts. Any policy changes brought forward as a result of the consultation would be subject to appropriate assessment.

## Consultation

- 3.3 This consultation is open to everyone. It is primarily aimed at stock-holding English local housing authorities including South Derbyshire District Council (SDDC). This consultation will last for eight weeks and will close on 9 October 2018; following clarification from the Government the Council has until 12 October to submit its response. Consultation responses are submitted by online survey:

<https://www.surveymonkey.co.uk/r/RTBconsultation>

## Background

- 3.4 The Social Housing Green Paper, “A new deal for social housing”, published on 14 August 2018 sets out the Government’s vision for social housing following wide ranging and extensive engagement with social housing residents and landlords. This includes changing the rules around how local authorities can use the money raised from RTB sales in order to make it easier for them to build more homes.
- 3.5 This consultation paper provides the opportunity to comment on these ideas, which are set out in more detail in paragraph 3.6 below. It also sets out options for reforming the commitment that every additional home sold (as a result of the increase in discounts introduced in 2012) is replaced on a one-for-one basis nationally.

## Questions and Suggested Response

- 3.6 The paper poses a number of specific questions. Officers from the Council’s Housing and Finance Teams have reviewed the technical questions and have provided a response based on the Council’s current position and future policy direction, see 3.6.1 to 3.6.10.

- 3.6.1 Question 1: We would welcome your views on extending the time limit for spending RTB receipts from three years to five years for existing receipts but keeping the three-year deadline for future receipts.

*Council Response – This proposal will be welcomed by many local authorities (LAs) who are having / have had to pay the receipts and interest back to the Treasury. However, it could delay the pace at which affordable homes are delivered as the prospect of returning the funding ensures that each LA puts plans in place to avoid paying back the funds. Receipts are currently fully utilised within South Derbyshire and any relaxation in this policy could have the negative impact of delaying or reducing overall numbers.*

- 3.6.2 Question 2: We would welcome your views on allowing flexibility around the 30% cap in the circumstances set out above, and whether there are any additional circumstances where flexibility should be considered.

*Council Response – Increasing the cap to 50% of build / acquisition costs would definitely enable more affordable homes to be delivered. It would also reduce the current problems associated with LA’s overpaying for acquired units because they have the payback plus 4% interest due imminently to the Treasury. Flexibility should also be considered around the value of receipt that can be used to buy back former Council houses. The maximum one-for-one that can be utilised currently stands at 6.5% of the valuation. Any upward movement would be a bonus if the Council was to*

*consider purchasing former dwellings as part of the Housing Revenue Account (HRA) Business Plan.*

3.6.3 Question 3: We would welcome your views on restricting the use of RTB receipts on the acquisition of property and whether this should be implemented through a price cap per unit based on average build costs.

*Council Response – This would not be supported by the Council as if the receipts could only be utilised for new build, the amount paid back to the Treasury would increase significantly and restrict many LAs who do not have the option to build. This would be detrimental, not only to the Council but to other LAs. The RTB scheme needs to be more flexible not more rigid to ensure LAs have the funds to meet the target to increase affordable housing numbers.*

3.6.4 Question 4: We would welcome your views on allowing local authorities to use RTB receipts for shared ownership units as well as units for affordable and social rent.

*Council Response – In South Derbyshire, this would not be considered as the need is for affordable housing that stays affordable in perpetuity (rented), however this would be welcomed in other LAs where site viability may be an issue.*

3.6.5 Question 5A: We would welcome your views on allowing the transfer of land from a local authority's General Fund to its HRA at zero cost.

*Council Response – This would be a positive change that would be welcomed by all LAs and will enable nil cost land transfers into the HRA to increase the number of sites for affordable use. Gifted land from the general fund would make it easier for this Council to build more affordable homes. However, from a tax payer point of view it would be unfair to sacrifice land that could potentially be sold as a General Fund capital receipt as this reduces the potential for community capital projects. Any transfer of land or buildings would need careful consideration at a local level by the LA.*

3.6.6 Question 5B: We would also welcome your views on how many years land should have been held by the local authority before it can be transferred at zero cost, and whether this should apply to land with derelict buildings as well as vacant land.

*Council Response – Land should have been held by the LA for three years and only where the land is specifically required and ready for affordable housing development (i.e. not brownfield sites with existing derelict building or the HRA would be subsidising demolition and clearance costs). Any transfer of land or buildings would need careful consideration at a local level by the LA.*

3.6.7 Question 6: We would welcome your views on whether there are any circumstances where housing companies or Arm's-Length Management Organisations (ALMOs) should be allowed to use RTB receipts.

*Council Response – No, on balance the constraints outweigh the benefits; ALMOs were created to enable financial freedom from the LA and should not be propped up from future sales of houses whose tenants have the preserved RTB from when the property was council owned.*

3.6.8 Question 7: We would welcome your views on allowing a short period of time (three months) during which local authorities could return receipts without added interest.

*Council Response – This would be welcomed by LAs who do not have the capacity or financial ability to undertake a build / acquisition programme. The Council has a planned programme in place to use its capital receipts.*

3.6.9 Question 8: Do you have any other comments to make on the use of RTB receipts and ways to make it easier for local authorities to deliver replacement housing?

*Council Response - Proposals in Question 2 will definitely make it easier to acquire and build without having to find the 70% top up cost per dwelling. This percentage could be increased further to make it easier for LAs to deliver without substantial additional borrowing. If more of the receipt could be used this would potentially reduce the borrowing need undertaken by authorities. Further flexibility regarding the percentage would be preferable.*

3.6.10 Question 9: Should the Government focus be on a wider measurement of the net increase in the supply of all social and affordable housing instead of the current measurement of additional homes sold and replaced under the RTB? If the target were to change, we would welcome your views on what is the best alternative way to measure the effects of Government policies on the stock of affordable housing.

*Council Response – The Council agrees that the increase and reduction in number of affordable homes (irrespective of how they are funded) should be measured rather than focusing on one-for-one replacement. This would enable a holistic overview of each LA area in terms of whether affordable housing is increasing to meet the needs of the population (and meeting targets) or decreasing overall and would enable a more accurate reflection of affordable provision by LA area.*

#### **4.0 Financial Implications**

4.1 There are no specific financial implications for the Council relating to the consultation, financial implications for the proposals are set out in the detail of the report.

#### **5.0 Corporate Implications**

5.1 There are two strategic aims contained within the Council's Corporate Plan that provide a background to this consultation.

- Place, PL1 to facilitate and deliver a range of integrated and sustainable housing and community infrastructure
- Outcomes, O1 is to maintain financial health

5.2 There are no legal implications associated with responding to this consultation.

#### **6.0 Community Implications**

6.1 None

---

<b>REPORT TO:</b>	<b>HOUSING AND COMMUNITY SERVICES</b>	<b>AGENDA ITEM: 10</b>
<b>DATE OF MEETING:</b>	<b>4<sup>th</sup> OCTOBER, 2018</b>	<b>CATEGORY: DELEGATED/ RECOMMENDED</b>
<b>REPORT FROM:</b>	<b>ALLISON THOMAS STRATEGIC DIRECTOR (SERVICE DELIVERY)</b>	<b>OPEN PARAGRAPH NO:</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>HANNAH PEATE, 595973, <a href="mailto:hannah.peate@south-derbys.gov.uk">hannah.peate@south-derbys.gov.uk</a></b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>PLAYING PITCH STRATEGY</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: HCS07</b>

---

## **1.0 Recommendations**

- 1.1 To approve the adoption and implementation of the updated Playing Pitch Strategy for the District.
- 1.2 To inform the Committee of the Football Association (FA) Parklife Hub Project.
- 1.3 To inform the Committee of the Local Football Facility Plan.

## **2.0 Purpose of Report**

- 2.1 The report outlines the key findings and recommendations of the Playing Pitch Strategy and seeks approval to adopt the Strategy.
- 2.2 To inform the Committee of the FA Parklife Hub Project and the Local Football Facility Plan.

## **3.0 Executive Summary**

- 3.1 A Playing Pitch Strategy has been produced to provide a strategic framework for pitch sports across the District and to provide an objective assessment of need for:
  - identifying priorities for investment and action
  - guiding long term planning policy and decisions
  - supporting applications for external funding
- 3.2 The full Playing Pitch Strategy documents are attached via the link here:-  
<https://www.south-derbys.gov.uk/assets/attach/5144/PPS%20strategy.pdf>

## **4.0 Detail**

- 4.1 In order to plan effectively for the future provision of outdoor sports facilities and to develop a forward plan for improvements to current facilities, consultants Knight Kavanagh

and Page were commissioned to produce a Playing Pitch Strategy for South Derbyshire. This work has been conducted alongside Derby City Council to ensure it accounts for and reflects the substantial housing growth happening in both the north of South Derbyshire and to the south of Derby City.

- 4.2 The Playing Pitch Strategy work consists of three elements: A Playing Pitch Assessment Report, A Playing Pitch Strategy and Action Plan and a Growth Zone Report.
- 4.3 The Strategy will be an effective tool in helping to protect existing pitches in the District which are threatened by development and provides an excellent strategic evidence base to support applications for external funding for facility improvement projects.
- 4.4 The sports covered by the Strategy are Football; Cricket; Rugby Union; outdoor Tennis; Bowls (crown green and flat green), Hockey and outdoor Netball.
- 4.5 In preparing the Strategy, the following tasks were undertaken:
- Audit of all existing pitches in the District cataloguing location, condition and accessibility.
  - Identifying clubs and teams and predicting future demand in reference to club development, housing and population growth.
  - Establishing aggregate home games per week, total number of pitches required and peak demand for games by location and assessing Team Generation Rates (TGR's).
  - Consulting with all sports clubs to assess the current situation in terms of, teams, development plans and to establish challenges and issues they currently face. Parish Councils and other partners were also offered the opportunity to feed into the process.
  - Undertaking a study of the national trends in each sport, and consulting with National Governing Bodies also took place.
  - Dividing the District into five sub-areas to help assess supply and demand and plan for the future on a more local level.
  - Establishing a project Steering Group led by the consultants and comprising local authorities, Sport England and the relevant National Governing Bodies that has worked closely to ensure the Strategy and Assessment Reports are as accurate as possible.
- 4.6 Relevant Council Services including Planning Services, Direct Services, Cultural Services, Community Services and the Sport and Health Team have all fed into this piece of work.

#### 4.7 Key Assessment Report Findings per Sport

Within the assessment report the community usage, management, security of tenure, pitch type, number of pitches and size, quality rating along with current play and site capacity and its balance are identified for each site / sport.

The tables in section 10 Appendices (10.1) to the report show the main summary from the assessment reports for each sport.

#### 4.8 Key Recommendations

Within the Strategy and Action Plan there are tables listing each project and identifying the recommendations for each site, the priority, potential timescale and cost bracket.

The overarching recommendations of the strategy include:

- a) Protecting playing field sites through local planning policy
- b) Securing tenure and access to sites for high quality, development-minded clubs through a range of solutions and partnership agreements.

- c) Maximising community use of education sites where there is a need to do so
- d) Improving quality
- e) Adopting a tiered approach (hierarchy of provision) for the management and improvement of sites.
- f) Working in partnership with stakeholders to secure funding
- g) Rectifying quantitative shortfalls in the current pitch stock
- h) Identifying opportunities to add to the overall pitch stock to accommodate both current and future demand.

The recommendations for each sport can be found in section 10.2 of the Appendices.

#### 4.9 Growth Zone Report

This additional report focuses on the growth between South Derbyshire and Derby City, which will see significant housing growth through to 2028. It will be used in conjunction with the Assessment Report, Strategy and Action Plan.

This inter-related region of growth is known as the Derby Growth Zone (DGZ), reflecting the meeting of Derby City housing need within South Derbyshire District as an urban extension. For the purposes of the PPS, the local planning authorities for both Derby City Council (DCC) and South Derbyshire District Council (SDDC) agree that the DGZ should be considered as spanning the following ward areas:

Table A.2: Local ward areas which form the Derby Growth Zone

Local authority	
Derby	South Derbyshire
Blagreaves	Aston
Boulton	Etwall
Chellaston	Stenson
Littleover	Willington and Findern
Sinfin	

The report highlights key development sites and subject to their size identifies the future outdoor pitch requirements across the Growth Zone. The key recommendations within the Growth Zone are:

- Use the recommendations and scenarios within the report and the accompanying PPS to inform optimal facility mix and design where onsite development of new sports facilities are planned.
- Ensure that where new pitch or ancillary provision is to be developed, that the facilities meet national governing body specifications where possible.
- Explore opportunities to secure Section 106 funding to use as match funding in order to help secure partnership funding and further enhance potential and opportunities for development through capital investment
- Ensure that any new facilities or investment is able to evidence a case for sustainability. The respective Councils report preference not to take on management of additional playing field assets and as such there may be opportunities for Community Asset Transfer or to secure tenure through long-term leasehold for clubs, leagues or community associations deemed able to realistically manage such a facility.
- Where Section 106 contributions may be used towards the improvement of facilities not primarily driven towards community sport (such as schools), secure community use access through the planning process, for example in the form of a Community Use Agreements (CUA).

#### 4.10 The FA Parklife Programme

The FA, the Premier League and Sport England (along with the Football Foundation together commonly referred to as 'the Football stakeholders') have developed the Parklife Football Hubs Programme to target areas where pressures on the local game are greatest. The aim of the programme is to create a sustainable model for football facilities based around artificial grass pitches on hub sites. The fund will provide significant new investment into local, accessible facilities. It differs from traditional football investment streams as the funding partners are keen to see a portfolio approach that provides an area-wide solution, rather than a one-off site investment. The programme is fully detailed within Part 2: Football.

To be eligible for the programme local authorities must have a qualifying population of at least 200,000 people, however, those with a lesser population are able to adopt a partnership approach with neighbouring authorities to qualify. Following an expression of interest submitted by Derby City Council in partnership with Derbyshire FA and Derby County Football Club (and supported by SDDC) in January 2017, Derby City Council has successfully been progressed to develop an application within the second of a three-stage funding process for the Parklife programme. The PPS findings will help inform the Derby Parklife journey, given the creation of new football hubs may be located accessible to residents near to the Derby border and would likely lead to some import of demand from South Derbyshire to the City to access hub provision.

#### 4.11 Local Football Facility Plan (LFFP)

The Local Football Facility Plans are being conducted in a range of phases across England; Derbyshire is in Tranche 1 meaning that this is currently underway. The FA, in partnership with the Premier League and the Department for Culture, Media and Sport (DCMS), is committed to making a major investment in local football facilities over the next 10 years. To inform and direct this investment Knight, Kavanagh & Page (KKP) has been commissioned to produce a Local Football Facility Plan (LFFP) for each local authority in England.

LFFPs are a key priority in the National Football Facility Strategy which aims to increase football participation by delivering across the Country:

- 1000 new 3G Artificial Grass Pitches
- 1000 new pavilions (supporting key multi-pitch grass sites)
- 20,000 improved natural turf pitches
- New or improved access to better indoor and outdoor spaces for social and recreational football

LFFPs will establish a ten-year vision for football facilities that aims to transform the playing pitch stock in a sustainable way. They will identify priority projects to be delivered and act as an investment portfolio for projects that require funding. It is estimated that 90% of all national football investment (FA, Premier League and DCMS) in South Derbyshire will be identified via the LFFP.

Various colleagues and partners are involved in bringing this piece of work together on behalf of the District and across Derbyshire.

## 5.0 Financial Implications

- 5.1 The resources required for delivering the capital elements of the action plan will be sought largely through external grant funding. Opportunities exist within current and future planning obligations to secure funding for capital investment, either through Section 106 contributions, through on-site provision or as a contribution to off-site provision.
- 5.2 Additionally, the action to continue to improve working relationships with clubs and other partners could have a positive impact on revenue costs, with a sharing of resources and responsibilities.
- 5.3 Consultation will take place with the relevant parties on a project-by-project basis.
- 5.4 This Strategy offers an opportunity to review and revise current maintenance and management obligations which could lead to efficiency savings in terms of actual management costs and resources.

## **6 Corporate Implications**

- 6.1 This area of work supports the delivery all key themes of the Corporate Plan: People, Place and Progress.
- 6.2 Legal implications – any projects that are led by the District Council will be managed on a project-by-project basis, involving all relevant Services at the early planning stage.
- 6.3 Employment Implications – There are no direct employment implications from this piece of work, officer time from a range of Services is required to ensure that the Strategy is delivered and achieves the best outcomes for South Derbyshire in this area of work.
- 6.4 The Strategy, once adopted, will be communicated to the Sports Clubs, Parish Councils and other relevant partners and the wider public. It will be a public document, which will outline the Council's vision for outdoor pitch provision and will provide the evidence base for such negotiations on Section 106 agreements.
- 6.5 The Strategy will also support the delivery of the Council's Open Space, Sport and Community Facility Strategy which was adopted in 2016, and the Recreation, Sport and Recreation Strategy adopted in summer 2017-2022.

## **7 Community Implications**

- 7.1 This Strategy can make positive contributions to all key themes within the Sustainable Community Strategy- Children and Young People, Healthier Communities, Safer and Stronger Communities and Sustainable Development.
- 7.2 The Strategy aims for all residents to have access to good quality playing pitches for outdoor sports facilities across South Derbyshire. This will be achieved by working with clubs and community groups, parish councils, governing bodies and other relevant partners on a local level.

## **8 Conclusions**

8.1 The strategy adoption will mean that The Council can work to ensure current need and future demands of the District are met. Whilst taking account of our significant growth, and supporting the aspirations of local clubs, parish councils and partners being met.

## **9 Background Papers**

9.1 The following documents that support this report are available through the following link: <https://www.south-derbys.gov.uk/assets/attach/5144/PPS%20strategy.pdf>

Playing Pitch Assessment Report  
Playing Pitch Strategy and Action Plan  
Growth Zone Report

## **10 Appendices**

**10.1** The key assessment summaries which are highlighted in the PPS Assessment Report by Sport can be found below-

## Football – grass pitch summary

- ◀ **Current and future supply of football pitch provision can sufficiently accommodate demand in South Derbyshire across all pitch types apart from youth 11v11 which becomes marginally overplayed when accounting for future demand.**
- ◀ The audit identifies a total of 80 grass football pitches across 42 sites in South Derbyshire, with 76 pitches across 41 sites identified as being available for community use on some level, whilst four pitches at one site (Granville Academy) are unavailable for community use.
- ◀ Most community available football provision is split between North Analysis Area (31% or 24 pitches) and Central Analysis Area (30% or 23 pitches). The least amount is located in the North-East Analysis Area with just four (6%) community available pitches.
- ◀ Hilton Harriers, Edgehill and Gresley football clubs all have aspirations to create new provision.
- ◀ The pitch quality ratings determined through a combination of non-technical assessments and user feedback show most (67%) pitches available for community use are rated as standard quality, with 26% rated as good and only six pitches as poor, equating to just 7%.
- ◀ Five existing sites in South Derbyshire have received a Pitch Improvement Programme (PIP) assessment. (Church Gresley Indoor Bowling Centre, Stapenhill Football Club, The Mease Pavilion and Woodville Recreation Ground and Woodhouse Recreation Ground).
- ◀ South Derbyshire District Council manages and operates six football pitch sites, five of which are accompanied by changing provisions.
- ◀ Through consultation, clubs indicate that the following sites do not have adequate car parking facilities; Broomhills Lane Playing Field (Repton), Newhall Park and Melbourne Sports Park.
- ◀ Woodville Rangers Football Club (FC) reports aspirations to acquire a long-term lease of a site in order to assist in increasing participation.
- ◀ In total there are 154 teams identified as playing competitive football matches within South Derbyshire. This consists of 40 men's teams, one women's team, 66 youth boys' teams, four youth girls' teams and 43 mini soccer teams.
- ◀ Due to the popularity of the Burton Junior Football League and its use of central venues there are substantial amounts of imported and exported demand in South Derbyshire.
- ◀ Including both Team Generation Rates (TGRs) and club aspirations the total amount of future demand across South Derbyshire equates to four match equivalent sessions on adult pitches, 5.5 match equivalent sessions on youth 11v11 pitch type and one match equivalent session on mini 7versus7 pitches.
- ◀ There are 20.5 match equivalent sessions per week of actual spare capacity (i.e. at peak time) located across 18 sites on 21 pitches. Any spare capacity at unsecured sites has been discounted from any totals as the long-term existence of those pitches cannot be relied upon in the future.
- ◀ Overplay on football pitches in South Derbyshire amounts to 4.5 match equivalent sessions per week over four pitches (across four sites), all of which are located on adult pitch types.

## Cricket summary

- ◀ **There is insufficient supply of cricket provision to cater for current and future demand. Though demand can presently be accommodated within four of the five Analysis Areas, there is a significant shortfall within the North Area.**
- ◀ **Anticipated growth in the number of senior teams in other areas can be accommodated; however future senior growth exacerbates shortfalls to include the South Area.**
- ◀ **Key issues for cricket in South Derbyshire extend beyond capacity, with several clubs subject to issues regarding security of tenure.**
- ◀ In total, there are 20 grass cricket squares in South Derbyshire located across 15 sites. All grass squares, apart from the one located at Derby Grammar School Grass Pitches, are available for community use.
- ◀ The grass cricket squares that are available for community use are located mainly in the North Analysis Area which hosts six (30%) followed by the North East with five (25%) and North with four (20%) squares. The Central Analysis Area has the least amount of cricket provision within South Derbyshire with two (10%).
- ◀ In total, there are nine non-turf pitches (NTPs) in South Derbyshire. Of which, four are located accompanying natural turf squares at club sites and five are stand-alone based at school sites. The most amount of NTP provision is located in the Central Analysis Area with three followed by two in the North-West area and one each in the North-East and South areas.
- ◀ Derby Grammar School is seeking to develop a new natural turf cricket pitch at Prince Charles Avenue in Mackworth (Derby) in conjunction with Mickleover Cricket Club (CC), with a view to the Club also using the site given its nearby location.
- ◀ Pitch quality ratings determined by non-technical quality assessments and user feedback found an even split between good and standard quality squares each with ten grass cricket squares each. No squares in South Derbyshire reported to be poor quality; however, some clubs report issues regarding their playing provision.
- ◀ There is a need to secure long-term tenure for Elvaston CC and Hilton CC as their leases are due to expire within the medium-term.
- ◀ Etwall CC reports that changing provision is of poor quality and in need of improvement and modernisation, whilst Elvaston CC has plans to develop new permanent social provision in replacement of the existing temporary structure it presently uses.
- ◀ There is no Last Man Stands league operating in South Derbyshire, with some teams playing within the nearby league hosted in Derby. There is, however, a short format pub league offer run by Lullington Park CC aimed as an entry level into club cricket, which has seen several new players transition into club cricket this season.
- ◀ There are 38 senior cricket teams and 45 junior teams playing competitive matches in South Derbyshire as shown above, totalling 83 cricket teams playing in the District.
- ◀ Melbourne CC presently exports demand of one senior team to access provision in Derby due to a lack of capacity in the locality, whilst Trentside CC imports demand from South Derbyshire to play at Lullington Park CC for the same reasons.
- ◀ There are three sites which have available capacity at senior peak time (Saturday) equating to 1.5 match equivalent sessions.
- ◀ There are two sites in South Derbyshire considered to be overplayed by a total of 46 match equivalent sessions per season, most significantly The Grange (Ticknall Recreation Ground) which accounts for 41 of these match sessions per season.

### Rugby union summary

- ◀ **Current supply is not sufficient to cater for the level of demand expressed in South Derbyshire at present, totalling a need for a further 4.75 match equivalent sessions on senior pitches. This is further exacerbated to create a future requirement for 7.25 match equivalent sessions.**
- ◀ In total, there are five rugby union pitches in South Derbyshire across four sites, all of which are senior sized. There are no dedicated mini or junior pitches. Four of the five pitches are available for community use in some capacity.
- ◀ At present, there is no World Rugby compliant 3G pitch in South Derbyshire, with the nearest being located at the University of Derby, Kedleston Road campus and Derby Rugby Football Club (RFC). Melbourne RFC does access the latter site as a key club in the Local Rugby Partnership guaranteeing use of the pitch for the foreseeable future.
- ◀ Both the Central and North-East analysis areas have 40% of the supply of natural turf rugby union provision, with the remaining 20% being located in the North Analysis Area. Neither the North-West nor South areas have any supply.
- ◀ The majority of pitches available for community use are rated as poor quality (four pitches or 80%). The remaining pitch is rated as good quality.
- ◀ There is only one rugby union club in South Derbyshire, Melbourne RFC, providing 16 teams.
- ◀ Melbourne RFC is considered to have security of tenure via a lease agreement that Melbourne Sports Partnership has from the Council.
- ◀ None of the Club's training demand takes place on match pitches due to the poor drainage of the floodlit pitch. As an alternative the Club utilises a dedicated floodlit training area for mid-week training.
- ◀ Ancillary facilities at Melbourne Sports Park are considered to be good quality although there is an issue with the amount of parking available on site.
- ◀ TGRs when applied on an Analysis Area basis forecast the growth of one junior boys' team and a mini team, both located in the North East Analysis Area.
- ◀ There are three pitches across two sites which are overplayed totalling 4.75 match equivalent sessions.

### Netball summary

- ◀ **Priority should be placed on improving court quality in order to sustain usage and supporting the growth of the Burton and District Netball League.**
- ◀ **In addition, consideration should be given to increasing the amount of England Netball initiatives such as Back to Netball and Walking Netball.**
- ◀ There are 21 netball courts located across eight sites.
- ◀ Of the courts, eight are assessed as good quality, seven are assessed as standard quality and six assessed as poor quality.
- ◀ The only floodlit courts are located at John Port Spencer Academy (Etwall Leisure Centre) and Melbourne Sports Park.
- ◀ There are six clubs operating in South Derbyshire which are South Derbyshire Juniors, Etwall Lions, Hilton Juniors, Seven Belles, Eureka Park and Central Ladies netball clubs.
- ◀ The Burton and District Netball League frequently use Eureka Park, John Port Spencer Academy (Etwall Leisure Centre) Maurice Lea Memorial Park, The Pingle Academy and Repton School Sports Centre competitive fixtures.
- ◀ There are also a range of recreational netball opportunities in South Derbyshire.

### Hockey summary

- ◀ **The current supply of hockey suitable Artificial Grass Pitches (AGP's) is considered sufficient to accommodate the current level of hockey demand for both at peak-time and training requirements. Through greater use of the second AGP onsite, there is also considered to be sufficient capacity available to accommodate Repton Hockey Club (HC) aspirations for growth.**
- ◀ **Both AGPs are in excess of the recommended surface lifespan and should be considered for resurfacing in the short-term subject to condition for match play.**
- ◀ **There is a key need to formally secure future use of the site for the Club amidst priority School use in order for the two to continue to work and grow hockey participation together. The relationship between Club and School is very important to sustain, both with regards to access to facilities and the School acting as a key signpost to the Club which has subsequently seen junior growth accelerate.**
- ◀ There are currently two full sized, floodlit, community available hockey suitable AGPs in South Derbyshire, of which one is sand based and the other water based. It should be noted that the sand dressed AGP is marked as a full sized hockey pitch, whereas, the full sized water based AGP is marked as two junior pitches.
- ◀ There are two small sized hockey suitable AGPs which are available for community use, one each in the North and North-West Analysis Areas, these are located at Foremarke Hall Repton Preparatory School and Bloomfield Close, Hilton (Black Lane Recreation Ground), respectively.
- ◀ Team generation rates based exclusively on future population change, applied District wide, forecast two new additional teams to be generated, one each at the Junior Boys and Junior Girls. When applied on an Analysis Area basis both these teams are projected to be located in the North area.
- ◀ Repton School owns and manages both full sized hockey suitable AGPs in South Derbyshire. Repton HC has unsecure tenure at the site as no formal community use agreement is in place, however, the Club is closely linked to the School and in practice it reports no issues regarding its current arrangement.
- ◀ Repton HC has 17 teams and around 302 members in total, all of which play and train in South Derbyshire.

### Tennis summary

- ◀ **There is sufficient supply of tennis courts in South Derbyshire to meet current demand apart from at Melbourne Sports Park which is currently overplayed.**
- ◀ **As such Melbourne Tennis Club (TC) requires access to additional court capacity to support its aspirations to develop additional court provision on site.**
- ◀ There is a total of 45 tennis courts identified in South Derbyshire located across 12 sites, of which, 38 or 85% are as considered to be available for community use. The majority of courts are located in the North Analysis Area which hosts 14 courts (37%) in contrast the North-East Analysis Area has the least provision with only three available courts (8%).
- ◀ Of available court provision, 24 courts (63%) are assessed as good quality, eight courts (21%) are assessed as standard quality and six courts (16%) are assessed as poor quality. Most of the courts are located at club-managed sites (45%).
- ◀ All TC's in South Derbyshire have access to floodlit courts.
- ◀ Melbourne TC is working with the Lawn Tennis Association (LTA) to secure funding to create three additional courts at Melbourne Sports Park.
- ◀ Of the clubs which responded to consultation, there is a total of 336 senior members and 189 junior members in South Derbyshire
- ◀ In total South Derbyshire has an aspirational future club demand of 99 senior and 76 junior members.
- ◀ All remaining courts are deemed to have spare capacity; focus should be on improving quality to an adequate standard for informal play, particularly at publicly available sites that are assessed as poor or standard quality.

### 3G pitches summary

- ◀ **In conclusion, based on the FA Affiliated Team Training Model there is sufficient supply of full sized 3rd Generation (3G) pitches to meet current demand, however forecasted future demand increases highlight a future shortfall of one full sized 3G pitch in the Central Area.**
- ◀ **Key priority should be on the refurbishment of the pitch at The Pingle Academy and the eventual recertification of both pitches in the District to ensure they are still usable as central venues.**
- ◀ There are two full sized 3G pitches in South Derbyshire, both of which have floodlighting and are available for community use.
- ◀ There is one small sized 3G pitch at Melbourne Sport Park (North-East Area) which is also floodlit and available for community use.
- ◀ The two full sized 3G pitches at John Port Spencer Academy (Etwall Leisure Centre) and The Pingle Academy are FIFA (Fédération Internationale de Football- The English interpretation is-International Federation of Association Football) and FA certified respectively, therefore, are both compliant for use for competitive matches.
- ◀ The Pingle Academy has had FA certification temporarily extended until the end of the 2017/18 in light of a pending Football Foundation application for funding for refurbishment.
- ◀ The full sized 3G pitch at John Port Spencer Academy (Etwall Leisure Centre) is rated as standard quality, whereas the pitch at The Pingle Academy is poor quality, mainly due to the age of the surface. The surface now exceeds the recommended surface lifespan and should be considered for resurfacing, with the School awaiting the forthcoming outcome of a funding application to allow it to do so over summer 2018.
- ◀ The pitch located at John Port Spencer Academy (Etwall Leisure Centre) is accessed for a total of five hours by imported clubs whereas the pitch at The Pingle Academy is accessed for three hours.
- ◀ Due to its location on the border with East Staffordshire, the 3G pitch at Robert Sutton Catholic School is widely used by South Derbyshire based clubs for training as it is easily accessible.
- ◀ Derbyshire FA reports that the 3G surface at Robert Sutton Catholic School is now poor quality and highlights that given the volume of community use the pitch accommodates, should it become unusable it would impact significantly on users who would require access to facilities elsewhere.
- ◀ Of the 12 clubs that stated a demand for additional training facilities, ten specifically stated a need for increased use of 3G pitches.
- ◀ There are 141 teams that require access to train once per week on floodlit 3G surface. When applied on an analysis area level, this equates to the need for three full-sized 3G pitches to service this level of training demand. At present, there are two available full-sized 3G pitches across the District. Therefore, there is a shortfall of one full sized 3G pitch to meet training demand for football.

### Bowls summary

- ◀ **Current supply of bowling greens is sufficient to cater for current and future demand.**
- ◀ There are four flat bowling greens in South Derbyshire, located at four sites. There are also 13 crown bowling greens, across 13 sites.
- ◀ There are no multiple green sites in South Derbyshire.
- ◀ There is one disused green, located at Woodville Bowls Club (BC).
- ◀ Non-technical site assessments and club feedback indicate that eight greens in South Derbyshire are good quality; one is standard quality and four are poor.
- ◀ Four clubs in the District cannot be considered to have security of tenure due to either having an annual rental agreement or because a lease agreement has less than three years to run.
- ◀ Four sites are considered to be over played, however, the level of over play at these sites is minimal and can be accommodated at its current level provided that pitch quality is monitored and maintenance levels remain high.
- ◀ Future demand expressed by Kings Newton BC will further exacerbate over play at the Club's home venue. However, there is sufficient capacity within the District to accommodate this.
- ◀ Consideration should be given to the long-term sustainability of greens at Melbourne BC and Willington BC as both sites cater for low levels of membership.

**11.1** The key recommendations highlighted in the PPS Strategy and Action Plan by Sport can be found below:

The following recommendations have been made for each sport following the assessments of pitches and feedback from a range of partners including clubs, parish councils and national governing bodies.

#### **Recommendations – grass**

- ◀ Existing quantity of football pitches to be protected, except for where low value/single pitch sites are considered suitable and feasible to be lost for development on the condition that re-provision of playing field land elsewhere represents a preferable and greater benefit to sport.
- ◀ Where pitches are over played and rated as standard or poor quality, prioritise investment and review maintenance regimes to ensure it is of an appropriate standard to sustain/improve pitch quality.
- ◀ Where clubs are found to be undertaking additional maintenance to sustain and improve quality at sites where they have tenancy but not security of tenure, support where possible, including potential maintenance equipment and onsite storage to facilitate. This may however require a need to secure exclusive use of the Club in question, if only through self-management or license agreement where sites are designated public open space.
- ◀ Look to utilise spare capacity expressed on sites in order to cater for existing and future demand including over play. This may require improvements to pitch quality and is explored on a site by site basis within the accompanying action plan.
- ◀ Consider potential and feasibility for asset transfer or long-term leasehold to clubs which express interest and are considered realistically able to sustain and maintain sporting provision as required, allowing for greater opportunities to access external funding streams for facility development.
- ◀ Seek to increase use of 3G pitches in order to increase capacity available to address future shortfalls and review impact on grass pitches as part of the PPS Annual Review.
- ◀ Determine sites with key qualitative issues which may benefit most from technical assessment and a composed bespoke programme of works through the FA (PIP).
- ◀ Improve, provide and increase access to changing facilities which serve grass football pitches. Ensure any works ensure suitability for female and disability access to facilitate increased formats of football.
- ◀ Seek to secure community use through formal agreement and/or the planning process should there be development of new football pitch provision.
- ◀ Ensure suitable and non-hazardous line marking paint is the District-wide standard for instatement of pitches and that no pitches are marked by burning lines into the surface using chemicals, negatively impacting on playability increasing potential to cause injury.
- ◀ Ensure adequate provision for increased demand generated by housing developments, secured through appropriately calculated developer contributions.
- ◀ The FA and County FAs to work closely with the Burton Junior Football League and the Council to manage the impact of summer football on grass pitches and develop a planned approach to summer use and remediation of football provision.
- ◀ Utilise the PPS in conjunction with the emerging South Derbyshire Local Football Facilities Plan to further explore how the improvement of formal football provision primarily for affiliated play can also help service local demand for recreational and informal football where appropriate.

### **Recommendations – 3G pitches**

- ◀ Resurface the 3G pitch at The Pingle Academy as a priority to ensure suitable quality for use and retention on the FA register for competitive football.
- ◀ Ensure current supply is maintained regularly and rigorously as required to ensure continued quality for use and ensure they are of sufficient quality to pass performance standing testing or certification renewal.
- ◀ Retain all certified 3G pitches on the respective sporting registers and ensure certification of each is renewed through performance standard testing so to maintain the level of 3G capacity available to accommodate demand from different sports.
- ◀ Should Derby City Council continue to pursue and deliver Parklife Football Hubs, most particularly one in the South of the City, establish any subsequent effect and migration from South Derbyshire residents (including the Derby Growth Zone) through the PPS delivery, update and monitoring process known as Stage E.
- ◀ Should any new 3G pitches be built, seek to secure access through usage agreements where possible as a condition of partnership investment or planning conditions.
- ◀ Should any new 3G pitches be built, ensure they are constructed to required specifications and to meet FA, Rugby Football League and Rugby Football Union recommendations rather than minimum dimensions where land footprint allows, so to maximise opportunities for use for all formats of competitive play dependant on relevant funding becoming available.
- ◀ Encourage providers to have a mechanism in place which ensures the long-term sustainability of provision, such as an adequate sinking fund for repairs or resurfacing formed over time.
- ◀ Through the creation of any new full sized 3G pitches, consider options to deliver a wide variety of football and rugby union opportunities, including new formats of competitive football such as central venue midweek flexi and Vets leagues, as well as walking football and female development centres.
- ◀ Utilise the PPS in conjunction with the emerging South Derbyshire Local Football Facilities Plan to further explore how the improvement of formal football provision primarily for affiliated play can also help service local demand for recreational and informal football where appropriate.

### **Recommendations – cricket**

- ◀ Existing quantity of cricket pitches to be protected.
- ◀ Support clubs such as Etwell CC and Elvaston CC with aspirations to improve and extend ancillary provision including access to external funding opportunities where possible and available.
- ◀ Maintain and improve pitch quality through rigorous and regular maintenance, remedial and preparatory work, ensuring that clubs have sufficient access to the required equipment in order to do so.
- ◀ Work with clubs and leagues towards permitting use of Non-Turf Pitch NTP's for matches beyond U11 age cricket and seek to make greater use of NTP's to alleviate overuse at club sites.
- ◀ Deliver the new All Stars Cricket and women and girls programmes and seek to increase junior and female participation as a result.
- ◀ Consider opportunities to increase NTP's provision in parks and public spaces should recreational and short format demand be identified.
- ◀ Support the ambition of Ticknall CC to develop Burton Road Recreation Ground (Woodville), encouraging the Club to continue to utilise the site as a secondary venue.
- ◀ Explore options to provide clubs currently with unsecure tenure with long-term lease or community use agreements, providing security of tenure.

### **Recommendations – rugby union**

- ◀ Existing quantity of rugby union pitches to be protected or mitigated/re-provided suitably meeting National Planning Policy where proposed for or at risk of loss.
- ◀ Continue to support the Clubs' use and access to the new World Rugby compliant 3G pitch at Derby RFC (Derby City), with the Club being a key club within the Local Rugby Partnership.
- ◀ Improve pitch quality through improved and more regular maintenance and remedial work. Install pipe drainage system to increase pitch quality and capacity.
- ◀ Renegotiate the existing lease agreement at Chellaston Academy in Derby well in advance of its expiry in 2024.
- ◀ Encourage midweek training demand to continue to take place on a dedicated, floodlit, training area away from match pitches.
- ◀ Consider establishing a third pitch on site, which will be a maximum of junior size, given the site limitations. Doing so would transfer some junior demand away from the two senior pitches onsite as well as from Chellaston Academy (Derby) which is evidenced as being overplayed and presents shortfalls within the Derby PPS deriving from South Derbyshire based demand.
- ◀ Seek to sustain changing provision quality at Melbourne Sports Park, ensuring that there are sufficient changing facilities to serve all pitches available on site.

### **Recommendations – hockey**

- ◀ Retain all full sized hockey suitable AGPs as hockey suitable surfaces.
- ◀ Resurface both AGPs at Repton School as a key priority, to be retained as a hockey suitable surfaces, in the coming years as both are beyond recommended lifespans.
- ◀ Establish opportunities to access additional capacity for hockey should any new hockey suitable AGPs be created. Should this happen, seek to secure community use for hockey through formal usage agreements.
- ◀ Seek to maximise capacity freed up from anticipated transfer of football training demand to 3G pitches in order to grow hockey participation.
- ◀ Increase participation driven through community clubs and schools.
- ◀ Secure increased access to midweek and non-peak time capacity to allow for both growth in training demand and development and delivery of alternative hockey formats, such as short format matches/leagues and less formal participation based sessions.
- ◀ Maintain AGPs regularly and to the standard required to preserve quality for performance. Monitor quality and rate of natural deterioration and seek resurfacing when required so not to impact on hockey use.
- ◀ Encourage providers to put in place a mechanism for sustainability such as a sinking fund, (formed by periodically setting aside money over time ready for surface repair or replacement when required) in place to maintain AGP pitch quality in the long-term.
- ◀ Undertake further consultation and exploration of school aspirations for the creation of an indoor hockey facility at Repton School.

### **Recommendations – bowls**

- ◀ Develop bowls participation in the District through greater engagement with the 15 clubs.
- ◀ Explore providing/renewing lease agreements with the four clubs currently without security of tenure, provided that each club meets minimum membership numbers for sustainability.
- ◀ Monitor membership numbers at Melbourne BC and Willington BC to ensure the long-term sustainability of these greens.
- ◀ Continue to assess the quality of bowling greens, ensuring that continued overplay at specific sites does not adversely affect green quality.

**Recommendations – tennis**

- ◀ Develop tennis participation in the District through greater engagement with the five South Derbyshire tennis clubs.
- ◀ Seek to sustain the high quality of the majority of courts in the District, whilst concurrently seeking to increase the quality of standard and poor courts via improved maintenance and/or resurfacing.
- ◀ Continue to support Melbourne TC with securing funding to create three additional courts at Melbourne Sports Park.
- ◀ Continue to encourage informal play at public sites by improving the quality of poor and standard courts.

**Recommendations – netball**

- ◀ Encourage netball participation in the District through greater engagement and collaborative work with the District's six clubs.
- ◀ Seek to improve the quality of standard and poor quality courts to encourage netball participation.
- ◀ Support the Burton and District Netball League in securing long-term lease agreements/security of access in respect of the sites used in South Derbyshire.
- ◀ Support the clubs with access to suitable venues.
- ◀ Continue to support recreational formats of the sport that engage people in physical activity, signposting to club activity if participant's aspirations demand.

---

<b>REPORT TO:</b>	<b>HOUSING AND COMMUNITY SERVICES COMMITTEE</b>	<b>AGENDA ITEM: 11</b>
<b>DATE OF MEETING:</b>	<b>4<sup>th</sup> October 2018</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>STRATEGIC DIRECTOR (SERVICE DELIVERY)</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>ROOPY PABLA</b> <a href="mailto:democraticservices@south-derbys.gov.uk">democraticservices@south-derbys.gov.uk</a>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>COMMITTEE WORK PROGRAMME</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: G</b>

---

### **1.0 Recommendations**

1.1 That the Committee considers and approves the updated work programme.

### **2.0 Purpose of Report**

2.1 The Committee is asked to consider the updated work programme.

### **3.0 Detail**

3.1 Attached at Annexe 'A' is an updated work programme document. The Committee is asked to consider and review the content of this document.

### **4.0 Financial Implications**

4.1 None arising directly from this report.

### **5.0 Background Papers**

5.1 Work Programme.

## Housing and Community Services Committee – 23<sup>rd</sup> August 2018 Work Programme

Work Programme Area	Date of Committee meetings	Contact Officer (Contact details)
<b>Reports Previously Considered By Last 3 Committees</b>		
Adoption of Affordable Housing Supplementary Planning Document	1 <sup>st</sup> February 2018	Eileen Jackson Housing Strategy Manager (01283) 595763
Corporate Plan 2016-21: Performance Report (1 October – 31 December 2017)	8 <sup>th</sup> March 2018	Keith Bull Head of Communications (01283 228705)
Community Partnership Grant Scheme: Criteria and Procedures	8 <sup>th</sup> March 2018	Ian Hey Community Partnership Officer (01283) 228741
Civil Penalties under the Housing and Planning Act 2016	8 <sup>th</sup> March 2018	Matt Holford Environmental Health Manager (01283) 595856
Housemark Core Benchmarking 2018/19	26 <sup>th</sup> April 2018	Martin Guest Business Support Manager (01283) 595940
Service Policies	26 <sup>th</sup> April 2018	Adrian Lowery Direct Services Manager (01283) 595674

Corporate Plan 2016-21: Performance Report Q4	7 <sup>th</sup> June 2018	Keith Bull Head of Communications (01283 228705)
Service Plans	7 <sup>th</sup> June 2018	Keith Bull Head of Communications (01283 228705)
Better Care Funding Allocation 2018-19	7 <sup>th</sup> June 2018	Eileen Jackson Housing Strategy Manager (01283) 595763
Consultation on Powers for Dealing with Unauthorised Development and Encampments	7 <sup>th</sup> June 2018	Matt Holford Environmental Health Manager (01283) 595856
Corporate Plan 2016-21: Performance Report Q1	23 <sup>rd</sup> August 2018	Keith Bull Head of Communications (01283 228705)
<b>Provisional Programme of Reports To Be Considered by Committee</b>		
Updated Housing Strategy Plan	4 <sup>th</sup> October 2018	Eileen Jackson Housing Strategy Manager (01283) 595763
Social Housing Green Paper – ‘A New Deal for Tenants’ overview and consultation	4 <sup>th</sup> October 2018	Martin Guest Business Support Manager (01283) 595940

Council Response To Ministry Of Housing, Communities And Local Government Consultation On Social Housing Green Paper	4 <sup>th</sup> October 2018	Martin Guest Business Support Manager (01283) 595940
South Derbyshire Playing Pitch Strategy	4 <sup>th</sup> October 2018	Hannah Peate Sport and Health Partnership Manager (01283) 595973
Corporate Plan 2016-21: Performance Report Q2	22 <sup>nd</sup> November 2018	Keith Bull Head of Communications (01283 228705)
Leaseholder Handbook	22 <sup>nd</sup> November 2018	Martin Guest Business Support Manager (01283) 595940
STAR survey – initial findings and plans	22 <sup>nd</sup> November 2018	Martin Guest Business Support Manager (01283) 595940
Allocations Policy and Choice-Based Lettings	22 <sup>nd</sup> November 2018	Eileen Jackson Housing Strategy Manager (01283) 595763
Review of the Disabled Facilities Grant Policy	22 <sup>nd</sup> November 2018	Paul Whittingham Housing Services Manager (01283)
Housemark Core Benchmarking	31 <sup>st</sup> January 2019	Martin Guest Business Support Manager (01283) 595940

STAR survey action plan	31 <sup>st</sup> January 2019	Martin Guest Business Support Manager (01283) 595940
Enhancements to the Housing Management System	TBC 2018/19	Martin Guest Business Support Manager (01283) 595940
Review of Housing Complaints Procedure	TBC 2018/19	Martin Guest Business Support Manager (01283) 595940
Swadlincote Woodlands Management Plan	TBC 2018/19	Malcolm Roseburgh Cultural Services Manager (01283) 5955774
Improvements to Midway Community Centre	TBC 2018/19	Malcolm Roseburgh Cultural Services Manager (01283) 5955774
Corporate Plan 2016-21: Performance Report Q3	7 <sup>th</sup> March 2019	Keith Bull Head of Communications (01283 228705)