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Our Ref

Your Ref

Date: 11th August 2021

Dear Councillor,

Housing and Community Services Committee

A Meeting of the **Housing and Community Services Committee** will be held at **Grove Hall**, Greenbank Leisure Centre, Civic Way, Swadlincote, DE11 0AD on **Thursday, 19 August 2021 at 18:00**. You are requested to attend.

Yours faithfully,



Chief Executive

To:- **Labour Group**

Councillor Rhind (Chair), Councillor Mulgrew (Vice-Chair) and Councillors Pegg, Richards and Shepherd.

Conservative Group

Councillors Ackroyd, Churchill, Corbin, Ford, Haines and Smith.

Independent Group

Councillors Dawson and Roberts.

AGENDA

Open to Public and Press

- | | | |
|-----------|---|----------------------|
| 1 | Apologies and to note any Substitutes appointed for the Meeting. | |
| 2 | To note any declarations of interest arising from any items on the Agenda | |
| 3 | To receive any questions by members of the public pursuant to Council Procedure Rule No.10. | |
| 4 | To receive any questions by Members of the Council pursuant to Council procedure Rule No. 11. | |
| 5 | CORPORATE PLAN 2020-24 PERFORMANCE REPORT (2020-2021
QUARTER 1 - (1 JANUARY TO 31 MARCH) | 4 - 41 |
| 6 | REVISED HOUSING REPAIRS POLICY | 42 - 85 |
| 7 | REPAIR AND MAINTENANCE REVIEW 2020-21 | 86 - 94 |
| 8 | FUTURE DELIVERY OF NEW COUNCIL HOUSING | 95 - 109 |
| 9 | MEMORIAL SAFETY POLICY | 110 -
121 |
| 10 | COMMITTEE WORK PROGRAMME | 122 -
127 |

Exclusion of the Public and Press:

- 11** 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.

- 12** To receive any Exempt questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 13** ROSLISTON FORESTRY CENTRE – FUTURE ARRANGEMENTS
- 14** BETTER CARE FUNDING ALLOCATION – FINANCIAL POSITION
- 15** ANNUALISED HOURS CONTRACTS – ENVIRONMENTAL EDUCATION PROJECT

REPORT TO:	HOUSING AND COMMUNITY SERVICES	AGENDA ITEM: 5
DATE OF MEETING:	19th AUGUST 2021	CATEGORY: DELEGATED
REPORT FROM:	LEADERSHIP TEAM	OPEN DOC:
MEMBERS' CONTACT POINT:	FRANK MCARDLE (EXT. 5700) ALLISON THOMAS (EXT. 5775)	
SUBJECT:	CORPORATE PLAN 2020-24: PERFORMANCE REPORT (2020-2021 QUARTER 1 – (1 APRIL TO 30 JUNE)	
WARD (S) AFFECTED:	ALL	TERMS OF REFERENCE: G

1.0 Recommendations

- 1.1 That the Committee approves progress against performance targets set out in the Corporate Plan 2020 - 2024.
- 1.2 That the Risk Register for the Committee's services are reviewed.
- 1.3 That the new Risk Register templates are reviewed following approval at the Audit Sub Committee in June 2021 and note that they will replace the existing Risk Registers.

2.0 Purpose of the Report

- 2.1 To report progress against the Corporate Plan under the priorities of Our Environment, Our People and Our Future.

3.0 Executive summary

- 3.1 The Corporate Plan 2020 – 2024 was approved following extensive consultation into South Derbyshire's needs, categorising them under three key priorities: Our Environment, Our People and Our Future. The Corporate Plan is central to the Council's work – it sets out its values and vision for South Derbyshire and defines its priorities for delivering high-quality services.
- 3.2 This Committee is responsible for overseeing the delivery of the key priorities and the following key aims

Our Environment

- *Enhance the attractiveness of South Derbyshire*



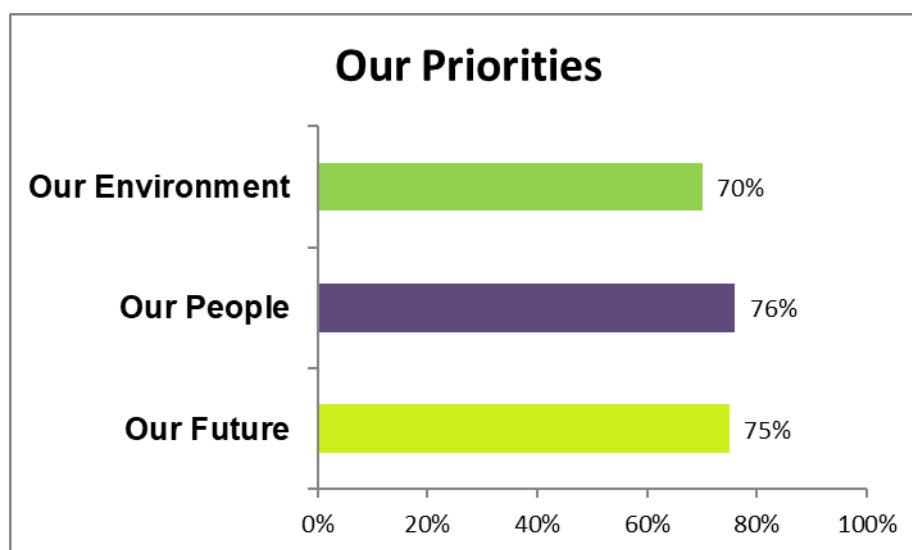
Our People

- *Engage with our communities*
- *Supporting and safeguarding the most vulnerable*

4.0 Detail

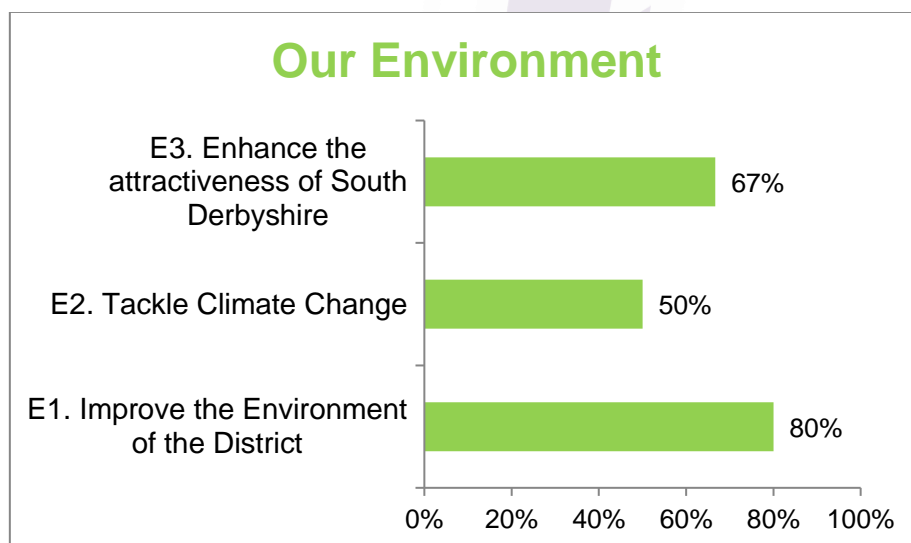
4.1 Overall Council performance against the priorities– Quarter 1 2021-2022.

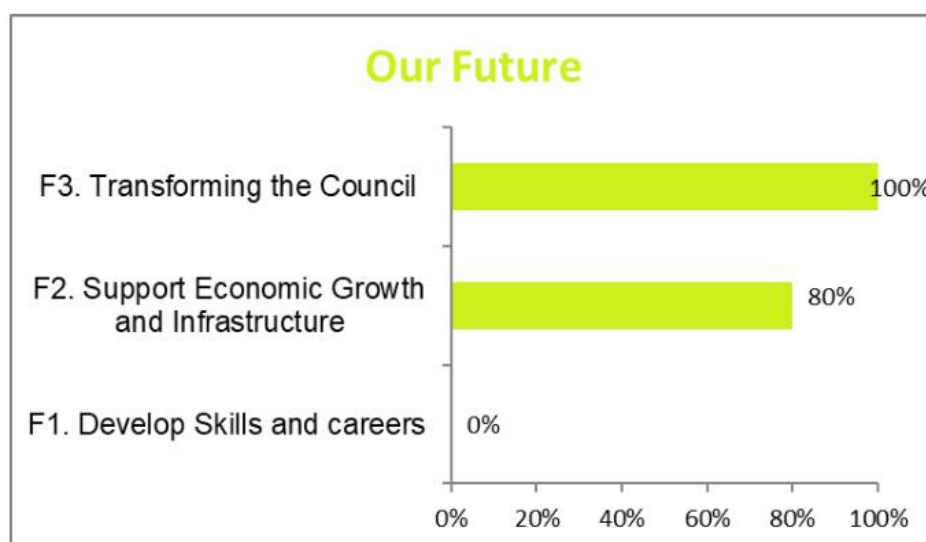
The below chart provides an overview for the percentage of measures that are on track to achieve the annual target.



4.2 Overall Council performance against key aims – Quarter 1 2021-2022.

The below charts provide an overview for the percentage of measures that are on track to achieve the annual target within each key aim of the Corporate Plan.





- 4.3 Of the 35 measures which support the progress of the Corporate Plan 20-24, 16 are green, five are amber, nine are red and five are grey.

Overall, 74% of the key aims within the Corporate Plan are on track. 70% are on track for Our Environment, 76% are on track for Our People and 75% are on track for Our Future.

- 4.4 This Committee is responsible for overseeing the delivery of seven Corporate measures.

Below outlines the five measures for this Committee that are on track (green, amber or grey) for the quarter:

- The number of Green Flag Awards for South Derbyshire parks
- Number of Anti-Social Behaviour (ASB) interventions by type
- Number of households prevented from Homelessness



- Deliver the objectives identified in the South Derbyshire Health and Wellbeing Group
- Deliver the Planned Maintenance Housing programme over four years.

4.5 Below outlines the two measures that are not on track (red) for the quarter:

- P1.1A - Number of new and existing Community Groups supported
- Average time taken to re-let Council homes.

For more detailed information please refer to **Appendix B**, Performance Measure Report Index.

4.6 An overview of performance can be found in the Performance Dashboard in **Appendix A**. A detailed description of each performance measure including mitigating actions and actions to sustain and improve performance is included in the detailed Performance Measure Report Index in **Appendix B**.

4.7 Questions regarding performance are welcomed from the Committee in relation to the Corporate performance measures that fall under its responsibility and are referenced in the detailed Performance Measure Report Index in **Appendix B**

4.8 The Risk Register for the Committee's services is detailed in **Appendix C**. This includes the register and risk mitigation plans for the relevant departmental Risk Register. Each risk has been identified and assessed against the Corporate Plan aims which are considered to be the most significant risks to the Council in achieving its main objectives. The Risk Register(s) detail a risk matrix to summarise how each identified risk has been rated.

5.0 Financial and Implications

None directly.

6.0 Corporate Implications

6.1 Employment Implications

None directly.

6.2 Legal Implications

None directly.

6.3 Corporate Plan Implications

This report updates the Committee on the progress against the key measures agreed in the Corporate Plan and demonstrates how the Council's key aims under the priorities, Our Environment, Our People and Our Future contribute to that aspiration.



6.4 Risk Impact

Key risks impacting on this Committee are detailed in **Appendix C**, Service Delivery Risk Register, alongside the treatment and mitigating actions in place to manage these risks.

The following provides a summary of the risks that have changed since the last quarter for this Committee:

- SD5 - Reduction in funding for Cultural and Community Services. The mitigating action for approvals for service spend have been amended from March 2021 to March 2022.
- SD9 – Melbourne Sports Park. The mitigating actions have been updated.
- SD11 – Tree Management. A new mitigating action has been added to include Zurich Municipal support being provided.
- SD15 - Leisure Centres. The mitigating actions have been updated.

Please refer to the Service Delivery Risk Register in **Appendix C** for further detail.

Following an Internal Audit review of the Council's system for assessing and managing risk an updated Risk Management Framework and new Risk Register templates were approved by the Audit Sub Committee in June with the following changes:

- The Council will move from four Risk Registers to three. The Strategic Risk Register will be made redundant and the existing risks identified in this register will be moved to the Corporate Risk Register.
- The risk register template has been revised and updated in line with best practice, the new template is based on the register used by Central Midlands Audit Partnership Board. Key changes include the addition of a risk category, risk cause and risk effect, current risk rating, risk rating after mitigating actions and risk owner. The new risk register template is included in Appendix D.

7.0 Community Impact

7.1 Consultation

None required.

7.2 Equality and Diversity Impact

Not applicable in the context of the report.

7.3 Social Value Impact

Not applicable in the context of the report.



7.4 Environmental Sustainability

Not applicable in the context of the report.

8.0 Appendices

Appendix A – Performance Dashboard 2020-2024

Appendix B – Performance Measure Report Index

Appendix C – Service Delivery Risk Register

Appendix D – New Risk Register Template



Performance Dashboard 2020 - 2024

Priority		Key Aim	Outcome	PI Ref	How success will be measured	Frequency	(Q4) Jan 20 - Mar 20 Outturn	April 2020 - March 2021 (Outturn)	April 21-June 21 (Qtr. 1)	Annual Target 2021-2022	Plan Target 2020-2024	Head of Service	Strategic Lead	Committee
Our Environment	Keeping a clean, green District for future generations	E1. Improve the environment of the District	E1.1 Reduce waste and increase composting and recycling	E1.1A	Household waste collected per head of population	Quarterly	404 kgs (Cumulative Apr-Mar)	460kgs	128kgs	Sustain Current levels	Sustain during Y1 and Y2. See a downward trend in Yrs. 3 and 4	Adrian Lowery, Head of Operational Services	Allison Thomas, Strategic Director, Service Delivery	E&DS
				E1.1B	% of collected waste recycled and composted	Quarterly	45% (Cumulative Apr-Mar)	47%	53%	>45%	Sustain during Y1 and Y2. See an upward trend in Yrs. 3 and 4	Adrian Lowery, Head of Operational Services	Allison Thomas, Strategic Director, Service Delivery	E&DS
			E1.2 Reduce fly tipping and litter through education, engagement and zero tolerance enforcement action where appropriate	E1.2A	Number of fly tipping incidents	Quarterly	714 (Cumulative April-Mar)	Q1-4 Target < 714 Actual - 1003	Q1 Target < 191 Actual - 211	Downward trend as a 4-year mean <764	Downward trend over 4 years	Matt Holford, Head of Environmental Services	Allison Thomas, Strategic Director, Service Delivery	E&DS
				E1.2B	Improve the quality of the District through the Local Environmental Quality Survey	Annual	The first survey was completed in January 2020 the result was 89.67% above grade C+.		94.74% above grade C+	>95% (Grade C or above)	>95%	Adrian Lowery, Head of Operational Services	Allison Thomas, Strategic Director, Service Delivery	E&DS
			E1.3 Enhance biodiversity across the District	E1.3A	% of eligible new homes and commercial developments to achieve net gain in Biodiversity by a minimum of 10% compared to the sites pre development baseline.	Annual	Not possible to provide as outputs not held in software until April 2020. Monitoring underway and baseline data to be provided Q1 and Q2.	66.7%	66.7%	85% (4-year target)	85%	Steffan Saunders, Head of Planning and Strategic Housing	Allison Thomas, Strategic Director, Service Delivery	E&DS
		E2. Tackle climate change	E2.1 Strive to make South Derbyshire District Council carbon neutral by 2030	E2.1A	Reduce South Derbyshire District Council carbon emissions	Annual	No update required for Q4. First update to be provided Q1 2020-21.	Nine actions completed	Achieved	Produce and implement a Head of Service Q4 Climate and Environment report that tracks performance against quantified targets and outturns	Achievement of Actions contained in the South Derbyshire Climate and Environment Action Plan 2020-24 (C&EAP)	Matt Holford, Head of Environmental Services	Allison Thomas, Strategic Director, Service Delivery	E&DS
			E2.2 Work with residents, businesses and partners to reduce their carbon footprint	E2.2A	% of new homes to meet water efficiency targets as set out in the Part G optional standard of 110 litres of potable water usage per person per day	Bi Quarterly (Q2 & Q4)	Baseline figure of 50% based on 18 qualifying decisions in Q4.	100%	70.5%	85%	85%	Steffan Saunders, Head of Planning and Strategic Housing	Allison Thomas, Strategic Director, Service Delivery	E&DS
		E3. Enhance the attractiveness of South Derbyshire	E3.1 Enhance the appeal of Swadlincote town centre as a place to visit	E3.1A	Increase Swadlincote Town Centre visitor satisfaction	Annual	49% of respondents would recommend Swadlincote Town Centre - May 2019.		Reported Annually in Q3	58%	National small towns average 72%. Target to be above the National average by 2023/24	Mike Roylance, Head of Economic Development and Growth	Frank McArdle, Chief Executive	F&M
			E3.2 Improve public spaces to create an environment for people to enjoy	E3.2A	The number of Green Flag Awards for South Derbyshire parks	Annual	2	Three sites have been submitted for the award. Maurice Lea and Eureka parks and Swadlincote Woodlands which is a new site.	Achieved	Four Year Target - 4	Increase from two green flag park awards to four by 2024	Mary Bagley, Head of Cultural and Community Services	Allison Thomas, Strategic Director, Service Delivery	H&CS
				E3.2B	Proportion of good quality housing development schemes	Annual	92%	Data unavailable	Reported Annually in Q4	90%	% of schemes which score high	Steffan Saunders, Head of Planning and Strategic Housing	Allison Thomas, Strategic Director, Service Delivery	E&DS
Our People	with communities and meeting the future needs of the District	P1. Engage with our communities	P1.1 Support and celebrate volunteering, community groups and the voluntary sector	P1.1A	Number of new and existing Community Groups supported	Quarterly	36	153	24	upward trend	Year 1 (Proxy)- collate baseline data. Year 2-4 we will show an increase on baseline in year 1	Mary Bagley, Head of Cultural and Community Services	Allison Thomas, Strategic Director, Service Delivery	H&CS
			P1.2 Help tackle anti-social behaviour & crime through strong and proportionate action	P1.2A	Number of ASB interventions by type	Quarterly	2,893 ASB reports (Cumulative Apr-Mar)	ASB reports in Q4: Target <704 Actual - 1413. Cumulative Target <2893 Actual - 5233	Moderate (3%) increase. April to May reports of ASB target < 598, Actual 616 Police data for June 2021 has not yet been received	'Moderate' or 'High'	Proxy Measure to show service activity	Matt Holford, Head of Environmental Services	Allison Thomas, Strategic Director, Service Delivery	H&CS
		P2. Supporting and safeguarding the most vulnerable	P2.1 With partners encourage independent living and keep residents healthy and happy in their homes.	P2.1A	Number of households prevented from Homelessness	Quarterly	103 cases	265	85	Proxy	Proxy Measure to show service activity	Paul Whittingham, Head of Housing	Allison Thomas, Strategic Director, Service Delivery	H&CS
				P2.1B	Continue to undertake interventions per year to keep families out of fuel poverty	Quarterly	Numbers of interventions in 2019/20 were not recorded	Q1-4 Target - 300 interventions Actual - 276	Q1 Target - 30 interventions Actual - 30	210 interventions	300 interventions (2020-21) Target to be reviewed thereafter.	Matt Holford, Head of Environmental Services	Allison Thomas, Strategic Director, Service Delivery	E&DS
			P2.2 Promote health and wellbeing across the District	P2.2A	Deliver the objectives identified in the South Derbyshire Health & Wellbeing Group	Bi monthly	Not applicable for Q4	Achieved	Achieved	100% of actions delivered	100% of actions identified delivered	Mary Bagley, Head of Cultural and Community Services	Allison Thomas, Strategic Director, Service Delivery	H&CS
			P2.3 Improve the condition of housing stock and public buildings.	P2.3A	Deliver the Planned Maintenance Housing programme over four years	Quarterly	£2,717,193.80	114.10%	111.5%	100% against the annual plan 2020-21	100%	Paul Whittingham, Head of Housing	Allison Thomas, Strategic Director, Service Delivery	H&CS
				P2.3B	Develop and deliver the Public Buildings programme over four years	Quarterly	Project Plan for 2020-21 developed	Carried out further surveys on 12 more of the Public Buildings portfolio.	Carried out further surveys on 11 more of the Public Buildings portfolio.	30% of surveys to be undertaken.	100%	Steve Baker, Head of Corporate Property	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M
				P2.3C	Average time taken to re-let Council homes	Quarterly	Q4 157 days YTD 122 days	Target 21 days - actual 200 days	Target 21 days- actual 190 days	Median Quartile Performance (Benchmark via Housemark)	Median Quartile Performance (Benchmark via Housemark)	Paul Whittingham, Head of Housing	Allison Thomas, Strategic Director, Service Delivery	H&CS
			P2.4 Support social mobility to ensure people have the opportunity to access skilled jobs, higher and further education.	P2.4A	South Derbyshire's ranking in the Social Mobility Commission's Social Mobility Index increases	Annual	311	No new data available	Proposed revision to measure due to data non-availability	Develop the Social Mobility Action Plan	Deliver the objectives identified in the South Derbyshire Partnership Social Mobility Action Plan	Mike Roylance, Head of Economic Development and Growth	Frank McArdle, Chief Executive	F&M
			P3.1 Ensuring consistency in the way the Council deal with service users	P3.1A	Increase the number of customers who interact digitally as a first choice	Quarterly	1,219 Covid-19 business grants forms, 1,282 council tax & benefits forms and 12,343 online web form submissions. 14,844 in total (annual figure).	22,242	5,301	>22,242 (upward trend year on year)	Upward Trend	Elizabeth Barton, Head of Customer Services	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M
			P3.2 Have in place methods of communication that enables customers to provide and receive information.	P3.2A	Reduce face-to-face contact to allow more time to support those customers who need additional support	Quarterly	2,463 enquiries dealt with at Customer Services Desk. Visitors to office 4,490. Please note this was up to 20 March 2020, when offices closed due to Covid 19 Quarter 4 figures.	No visitors due to Covid-19	No visitors due to Covid-19	Downward trend (based on 2019 pre-Covid-19)	Downward trend in Face to Face interactions	Elizabeth Barton, Head of Customer Services	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M

Priority	Key Aim	Outcome	PI Ref	How success will be measured	Frequency	(Q4) Jan 20 - Mar 20 Outturn	April 2020 - March 2021 (Outturn)	April 21-June 21 (Qtr. 1)	Annual Target 2021-2022	Plan Target 2020-2024	Head of Service	Strategic Lead	Committee
	Working v	P3. Deliver Excellent Services	P3.3A	Number of customer telephone calls answered by Customer Service	Quarterly	Total Calls 95,896 (cumulative April- March)	98,099	Total calls handled: 26,756	Downward trend <95,896	Downward Trend	Elizabeth Barton, Head of Customer Services	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M
			P3.3B	Increase digital engagement (Twitter, Instagram, Facebook)	Quarterly	Total FACEBOOK fans: 22,440, total TWITTER followers: 11,448, No Instagram account yet, total ALL SOCIAL MEDIA fans: 33,888. Social Media queries: 287	All social media fans:43,850	All social media fans: 44,989.	upward trend	Upward Trend	Fiona Pittam, Head of Organisational Development & Performance	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M
			P3.4A	Increase the level of staff engagement	Annual	No Q4 Update. First Staff survey to take place in 20/21.	The employee survey has been postponed until 2021/22	Reported Annually in Q4	Annual Increase in the % of Staff completing the survey	Annual Increase in the % of Staff completing the survey	Fiona Pittam, Head of Organisational Development & Performance	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M
			P3.4B	Number of apprenticeships	Annual	4 (1.2% of head count)	5 (1.47% head count)(New ICT Apprentice, plans in place for others detailed in linked document)	3 (0.9% head count)	>2.3%	>2.3% of head count	Fiona Pittam, Head of Organisational Development & Performance	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M
			P3.4C	Average number of staff days lost due to sickness	Quarterly	10.65 (cumulative April - March)	12.93	2.11 days	Downward trend	Downward Trend	Fiona Pittam, Head of Organisational Development & Performance	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M
			P3.4D	% of employees that consider that the Council has a positive health and safety culture	Annual	No Q4 update for 19/20. First Staff survey to take place in 20/21.	The employee survey has been postponed until 2021/22	Reported Annually in Q4	No annual target	Upward Trend	Fiona Pittam, Head of Organisational Development & Performance	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M
		P3.4 Investing in our workforce											
Our Future	Growing our District and our skills base	F1. Develop skills and careers	F1.1A	Increase the number of employee jobs in South Derbyshire	Annual	32,000	32,000	Reported Annually in Q4	>32,000	Upward Trend	Mike Roylance, Head of Economic Development and Growth	Frank McArdle, Chief Executive	F&M
		F2. Support economic growth and infrastructure	F2.1A	Annual net growth in new commercial floorspace (sqm)	Annual	2885 sqm	4,140 sqm	Reported Annually in Q4	net annual growth in commercial floorspace of 12,269.5 sqm	net annual growth in commercial floorspace of 12,269.5 sqm	Mike Roylance, Head of Economic Development and Growth	Frank McArdle, Chief Executive	F&M
			F2.1B	Total Rateable Value of businesses in the District	Quarterly	£67,486,786	67,341,926	£67,150,426	>£67,486,786	Upward Trend	Mike Roylance, Head of Economic Development and Growth	Frank McArdle, Chief Executive	F&M
			F2.2A	Speed of decision on discharging conditions on housing applications	Quarterly	80%	100%	93.7%	90% within 8-13 weeks or as agreed with the applicant	90% within 8-13 weeks or as agreed with the applicant	Steffan Saunders, Head of Planning and Strategic Housing	Allison Thomas, Strategic Director, Service Delivery	E&DS
			F2.2B	% of planning applications determined within the statutory period	Quarterly	93%	98%	91%	>90%	>90%	Steffan Saunders, Head of Planning and Strategic Housing	Allison Thomas, Strategic Director, Service Delivery	E&DS
			F2.3A	Secure new facilities and contributions through Section106 to mitigate impacts of development. Achieve all necessary highway, education, healthcare, and recreation contributions	Annual	No Q4 update for 19/20. New indicator, data will be collected from April 2020 onwards as retrospective data is not possible to collect.	94%	Reported Annually in Q4	90%	90%	Steffan Saunders, Head of Planning and Strategic Housing	Allison Thomas, Strategic Director, Service Delivery	E&DS
		F3. Transforming the Council	F3.1A	Deliver against the Transformation Action Plan	Quarterly	No Q4 update for 19/20. Transformation plan to report from Q1 onwards	Committee report (F&M 29th April) outlines details of the year end position.	The annual plan has been agreed and project teams established or continued to deliver the 2nd year objectives	Deliver 100% against action plan	Deliver 100% against action plan	Anthony Baxter, Head of Business Change and ICT	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M
			F3.2A	Develop our approach towards the commercialisation of services which include grants, sponsorship, fees and charges and operating models and increase the income generated from these activities	Quarterly	Preliminary discussion between Operational Services and Finance have taken place, working group and action plan not yet established	See progress in detailed performance report.	Business Transformation has concluded one to one meetings with all HoS to establish baseline and potential commercial opportunities.	deliver 100% against the action plan and sustain an upward trend in income generation	Y1 – Form a working group & Action Plan Y2 – deliver against action plan and sustain an upward trend in revenue	Adrian Lowery, Head of Operational Services	Allison Thomas, Strategic Director, Service Delivery	F&M

Corporate Plan 2020-2024

Performance Measure Report Index

Housing and Community Services Committee

Team: Organisational Development and Performance

Date: August 2021

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Our Environment | Our People | Our Future

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Performance Measure Report Index

Corporate Plan 2020-2024

Summary

The Corporate Plan 2020-2024 has 35 Corporate Measures which underpin the Council's three priorities Our Environment, Our People, Our Future.

The following Committees are responsible for overseeing the delivery of the following key aims and outcomes:

Environmental and Development Services Committee (E&DS) are responsible for 12 Corporate measures under the key aims:

- E1. Improve the environment of the District
- E2. Tackle climate change
- E3. Enhance the attractiveness of South Derbyshire
- P2. Supporting and safeguarding the most vulnerable
- F2. Support economic growth and infrastructure

Housing and Community Services Committee (H&CS) are responsible for seven Corporate measures under the key aims:

- E3. Enhance the attractiveness of South Derbyshire
- P1. Engage with our communities
- P2. Supporting and safeguarding the most vulnerable

Finance and Management Committee (F&M) are responsible for 16 corporate measures under the key aims:

- E3. Enhance the attractiveness of South Derbyshire
- P2. Supporting and safeguarding the most vulnerable
- P3. Deliver Excellent Services
- F1. Develop skills and careers
- F2. Support economic growth and infrastructure
- F3. Transforming the Council



Housing and Community Services Committee (H&CS) is responsible for the following seven Corporate measures

Our Environment

Measure

- The number of Green Flag Awards for South Derbyshire parks

Our People

Measure

- Number of new and existing community groups supported
- Number of Anti-social behaviour (ASB) interventions by type
- % of households prevented from homelessness
- Deliver the objectives identified in the South Derbyshire Health and Wellbeing Group
- Deliver the Planned Maintenance Housing programme over four years
- Average time taken to re-let Council homes



PRIORITY: OUR ENVIRONMENT

OUTCOME: E3.2 - Improve public spaces to create an environment for people to enjoy

Measure and Ref	E3.2A - The number of Green Flag Awards for South Derbyshire parks		Committee	H&CS	
Definition	Increase the Green Flag Awards for South Derbyshire green spaces by two so that there are four Green Flag Awards in South Derbyshire by 2024 The Green Flag Award scheme recognises and rewards well managed parks and green spaces, setting the benchmark standard for the management of recreational outdoor spaces across the United Kingdom and across the world. The green spaces are judged annually through their management plan and a site visit by external Green Flag Judges on the 27 different Green Flag criteria under the following eight headings: A Welcoming Place; Healthy Safe and Secure; Well Maintained and Clean; Environmental Management; Biodiversity; Landscape and Heritage; Community Involvement; Marketing and Communication; Management.		Why this is important	To ensure that everybody has access to quality attractive green and open spaces. Green Flag standard green spaces are important for mental and physical health and wellbeing, children's development and play, natural heritage including ecosystems and biodiversity and the economic benefits of adjacent residential and industrial premises. To ensure that these spaces are appropriately managed and meet the needs of the community they serve. To establish standards of good management and to promote and share best practice amongst the green space sector.	
What good looks like	The purpose of this PI is to see an upward trend over four years increasing the sites managed to Green Flag standard by 100%. The Green Flag Awards will be reported annually in quarter three of each year following the judging of the green spaces over the summer period.		Mitigating actions	Action plans following the Green Flag Judges recommendations fully completed each year, up to date management plans for the green spaces written each year, support for the volunteers and Friends' Groups and a good standard of management and maintenance throughout the year.	
History with this indicator	At present there are two Green Flag green spaces in South Derbyshire, Eureka Park and Maurice Lea Memorial Park.				
2019/20 baseline data		Two Green Flag Parks in 2019			
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21					



2021/22	4 Green Flag Parks by 2024				
2022/23					
2023/24					
<u>Performance Overview – quarterly update</u>				<u>Actions to sustain or improve performance</u>	
Q1 Swadlincote Woodlands has been judged and the Council are awaiting result. Further applications including for Newhall Park are planned for the next financial year.				Dialogue has commenced about potential and preferred sites. Park condition discussed and monitored at service meetings.	
Benchmarking		Not applicable			



PRIORITY: OUR PEOPLE

OUTCOME: P1.1 - Support and celebrate volunteering, community groups and the voluntary sector

Measure and Ref	P1.1A - Number of new and existing Community Groups supported	Committee	H&CS
Definition	<p>The number of Community Groups (including Parish Councils) are supported by the District Council. Support will include:</p> <ul style="list-style-type: none"> • Assistance with setting up a new group • Providing advice and support on developing constitution, policy, legislation, seeking external funding, safeguarding, accessing training and coaching. • Referrals to other third-party agencies • Providing Financial support through Community partnership Scheme and Safer Neighbourhood Grants • Assisting with events and initiatives • General support through attending meetings, helping with promotion or obtaining third party support for group. • Neighbourhood Planning • Number of occasions each group is supported <p>The Services that are asked to record their support with Community Groups are those that will regularly work with Community groups, namely:</p> <ul style="list-style-type: none"> • Environmental Health • Housing (Community Engagement / Tenants Participation) • Communities Team • Cultural Services • Active Communities and Health • Economic Development • Environmental Development / Education • Planning (Neighbourhood Planning) 	Why this is important	The Service offers support to Community Groups, however, this is not always recorded to gauge the level of impact on the Community.
What good looks like	First year will be benchmarking and then see an increase in the numbers of groups supported.	Mitigating actions	Communities Team Manager to contact relevant staff to remind to input into Spreadsheet
History with this indicator	N/A		



2019/20 baseline data		N/A			
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21	Proxy	28	66	113	153
2021/22	Upward trend	24			
Performance Overview – quarterly update				Actions to sustain or improve performance	
<p>During Q1– 20 different Community Groups were supported. Providing support to the following areas.</p> <ol style="list-style-type: none"> 1. Advice / Support with delivering an Event / Initiative 2. Advice / Support with setting up a Community Group 3. Advice/ Support with finding External Funding 4. Advice/ Support with Project Development 5. Advice/ Support with setting up Constitution 6. Community and Environmental Partnership Grant 7. General assisting i.e.: attendance at meetings 8. Neighbourhood Planning 9. Other: please provide information 10. Referral to 3rd Party Organisation 11. Safer and Stronger Neighbourhoods Grant 12. Support with Training / Coaching <p>Community groups to receive support Q1 included:</p> <p>Prince's Trust Rosliston Rangers x2 Birding for Beginners Group Drop In Gardening Group Hilton Parish Council Housing Services' Virtual Tenants' Panel (unofficial title) Castle Gresley Parish Council Church Broughton Parish Council Linton Parish Council Belmont Bowls Club</p>				<p>Promotion of Community Grants scheme and Safer Neighbourhoods' Scheme.</p>	



<p> Friends of Stenson Fields Community Centre x2 Woodville Parish Council Hilton FC Family Support Derbyshire Sharpe's Pottery x2 Hartshorne Parish Council SD CVS x2 Newhall Network Group Melbourne Arts Festival Newhall Scout Group Goseley Activity Project Swadlincote Junior Park Run Etwall Parish Council </p>	
Benchmarking	Not applicable



PRIORITY: OUR PEOPLE

OUTCOME: P1.2 - Help tackle anti-social behaviour & crime through strong and proportionate action

Measure	P1.2A - Number of ASB interventions by type compared to the overall reported incidents of various forms of anti-social behaviour.				Measure Ref	H&CS																						
Definition	The effectiveness of the delivery of the services will be assessed as High, Moderate, Minor or Minimal based on a comparison of the changes in numbers of anti-social behaviour complaints and relevant interventions				Why this is important	This is intended to show the service activity around interventions and the result of the interventions.																						
What good looks like	The assessment will be based on the matrix shown and calculated in accordance with the separate published methodology <table><tr><td></td><td colspan="4">Number of Enforcement Actions compared to baseline</td></tr><tr><td rowspan="4">Number of ASB Incidents compared to baseline</td><td></td><td>Increasing Actions</td><td>Same Level of Actions</td><td>Decreasing Actions</td></tr><tr><td>> 20% Decrease</td><td>High</td><td>High</td><td>Moderate</td></tr><tr><td>No significant change (<20%)</td><td>Moderate</td><td>Moderate</td><td>Moderate</td></tr><tr><td>> 20% Increase</td><td>Moderate</td><td>Minor</td><td>Minimal</td></tr></table>					Number of Enforcement Actions compared to baseline				Number of ASB Incidents compared to baseline		Increasing Actions	Same Level of Actions	Decreasing Actions	> 20% Decrease	High	High	Moderate	No significant change (<20%)	Moderate	Moderate	Moderate	> 20% Increase	Moderate	Minor	Minimal	Mitigating actions	Type of Interventions to help tackle anti – social behaviour includes: <ul style="list-style-type: none">• Penalty notice• Legal notice• Prosecution / injunction.
	Number of Enforcement Actions compared to baseline																											
Number of ASB Incidents compared to baseline		Increasing Actions	Same Level of Actions	Decreasing Actions																								
	> 20% Decrease	High	High	Moderate																								
	No significant change (<20%)	Moderate	Moderate	Moderate																								
	> 20% Increase	Moderate	Minor	Minimal																								
History with this indicator	No historical monitoring of this indicator																											
2019/20 baseline data		In 2019/20 there were 2893 reports of relevant forms of Anti-social behaviour (ASB) which were received by Derbyshire Constabulary and South Derbyshire District Council and 95 formal legal interventions of the type described in the detailed methodology.																										
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)																							
2020/21	‘Moderate’ or ‘High’	Minimal	Minimal.	Minimal	Minimal																							
2021/22	‘Moderate’ or ‘High’	Awaiting June data																										



2022/23	'Moderate' or 'High'				
2023/24	'Moderate' or 'High'				
<u>Performance Overview – quarterly update</u>				<u>Actions to sustain or improve performance</u>	
<p>April to May reports of ASB target < 598, Actual 616 (overall 3% increase) = Moderate increase</p> <p>Police data for June 2021 has not yet been received</p> <p>Q1 target for reports of ASB < 849</p> <p>Q2 target for reports of ASB < 800,</p> <p>Q3 target for reports of ASB < 540,</p> <p>Q4 target for reports of ASB < 704,</p> <p>The impacts of Covid 19 has created significant problems in enabling this PI to be meaningfully reported. The pandemic created a huge surge in reports of anti-social behaviour (ASB) for issues both directly related to the pandemic and in indirect issues. Therefore, comparing numbers of ASB reports to the pre-pandemic baseline did not provide a like for like comparison for the whole of the 2020/21 reporting year.</p> <p>Since April 2021, Derbyshire Constabulary has been able to exclude Covid related ASB incidents from their data. This is not possible for data from the Council.</p> <p>ASB reports (excluding Covid related incidents) to the Police reduced by 7% in April and May 2021 compared to April and May 2019 (394 reports in 2021, 424 reports in 2019)</p> <p>ASB reports to the Council (which still includes the impact of Covid) increased by 28% in April and May 2021 compared to April and May 2019 (222 reports in 2021, 174 reports in 2019)</p>				<p>Implementing systemic change in response to the unique circumstances of COVID-19 is not considered to be proportionate or sustainable. Many of the issues created by the circumstances are unlikely to ever recur. Nevertheless, Council officers involved in these services will look to embed the positive changes and impacts which COVID-19 forced upon services into how they are delivered in future.</p>	
Benchmarking		Level of crime rate (per 1.000 population) and Number of ASB Police calls for Service (per 1.000 population)			



PRIORITY: OUR PEOPLE

OUTCOME: P2.1 - With partners encourage independent living and keep residents healthy and happy in their homes.

Measure	P2.1A - Number of households prevented from Homelessness	Committee	H&CS
Definition	The purpose of the performance indicator is to measure the total number of homeless cases whereby homelessness was prevented or relieved. The Homelessness Reduction Act 2017 places duties on local authorities to take reasonable steps to assist households to ensure that accommodation does not cease to become available. These are known as <i>Prevention cases</i> . It also places duties on local authorities to take reasonable steps to assist households to secure suitable accommodation when it becomes available. These are known as <i>relief cases</i> .	Why this is important	To demonstrate the effectiveness of the Council's services in preventing homelessness from occurring.
What good looks like	Good performance would be to increase the level of prevention work to prevent households from becoming homeless and have a reduced level of relief work which focuses on supporting households in secure accommodation after they have become homeless.		
History with this indicator	This is a new performance indicator which is guided by the Homeless Reduction Act 2017.	Mitigating actions	<p>Not all Bed and Breakfasts have reopened, although a return to normal operation is expected during mid-July/August 2021. This has meant sourcing alternative provision. People approaching the Council can have pets and not all providers will accept placements. Placing people with disabilities and larger families is also challenging. The Council has made extra use of its own general needs stock (emergency temporary accommodation) during the Covid-19 pandemic to build in resilience. As this stock becomes available it will be returned to the general needs stock (going through the voids process) and re-let.</p> <p>During July 2021, the Council is working with Derbyshire Housing Officer's Group (DHOG) partners to identify and source accommodation for</p>



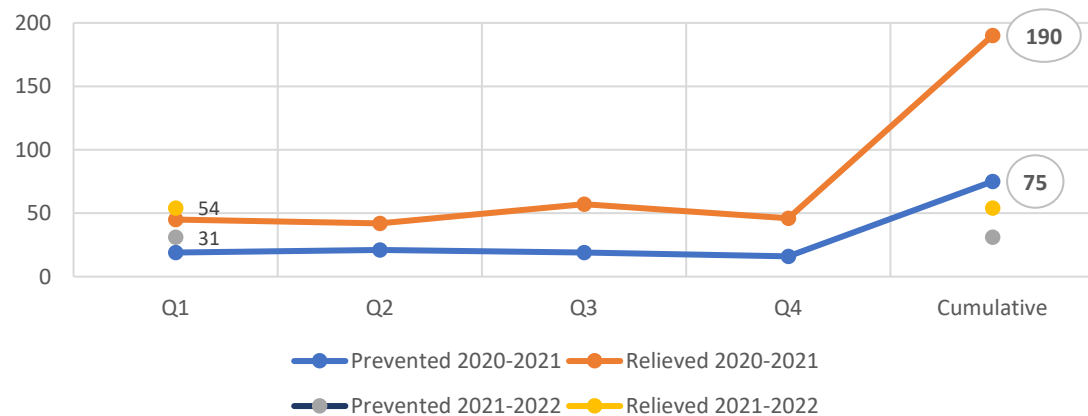
					Winter Provision starting Oct/Nov 21 through to March 2022. Options are currently being explored with Novatel, although the Council will need to consider the location of such accommodation. Updates will be provided in quarterly returns. Christmas provision for 2021 will be considered nearer the time.
2019/20 baseline data		During Q4 a total of 103 cases were either prevented or relieved.			
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21	Proxy measure to show service activity	64 cases 19 cases ended in prevention and 45 cases ended in relief	63 cases 21 cases ended in Prevention and 42 cases ended in Relief (YTD 127 cases – 40 cases ended in Prevention and 87 cases ended in relief)	76 Cases 19 cases ended in Prevention and 57 Cases ended in relief. (YTD=203 cases – 59 cases ended in Prevention and 144 cases ended in relief)	62 cases -16 ended in prevention - 46 ended in relief (YTD = 265 cases -75 cases ended in prevention and 190 in relief)
2021/22	Proxy measure to show service activity	85 cases 31 cases ended in prevention and 54 cases ended in relief			
2022/23	Proxy measure to show service activity				
2023/24	Proxy measure to show service activity				



<u>Performance Overview – quarterly update</u>	<u>Actions to sustain or improve performance</u>
<p>Q1 Overview:</p> <p>31 cases ended in prevention:</p> <p>7 were offered and accepted a Part VI offer with SDDC. 14 were offered and accepted a Part VI offer with a Registered Provider. 3 found a private rent in South Derbyshire. 5 Cases went on to the Relief Stage. 1 household went into Supported Housing. 3 Cases end for other reasons.</p> <p>54 cases ended in Relief:</p> <p>7 were offered and accepted a Part VI offer with SDDC. 19 were offered and accepted a Part VI offer with a Registered Provider. 3 found a private rent in South Derbyshire. 8 Cases went on to a full homeless duty. 8 households went into Supported Housing. 9 cases ended for other reasons.</p>	<p>The complexities of households approaching the Council as homeless or threatened with Homelessness in the last 56 days or have been served with a section 21 notice has started to increase. This has been particularly noticed with households approaching due to Domestic Abuse. Trends are still difficult to predict, however, it is anticipated that an increase in approaches following Covid-19 restrictions being lifted, is mainly due to the following reasons:</p> <ul style="list-style-type: none"> • Section 21 on Private rents • Issues with Domestic Abuse • Issues with Mental Health. <p>Going forward, dependent upon trends, namely households approaching, there will be an increased need to work more closely with Housing Partners to identify, plan and support households with complexities which are being exacerbated from the knock on effects of Covid -19. Bed and Breakfast and Temporary Accommodation are currently at a minimum; there are vacancies and currently a dedicated Temporary Post that supports this function particularly with move on plans to suitable accommodation. This post will be extended with effect from 28.07.2021 for a further period of 18 months. In line with the Homeless Strategy the aim is to identify and work with households at the earliest opportunity to facilitate prevention as opposed to relief.</p>



P2.1 Number of Households Prevented from Homelessness



Benchmarking

The Service was benchmarked against other Derbyshire Councils as part of the review of Homelessness and Rough Sleeping which was presented to Housing and Community Services Committee in January 2021.

The pressure on homeless services is expected to increase locally and nationally due to the impact of the global pandemic. The Council is working closely across all services and collaboratively with other agencies. There is regular contact with other Local Authorities to address issues arising due to the pandemic and progressing individual homeless cases.



PRIORITY: OUR PEOPLE

OUTCOME: P2.2 - Promote health and wellbeing across the District

Measure and Ref	P2.2A - Deliver the objectives identified in the South Derbyshire Health and Wellbeing Group			Committee	H&CS
Project detail	Delivery against the key themes identified in the Health and Wellbeing Group Action Plan as appropriate to the Council. The current key themes are: <ul style="list-style-type: none"> • Health inequalities between different communities are reduced. • People are supported to improve both their physical and mental wellbeing. • Older people, people with dementia and other long-term conditions and their carers have a good quality of life, retain their independence. for as long as possible, and receive the support they need at the end of their lives. • Social Connectedness – reducing social isolation and loneliness. • Supporting communities to respond to and recover from the impact of the Covid 19 pandemic. 			Why this is important	To support the overall health and wellbeing of South Derbyshire residents.
				Mitigating actions	The action plan for the Health and Wellbeing Group drafted and presented at June meeting to partners. Actions achieved in each quarter will be reported.
Project Action Plan	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar)	
2020/21	Action plan developed and adopted	Ongoing delivery of the action plan by partners	Ongoing delivery of the action plan by partners	Ongoing delivery of plan	
2021/2022	Draft action plan to be ratified				
Project Overview: <u>Quarterly update</u> Action plan drafted and to be ratified at the SDP Co-ordinating group and the board meeting in Q1 Work taking place around the Mental Health Partnership and Young People Emotional Health Fund. Recognition of Community Heroes supporting the Covid-19 response taken place through the South Derbyshire Awards in volunteers' week – first week of June.				<u>Actions to sustain or improve performance</u> Ongoing assessment and work to identify the opportunities for the Health and Wellbeing Group and action plan to support Covid-19 recovery.	



PRIORITY: OUR PEOPLE

OUTCOME: P2.3 - Improve the condition of housing stock and public buildings.

Measure and Ref	P2.3A - Deliver the Planned Maintenance Housing programme over four years		Committee	H&CS
Project detail	<p>Deliver 100% of the planned maintenance project over four years</p> <p>Each financial year a programme of planned maintenance will be drawn up which addresses statutory and other guidance for maintaining homes up to any regulatory standard and safety standard. These works can be funded through either capital or revenue and will all be either procured appropriately as contracted work or completed by the in-house Direct Labour Organisation.</p> <p>The plan will change annually subject to stock condition surveys and any other property fitness assessment.</p> <p>The annual maintenance and expenditure plan will be reported to Housing and Community Services Committee and progress measured against this plan.</p>		Why this is important	To ensure that Council properties are being maintained through a programme of planned and contracted works
			Mitigating actions	<p>Contracts for the maintenance of dwellings in order to comply with all relevant legislation and guidance</p> <p>Programme revised to set deliverable targets based on current environment /supply chain</p>
Project Action Plan	Q1 (Apr-June)	Q2 (Apr - Sept)	Q3 (Apr - Dec)	Q4 (Apr 21 - Mar 22)
2021/22 Projected Spend	£ 594,406	£ 1,188,813	£ 1,783,219	£ 2,377,625
2021/22 Actual Spend	£662,477.87			
Project Overview: Quarterly update During Q1, £662,477.87 in quarter spend against a target of £594,406, which represents an 111.5% of target in quarter spend.				Actions to sustain or improve performance Negotiations with contractors have ensured that they have capacity to meet



Year to date progress stands at 27.9% due to the commencement of the delayed Fire Door programme and Replacement Doors programmes at properties on Midland Road, Swadlincote. The live programmes are progressing well and at a sufficient pace to exceed the planned position when utilising a flat annual profile. It is anticipated that this will level out throughout the year in line with varying programme lengths. The inclusion of the value of Kitchen and Bathroom replacements on VOID properties has led to a significant increase in spend.

COVID-19 restrictions that were in place have impacted on the ability to obtain access to properties and has had significant impact on the materials supply chain and the availability of contractors, staff and tradespeople. As these have become less restrictive work has progressed at a near normal pace and additional resources have been utilised to allow programmes to continue. Material issues are now arising based on Brexit related supply issues.

Additional workstreams have been added to the Planned programme during the year.

Programme for 2021/2022.

Workstream	Average Cost	Number of Installs	PROJECTED COST	COMMENTS
Repairs & PEM				
DLO Support/VOID works			£ 425,000	
Electrical Day to Day Repairs			£ 150,000	-
Electrical Testing	£120	1125	£ 135,000	<u>VOIDS,</u> <u>MUTUALS &</u> <u>PLANNED &</u> <u>RESPONSIVE</u>
PEM			£ 289,000	-
Anticipated Day to Day Repairs HRA Annual Spend			£ 999,000	-
Compliance / Enabling Works (Planned)				
Asbestos Removal			£ 35,000	-

spend targets by switching programmes from internal to external works where necessary.



Asbestos Survey			£ 20,000	-
Legionella Testing & Remedial			£ 20,000	-
SPRINKLER SERVICING (IMIST)			£ 5,000	-
Lift Servicing & Remedial			£ 20,000	-
DAMP WORKS			£ 20,000	-
FIRE RISK ASSESSMENT			£ 30,000	-
REPLACEMENT SMOKE ALARMS	£1,000	50	£ 50,000	<u>D2D / VOID</u> <u>ELEC WORKS</u>
Active Fire Protection - Servicing			£ 100,000	-
Passive Fire Protection - Firestopping			£ 100,000	<u>REMEDIALS</u> <u>GENERATED BY</u> <u>FRAS</u>
GAS SERVICING & Heating maintenance			£ 356,400	-
Anticipated Planned HRA Annual Spend			£ 756,400	

Planned Works				
Kitchens	£4,500	95	£ 427,500	
Bathrooms	£3,700	40	£ 148,000	
Roof Coverings	£7,000	85	£ 595,000	
Rewires (INC VOIDS)	£3,400	100	£ 340,000	-
Active Fire Protection - Installs			£ 30,000	-



Communal Doors (Bamford)		2	£ 17,500	-
Passive Fire Protection - Fire Doors	£2,000	210	£ 420,000	-
Heating Installs	£3,475	115	£ 399,625	
Anticipated Planned Capital Annual Spend			£ 2,377,625	
Overall MRA Budget			£ 2,383,000	



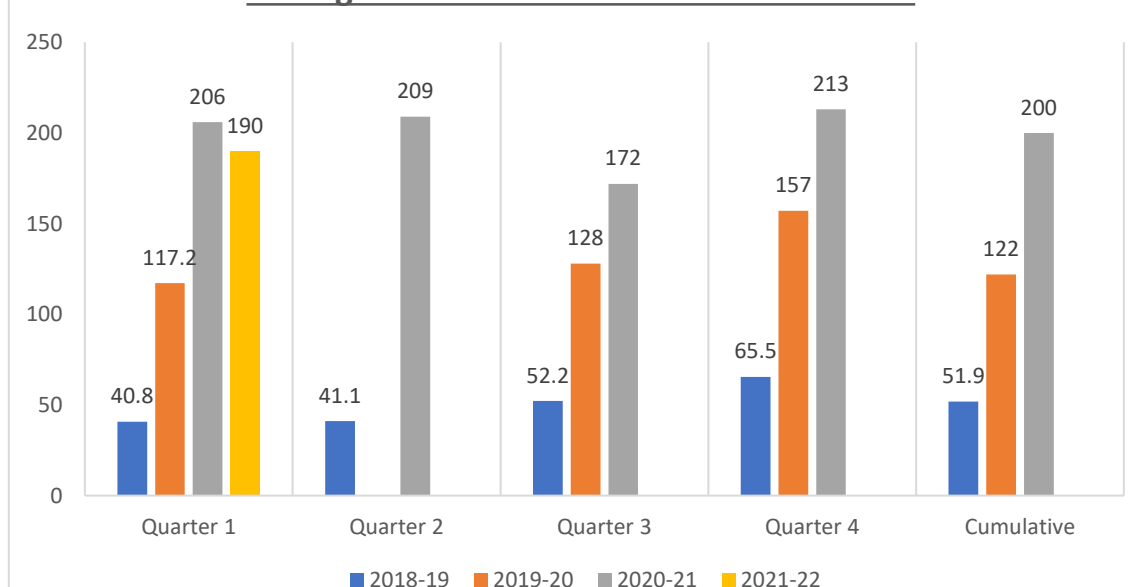
PRIORITY: OUR PEOPLE

P2.3C OUTCOME: Average time taken to re-let Council homes

Measure	P2.3C Average time taken to re-let Council homes			Committee	H&CS
Definition	This indicator measures the average time (in calendar days) to re-let all vacant Council properties during the reporting period.			Why this is important	Re-letting Council homes in a timely manner reduces the amount of rent loss (£) and ensures stock is available to allocate to applicants on the waiting list.
What good looks like	This measure will be benchmarked via Housemark, the benchmarking provider for Housing Services. Good performance would be to achieve ‘Median Quartile’ performance when benchmarked against a similar peer group.				
History with this indicator	This is a new indicator, in the previous Corporate Plan performance was reported for day-to-day responsive properties and excluded properties which had undergone major works, for example a new kitchen, new bathroom or a re-wire. For the current Corporate Plan (2020-24) this indicator will report against the average time to re-let <u>all</u> Council homes.			Mitigating actions	There is an ongoing national problem with sourcing a variety of building materials. There has been an impact on the delivery of external works owing to managing various demands.
2019/20 baseline data		During Q4 the average re-let time was 157 days (this includes all council properties, irrespective of whether major or minor repair work was carried out) The average re-let time for 2019/20 was 122 days.			
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21	Median Quartile Performance	206 days average all properties (COVID-19)	209 days average all properties (Covid-19)	192 average all properties (Covid-19)	200 average all properties (Covid-19)
2021/22	Median Quartile Performance	190 days average			
2022/23	Median Quartile Performance				
2023/24	Median Quartile Performance				
Performance Overview – quarterly update				Actions to sustain or improve performance	
Total no of properties let during Q1: 62 Quarter 1 = 62 properties over 11,789 days = average 190 days.				The Council is progressing with producing a good quality property to be re-let offering best value within agreed budgets.	



Average time taken to re-let Council homes



Going forward, the production of a better-quality property will reduce re-let times and be more attractive and lettable to customers applying for housing with the Council in future years.

There has been improved communication and planning between all involved. Novus has now taken over from Hispec and is cleaning all voids at the end of the process.

There are some hard to let properties owing to type and location, namely over 60's first floor, two bed flats. Since Covid-19, the Council has received more approaches for tenants wishing to transfer. During the Covid-19 pandemic and the resulting lockdowns, tenants with needs / vulnerabilities (as a result of Covid) have self-identified the need to be closer to their support networks.

Benchmarking

This performance indicator will be benchmarked with Housemark once performance data has been validated.



SERVICE DELIVERY RISK REGISTER (AS AT Q1 2021/22)

Appendix C

Risk	Rating and current position	Risk treatment	Mitigating actions	Change since last quarter	Risk Owner
SD1 - Loss of income to the Housing Revenue Account	Rent reduction controls relaxed and rent increase now in place. Reduction of income through the Impact of COVID19 on Universal Credit (UC) claims is now greater. Likelihood is high and impact is now moderate	Treat the risk through continuous action and review.	A revised Income Management Policy has been approved by Housing and Community Services Committee and new operational/ IT procedures implemented. Increased focus on collection of rent and other housing debt. New dwellings mitigate revenue lost through Right to Buy (RTB). New Builds can still be purchased under (RTB) after three years for Secure Tenancies. The uptake of UC has continued to rise sharply through the pandemic. The impact on Council tenants' arrears increased and has now levelled out. The Housing Service has made operational changes to deal with this increase which have been subject to a successful audit review.	No change to rating or mitigating actions	Housing Services
SD2 - Failure to collect financial contributions or to enforce the delivery of obligations within Section 106 Agreements.	Failure to collect financial contributions or to enforce obligations within Section 106 Agreements. Slight increase in likelihood of requests to defer payments or review viability of development schemes in response to COVID-19 impacts. Likelihood is unlikely but the impact is significant.	Treat the risk through continuous action and review.	Implementation of new software is now complete. Team Leader overseeing the process with dedicated officer monitoring and reviewing progress of agreements relating to 'live' sites. The Service has been recently audited and has put in place actions to address the minor recommendations. Continued use of District Valuer in vetting additional requests for viability review. Discretion over enforcement or payment plans can ensure collection of fees over longer period if cashflow a problem for developers. Page 33 of 127	No change to rating or mitigating actions	Planning and Strategic Housing

			Once S106 funds are received, Planning Policy team send regular reminders to colleagues including external bodies to minimise the risk of S106 money going unspent.		
SD3 – Safety standards	<p>Failure to comply with basic safety standards in flats/blocks with communal areas.</p> <p>Work has been undertaken to put specialist fire asbestos, legionella contracts in place.</p> <p>Likelihood is medium and impact has potential to be significant.</p>	Treat the risk through continuous action and review.	<p>Revised and updated Housing Safety policies were agreed by Housing and Community Services Committee in November 2020 for safety regarding:</p> <ul style="list-style-type: none"> • Fire • Lift • Electrical • Gas • Asbestos • Legionella <p>A recent Internal Audit of Housing Safety has confirmed that the systems in place provide “reasonable assurance” in this area.</p> <p>Contracts are in place to deliver property improvements for all aspects of property safety.</p>	No change to rating or mitigating actions	Housing Services
SD4 – Universal Credit	<p>Loss of income to the Housing Revenue Account through full roll out of Universal Credit (UC) from November 2018.</p> <p>There is still uncertainty as to the financial impact of this, but the Council has plans in place working with internal/ external stakeholders to manage this process.</p> <p>Likelihood is high and the impact is moderate.</p>	Treat the risk through continuous action and review.	<p>Welfare Reform Group, including key internal/external partners, meets on a monthly basis to manage roll-out against an agreed action plan.</p> <p>Invested in I.T. solutions to maximise opportunities to collect income and support those in financial difficulty.</p> <p>The Impact of COVID19 on Council tenants has seen a rise in the number of UC Claimants although the rate of increase slowed as lockdown was eased.</p> <p>Delays in UC payments have led to a rise in rent arrears. The Housing Service, in partnership with the Department for Work and Pensions (DWP), has made operational changes to mitigate this risk. The increase in rent arrears during the pandemic has now begun to level out.</p>	No change to rating or mitigating actions	Housing Services

<p>SD5 – Reduction in funding for Cultural and Community Services</p>	<p>Reduction of Council funding into Cultural and Community Services. Unable to source external funding to service.</p> <p>There is likely to be additional funding needed to replace income lost through Covid-19.</p> <p>Likelihood is moderate and the impact is moderate</p>	<p>Treat the risk through continuous action and review of funding streams and Cultural and Community Services Restructure.</p>	<p>Forward budget planning over a number of years. Approvals for reserve spend to secure staffing positions up to March 2022 initially for Active Communities.</p> <p>Maintain current funding contribution that the Council makes towards the Active Communities service.</p> <p>The Council receives an annual agreement from the Police and Crime Commissioner (PCC) for £25,000 per year Community Safety Funding.</p> <p>The Council receives £35,000 per year Basic Command Unit funding from the Chief Superintendent. This is received annually with no long-term commitment.</p> <p>Rolls Royce new three-year sponsorship of the Environmental Education Project confirmed.</p> <p>Continually seek external funding opportunities to support service delivery. This will extend to Covid-19 new funding pots.</p> <p>Successful partnership funding has been achieved with the Green Social Prescribing Programme.</p> <p>Government Funding for the Leisure Centres has been received.</p> <p>Monthly assessment of income lost through Covid-19 restrictions on service.</p>	<p>No change to rating. Mitigating actions for approvals for reserve spend amended from March 2021</p>	<p>Cultural and Community Services</p>
<p>SD6 - Ageing infrastructure at Rosliston Forestry Centre</p>	<p>Need to upgrade Infrastructure at Rosliston Forestry Centre.</p> <p>Regular meetings held at operational and strategic levels with the Forestry Commission.</p> <p>Likelihood is moderate but the impact would be moderate.</p>	<p>Treat the risk through continuous action and review.</p>	<p>Condition survey updated as part of procurement exercise for new contractor.</p> <p>Focus on implementing infrastructure requirements identified in external consultant's report.</p> <p>Capital Programme bid successful with the majority of the projects needed supported.</p> <p>Work commenced on the delivery of capital projects.</p>	<p>No change to rating or mitigating actions</p>	<p>Cultural and Community Services</p>

			<p>Collaboration with Head of Corporate Property on improvements to the Planned Preventative Maintenance (PPM).</p> <p>Engage tenants and keep Senior Leadership Team informed</p> <p>Covid-19 pandemic has enabled an opportunity to do some minor health and safety works whilst the site was closed to the public.</p> <p>Vision for site to be reviewed in light of the pandemic.</p>		
SD7 - Failure to meet housing delivery targets set out in the five-year supply.	<p>Failure to meet housing delivery targets.</p> <p>Local Plan is in place which sets out the five-year supply. Latest monitoring for 19/20 indicates the Council was performing above target.</p> <p>Likelihood is low but could move to moderate in light of COVID-19 impacts pushing delivery back in the Plan period, but the impact would be significant.</p>	Treat the risk through continuous action and review.	<p>Monitoring/review of performance ongoing.</p> <p>Active pursuit of schemes and opportunities. Increased focus on facilitating prompt commencement of development.</p> <p>Develop action plan(s) where necessary.</p> <p>Current five-year housing land supply rate at 5.76 years - most sites started are building at a rate above that originally anticipated such that c.1300 were completed in 2019/20 - work to accelerate progress on two sites continues.</p> <p>Support government proposals to offer flexibility in supply and delivery requirements considering COVID-19 effects.</p>	No change to rating or mitigating actions	Planning and Strategic Housing
SD9– Melbourne Sports Park	<p>Failure to deliver against external funder requirements at the Melbourne Sports Park (MSP). Ongoing discussions with national funders.</p> <p>MSP negatively affected by Covid-19 with no income generation for 3+ months. Some external grants success to support this impact but not all.</p>	Treat the risk through continuous action and review.	<p>Regular Artificial Grass Pitch (AGP) Steering Group meetings.</p> <p>Matter under regular review at MSP Board meetings. Key funder in attendance at AGP steering group meetings.</p> <p>MSP Board not meeting business plan income targets so close monitoring required.</p> <p>Scheme to deliver additional car parking on site completed. Drainage scheme on MSP site and adjacent landowners complete. Improved rugby pitches playability should increase income generation from bar and catering.</p>	No change to rating, mitigating actions updated.	Cultural and Community Services

	Likelihood is low /medium, but the impact would be significant.		Work on three new tennis courts completed. Improvements to third rugby pitch and training area underway. These projects will aid future viability.		
SD11– Tree Management	<p>Failure to manage the Council's tree stock in line with adopted Tree Management policy.</p> <p>Likelihood is low but the impact would be significant.</p>	Treat the risk through continuous action and review.	<p>Review of approved Tree Management Policy completed. New Tree Strategy and Policy planned to go to Committee in Autumn 2021.</p> <p>Zurich Municipal has provided support to assess the Council's risk on the Tree policy prior to going to Committee for approval.</p> <p>Implementation of the Cultural and Community Services restructure will enable greater staff resources for tree work.</p>	No change to rating, mitigating actions updated.	Cultural and Community Services
SD12 –Ageing Infrastructure at Greenbank Leisure Centre	Infrastructure at Greenbank Leisure Centre including pipework to pool and roof structure needs investment.	Treat the risk through continuous action and review	<p>Building condition survey is being updated and a planned maintenance programme put in place by Head of Corporate Property.</p> <p>Complete the necessary works identified in external consultant's report.</p> <p>Improvements made to pool pipework and roof.</p> <p>Ensure that there is capital funding to complete the necessary works.</p>	No change to rating or mitigating actions	Cultural and Community Services
SD14- Performance of kerbside recycling contractor	The sub-contractor collecting materials on behalf of the recycling contractor went into liquidation in February. The Council implemented contingency plans and the collections are now being delivered by the Council. The recycling contractor continues to deal with the collected materials and is committed to undertake this role until the contract end date.	Treat the risk through continuous action and review	<p>The Council has stepped-in to deliver the collection element of the contract at short notice. Additional vehicles have been hired and agency workers employed. Contingency Plans should be sufficient to deliver the service with minimal disruption for the foreseeable future. Interim arrangements beyond the current contract term are being developed as per Committee's endorsement. The uncertainty around recycle reprocessing costs could result in costs to the Council escalating. Progress is being made on the tender process for a replacement contractor.</p>	No change to rating, mitigating actions updated.	Operational Services

			Recycling contract is out to tender and submissions will be evaluated in Q2, with a report on outcomes going to a special F&M Committee in August.		
SD15 Leisure Centres	Due to the National Lockdowns and control of coronavirus measures there is a risk that the Council's Leisure Centre provider can no longer sustain its business.	Treat the risk through continuous action and review	Application to Government for National Leisure Recovery Fund successful and distribution being arranged. Monthly assessment of Leisure Provider's finances and assessment of Council support through monthly contract meetings. Contingency plans are also being developed should the contractor not be in a position to deliver the contract at short notice. Final settlement of financial negotiations during Covid closure nearly complete.	No change to rating, mitigating actions updated.	Cultural and Community Services

	SERVICE DELIVERY RISK MATRIX			
Likelihood				
4 High		SD1, SD4, SD15		
3 Medium		SD5	SD3, SD12,	
2 Low		SD6	SD7, SD9, SD11	
1 Unlikely		SD14	SD2	
	1 Minor	2 Moderate	3 Significant	4 Catastrophic
	Impact			

Risk Description

SD1 Loss of income to the Housing Revenue Account

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SD2 Failure to collect financial contributions/enforce obligations within S106 Agreements.

- SD3** Safety standards
- SD4** Universal Credit
- SD5** Reduction in funding for Cultural and Community Services
- SD6** Ageing infrastructure at Rosliston Forestry Centre
- SD7** Failure to meet housing delivery targets set out in the five-year supply.
- SD9** Melbourne Sports Park
- SD11** Tree Management
- SD12** Green Bank Leisure Centre
- SD14** Performance of kerbside recycling contractor
- SD15** Leisure Centres

Appendix D - Template Risk Register

REF	RISK TITLE & DESCRIPTION	RISK CAUSE	RISK IMPACT	RISK CATEGORY Strategic Resource Operational Financial Knowledge management Compliance, Partnership	Current Risk Rating (See table below for guidance)			CONTROLS IN PLACE TO MITIGATE THE RISK	Risk Rating after mitigations (See table below for guidance)			FURTHER ACTION REQUIRED	SUMMARY OF CHANGE SINCE LAST QUARTER	RISK OWNER
					LIKELIHOOD	IMPACT	RISK RATING		LIKELIHOOD	IMPACT	RISK RATING			
CR1	Universal Credit (UC)	The implementation of UC could have an impact on resources in Benefits and Customer Services.	<p>UC is being rolled out on a phased basis for working age claimants. During 2019/20, this started to have a much bigger impact with claims for HB reducing by over 30%. However, the overall volume of work has broadly stayed the same as changes in UC are impacting on the Council's Council Tax Reduction Scheme (CTRS).</p> <p>More recently, the impact of Covid-19 has increased claims under the CTRS.</p>	Financial	4	3		<p>Greater automation is currently being progressed to process change of circumstances.</p> <p>The Local Council Tax Reduction Scheme is being redesigned to make it easier to understand and administer. Proposals for a new scheme, in principle, were originally planned for June 2020. However, due to Covid-19, this has been delayed until next year.</p> <p>Where spare capacity arises, off-site support, which is used to deal with peaks in workload, will be transferred in-house to utilise spare capacity.</p>	4	2		When future vacancies arise, these will be reviewed in the light of the longer-term position.		Head of Customer Services
CR2	Fraudulent activities	The possibility of fraud being undetected.	<p>National studies show fraud leads to a significant loss of resources within the Public Sector as a whole. The likelihood is considered high because fraud has been detected and prevented locally.</p> <p>In addition, authorities are being asked to be extra vigilant due to the potential for fraud to increase during Covid-19.</p>	Financial	4	3		<p>Public agencies such as the DWP and HMRC increasingly share data with local authorities on a real time basis. This allows compliance checks to take place to spot and eliminate the potential for fraud and error in a timely manner.</p> <p>The Council works in partnership with another Derbyshire authority to share a software package that enables data matching in Council Tax and Business Rates.</p> <p>Single Person Discount checks on Council Tax are also regularly undertaken.</p> <p>In addition, the Council has a Shared Service Arrangement with Derby City Council which delivers a dedicated Fraud Unit. This Unit is resourced to prevent and detect fraud across all services, including raising awareness amongst Council Officers.</p> <p>The Fraud Unit have an annual work programme which is considered and approved by the Audit Sub-Committee. Outcomes are also reported to the Audit Committee.</p>	4	2		The Fraud Unit have an annual work programme which is considered and approved by the Audit Sub-Committee. Outcomes are also reported to the Audit Committee.		Head of Customer Services

Risk Matrix Template

The table below outlines how the impact and likelihood of the risk is scored using the threshold and description as guidance.

Impact	Very High (4)	4	8	12	16	12-16	Significant Risk
	High (3)	3	6	9	12	6-9	Medium Risk
	Medium (2)	2	4	6	8	1 - 4	Low Risk
	Low (1)	1	2	3	4		
		Remote (1)	Possible (2)	Probable (3)	Highly Probable (4)		
		Likelihood					

Impact	Thresholds and Description
1 – Low	Limited impact on service objectives if any, section objectives unlikely to be met, financial loss less than £500k, no media attention
2 – Medium	Slight delay in achievement of service objectives, minor injuries, financial loss over £500k, adverse local media attention, breaches of local procedures
3 – High	Significant threat to council objectives. Non-statutory duties not achieved, permanent injury, financial loss over £1million, negative national media attention, litigation expected, serious issues raised through inspection, breakdown of confidence of partners.
4 – Very high	Objectives cannot be delivered. Statutory duties not achieved, death, financial loss over £5million, adverse national media attention, litigation almost certain, prosecutions, breaches of law, inspection highlights inadequate service, council unable to work with partner organisation
Likelihood	Thresholds and Description
1 – Remote	May occur only in exceptional circumstances (e.g. once in 10 years)
2 – Possible	Unlikely to occur but could at some time (e.g. once in 3 years)
3 – Probable (in 2 years)	Fairly likely to occur at some time or under certain circumstances (e.g. once in 2 years)
4 – Highly probable (in 12 months)	Will probably occur at some time or in most circumstances (e.g. once in 12 months)

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 6
DATE OF MEETING:	19th AUGUST 2021	CATEGORY: DELEGATED
REPORT FROM:	STRATEGIC DIRECTOR - SERVICE DELIVERY	OPEN
MEMBERS' CONTACT POINT:	PAUL WHITTINGHAM Paul.whittingham@southderbyshire.gov.uk	DOC:
SUBJECT:	REVISED HOUSING REPAIRS POLICY	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: HCS01/HCS03

1.0 Recommendations

- 1.1 That the draft Housing Repairs Policy at (Appendix A) is approved by the Committee.
- 1.2 That the responses to the Consultation exercise are noted with regard to the development and delivery of service and communication improvements for tenants.

2.0 Purpose of the Report

- 2.1 This report provides the details of the consultation carried out with Council tenants and the general public with regard to the draft Housing Repairs Policy which was presented to the Housing and Community Services Committee on 20 April 2021. The results of the consultation are attached at Appendix B.

3.0 Executive Summary

- 3.1 A draft Housing Repairs Policy was approved for consultation by the Housing and Community Services Committee on 20 April 2021..
- 3.2 The results of the consultation show that the majority of responses to the Policy are positive and Committee is now asked to approve the final Policy.
- 3.3 Additional comments received during the consultation period do, however, indicate that there are areas for improvement in the delivery of the services covered by this policy. In the light of these, the Head of Housing will ensure that these improvement areas are taken forward.

4.0 Detail

- 4.1 On 20 April 2021, the Housing and Community Services Committee approved a Housing Repairs Policy as a draft for consultation. This consultation, has now been

completed and where necessary the Policy has been amended to reflect the comments received.

4.2 Due to the restrictions on meetings and face to face contact imposed during the Covid Pandemic, the consultation was initiated through text messages sent to 2230 Council tenants. This message prompted tenants to view the draft policy document, answer a short five question survey and provide any additional comments.

4.3 Two hundred and sixteen responses were received to the consultation. Respondents overwhelmingly agreed with the major points of the Policy. The responses are summarised in the following table and also at Appendix B.

4.4

Question	Response %		
	Yes	No	Partly
Q1. Do you think that Housing Services' Repairs and Maintenance Policy is easy to understand and covers the key obligations of the Council as landlord to our tenants?	91 (196)	6 (13)	3 (7)
Q2. Do you agree with the strategic aims in the Repairs and Maintenance Policy?	90 (195)	6 (13)	4 (8)
Q3. Do you agree with the proposed timescales for carrying out emergency, urgent and routine repairs?	85 (184)	13 (28)	2 (4)
Q4. There is a clear commitment to provide more planned repairs rather than relying on responding to reports from tenants to carry out non-emergency repairs. Do you think this will allow us to improve our services to tenants?	91 (196)	4 (8)	6 (12)

4.5 The final question on the survey asked respondents "If you have suggestions for specific actions that should be included in the revised policy or any further comments, please provide details."

4.6 These comments are also provided in full within Appendix B and summarised here.

- Satisfied (5)
- Improved communication needed (17)
- Quicker emergency repair response time (2)
- Dissatisfaction with contractor (2)
- General comments (8)

Whilst respondents were generally in support of the Repairs Policy, there is some work to be done in terms of how this service communicates with tenants regarding the delivery of the service on the ground.

The Council has already agreed to invest in both the staffing and Information systems to deliver these changes. A dedicated post within the Customer Service Team has been created to assist in handling the estimated 14000 telephone calls per year received regarding repairs' issues. New Repairs, Asset and Improvement Manager posts have been created through the recent restructure of the Housing Service, along with an Asset and Compliance Officer role to manage the data and information regarding the overall condition of the Housing stock. This role will also support the move towards more proactive rather than responsive services.

4.7 As part of the Councils Transformation Programme, upgrades to the existing Housing Management software have been agreed and are in the process of being

implemented. These changes will see the re-implementation of diagnostic repairs software to assist in the better identification of repairs at the first point of contact and also the speedier placing of repair orders within the system itself.

- 4.8 The stock condition and data system is also being redeveloped in order to manage data and information regarding the housing stock and the likely lifecycle/timescales for the replacement of key property elements such as roofs, windows and heating systems. This in turn will support the management of data being collected as part of the project to assess the energy efficiency and carbon footprint of the Council's housing stock.
- 4.9 Of more immediate significance for the day to day/responsive Repairs Service is the development of an "in house" interim method for the replacement of printed paper job tickets with an electronic method of communication. This will provide a more efficient method of working for office-based staff along with the trades operatives. It will also provide a useful exercise in the preparation for the procurement of a more comprehensive system which will allow for repair orders and appointments to be made at the first point of contact and transmitted immediately to trades operative's electronic works calendars.

5.0 Financial Implications

- 5.1 There are no direct financial implications contained within this report. Future changes to proposed planned and responsive repairs budgets will be reported to the Finance and Management Committee.

6.0 Corporate Implications

Employment Implications

- 6.1 There are no direct employment implications contained within this report.

Legal Implications

- 6.2 There is a re no direct legal implications contained within this report.

Corporate Plan Implications

- 6.3 This report contributes directly to achieving the Council's Corporate Objectives: "Supporting and safeguarding the most vulnerable. With partners encourage independent living and keep residents healthy and happy in their homes. Promote health and wellbeing across the District. Improve the condition of housing stock and public buildings."

Risk Impact

- 6.4 The contents of this report have a direct impact on mitigating the risk SD 3 Safety Standards identified in the Service Delivery Risk Matrix.

7.0 Community Impact

Consultation

- 7.1 The attached Policy has been subject to consultation with tenants and the general public.

Equality and Diversity Impact

- 7.2 A preliminary Equality Impact Assessment (EIA) of this Policy has been completed and is attached at Appendix C. This assessment confirmed that a full EIA is not required.

Social Value Impact

- 7.3 The proposed Policy contributes directly to achieving the aims of the Council's Sustainable Community Strategy to develop:
Healthier communities
Safer and stronger Communities

Environmental Sustainability

- 7.4 The Repairs Policy will assist the Council in providing services which help to deliver more sustainable repair and maintenance services by providing a more efficient and proactive service.

8.0 Conclusions

- 8.1 From the responses to the consultation, the majority of respondents are in favour of this new Policy being introduced and support the Council's actions to deliver improvements in the Service through the necessary investments in staff and transformational technology..

9.0 Background Papers

Housing Repairs Draft Policy Report to Housing and Community Services Committee on 20 April 2021.

HOUSING REPAIRS POLICY

HOUSING SERVICES
- July 2021

Date

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Version Control

Version	Description of version	Effective Date
01-02	Initial & reviewed Repairs Policy	Feb 2013
03	Whole content update - Repairs policy	Feb 2021

Approvals

Approved by	Date
Draft – Paul Whittingham	15/2/21
Housing and Community Services Committee Approval for consultation	11/3/21
Housing and Community Services Committee final approval	19/8/21

Associated Documentation

Description of Documentation	Date./Ref
------------------------------	-----------



SDDC Corporate Plan	2020-2024
SDDC Housing Asset Management Strategy	2020
SDDC Environmental Management System	STEMS-01

1 INTRODUCTION

- 1.1 The Council is committed to providing high quality, affordable housing. The Council aims to ensure its housing stock is well maintained by providing a comprehensive, consistently high-quality repairs and maintenance service for all of its tenants and residents.
- 1.2 This Policy covers the areas of reactive and planned maintenance cyclical maintenance and major repairs and outlines the Council's broad aims in relation to its repairs and maintenance service. It sets out a range of general principles that will guide the activities and standards of service that the Council aim to implement.
- 1.3 The Council will endeavour to ensure that all properties are repaired and maintained to a standard which promotes a safe home environment for all tenants and residents whereby repairs and maintenance continues to be a top priority and the Council will work deliver these services through its in-house Repairs Team and contractors that meet the Council's procurement, regulatory and performance standards.

2 POLICY AIMS AND OBJECTIVES

- 2.1 This Policy aims to support the objectives within the Council's Corporate Plan.
 - To tackle climate change through striving to make South Derbyshire District Council carbon neutral by 2030 by working with residents, businesses and partners to reduce their carbon footprint.
 - To supporting and safeguarding the most vulnerable by encouraging independent living and keeping residents healthy and happy in their homes.
 - To promote health and wellbeing across the by Improving the condition of housing stock and public buildings.
 - To deliver excellent services by ensuring consistency in the way the Council deals with its service users
 - To have in place methods of communication that enable customers to provide and receive information
 - To ensure technology enables us to effectively connect with our communities and to Invest in our workforce.
 - To transform the Council by providing modern ways of working that support the Council to deliver services to meet changing needs.
- 2.2 It will do this by delivering the vision and actions within the Council's Housing Asset Management Strategy "Through high quality services, delivered in partnership, the provision of well-maintained, affordable homes that meet the requirements and aspirations of the people of South Derbyshire".



3 ASSET MANAGEMENT STRATEGY

The Council's Housing Asset Management Strategy outlines five priorities for the Council.

Priority One

The Council is committed to ensuring that the housing stock not only meets the national Decent Homes Standard (DHS), but that it exceeds the standard where resources and finances allow. The Council's ambition is that its housing stock not only continues to meet statutory and/or regulatory standards but offers a quality of accommodation that exceeds the Decent Homes Standard and meets the developing needs of current and future tenants.

Priority Two

Improving energy efficiency and reducing fuel poverty.

Achieving high levels of energy efficiency in existing homes.

Priority Three

Repairing and maintaining properties to agreed standards is an essential element of the Housing Asset Management Strategy. Having in place a well-designed repairs and maintenance framework which enhances and delivers the most efficient and cost-effective service, whilst achieving high levels of customer satisfaction is the main aim of the service

Priority Four

Meeting the needs of households where a resident has additional needs or support requirements and disabled households to maintain the availability of housing stock that meets the particular housing needs of older, vulnerable and disabled households will continue to be a priority due to the increase in the ageing population, and the needs of people who are vulnerable and/or have support needs in the District.

Priority Five

Being resilient: Identifying and regenerating uneconomic housing through the collection and maintenance of effective and accurate stock management information

4 Legal Framework

The Policy complies with the Council's responsibilities under the following-

- Housing Act 1985 (as amended)
- Housing Act 2004
- Landlord and Tenant Act 1985 (as amended by The Homes (Fitness for Human Habitation) Act 2018)
- Equalities Act 2010



- The Decent Homes Standard - A Decent home: the definition and guidance for implementation (June 2006 update)
- The Housing Health and Safety Rating System – guidance for Landlords and Property Related Professionals (May 2006)

5 Responsive Repairs

5.1 The Council aims to provide tenants with a range of methods for reporting repairs and sufficient information to help with the early and accurate diagnosis of repair problems.

- All tenants will be supplied with information that provides details how to report repairs in person, by telephone or by e-mail, including emergencies and outside normal office hours;
- Procedures will be simple and accessible to tenants;
- All housing staff will accept repair requests and report repairs which come to their attention;
- Staff who process repair requests will have appropriate technical training;
- An appointment will be arranged if the Council requires access to the property or the tenant requests that they would like to be present when the repair is carried out.
- Where possible appointments will be made at the first point of contact;
- Some repair requests will require inspection before work is ordered. If so, the Council will inspect on a day agreed by mutual consent.

5.2 Completed Right First Time

The Council aims endeavours to complete repairs at the first visit and:

- Within the appropriate timescale agreed locally with tenants.
- Without the need for an operative to be recalled.

Due to the nature of some repairs, one or more visits may be planned by the Council to carry out the works. A visit to fix the immediate problem will be treated as “right first time” and subsequent works for example to replace the repaired element will be treated as separate orders for works.

5.3 Responsibility for Repairs

The Council has a legal obligation to keep the structure of the house in good repair meet statutory requirements and the regulatory requirements set by Government through the Housing Regulator.

Some items of repair and maintenance are contractually the responsibility of the tenants, under the terms of their Tenancy Agreement.



The Responsibility of the Council and the Tenant for Repairs

The table below shows who is responsible for what. Generally, any items which are fitted or replaced by the tenant become the tenant's responsibility to repair and maintain.

Bathroom - Who is responsible?

	SDDC	Tenant	Comments
Baths	♦		
Shower unit		♦	Unless the Council provided the unit
Toilet bowl	♦		
Toilet cistern	♦		
Toilet seat	♦		Unless provided by the tenant
Wash hand basin	♦		
Taps	♦		Unless provided by the tenant
Plugs and chains	•		

Doors - Who is responsible?

	SDDC	Tenant	Comments
Outside doors including hinges, handles and letterbox	♦		Unless provided by tenant
Door name plate/number		♦	
Door bell		♦	Unless the Council provided it
Door locks (outside)	♦		Unless the tenant has broken or lost the key
Keys		♦	
Glass in door or screen		♦	Unless caused by vandalism/break-in supported by a crime incident number



Inside doors	♦		
Locks on inside doors		♦	
Door entry system	♦		

Electricity - Who is responsible?

	SDDC	Tenant	Comments
Electric plugs		♦	
Fuse on plugs		♦	
Electric wiring (including sockets)	♦		
Fuse box, fuses/MCB	♦		
Fuses (main) ELCB	♦		
Light holder (including pendants and ceiling roses)	♦		Unless provided by the tenant
Light bulbs		♦	
Fluorescent tubes & starters		♦	
Supply of electricity		♦	In conjunction with electricity provider
Elect appliance/system fitted by the tenant		♦	Unless adopted by the Council.

Heating - Who is responsible?

	SDDC	Tenant	Comments
Ash carrier or pan	♦		
Fire grate, nest or basket	♦		
Fire front, surrounds and hearth	♦		
Fire tools		♦	



Fireplace tiles	♦		
Solid fuel central heating	♦		
Back boiler	♦		
Coal bunkers	♦		Only if solid fuel heating is provided by the Council
Chimney sweeping	♦ *	♦	*The Council will sweep the chimney once a year. Dependant on type and amount of fuel burnt it is recommended that the tenant may wish to arrange for the chimney to be swept independently
Gas fires	♦		
Gas central heating (including water pipes, radiators, timers, thermostats, pumps, etc.	♦		
Gas water heater	♦		
Gas piping	♦		
Electric fires (fixed)	♦		
Electric central heating	♦		
Immersion heater	♦		
Any heating appliance or system fitted by you		♦	Unless adopted by the Council. Tenants must ask for permission before installing any heating appliance.

Kitchens - Who is responsible?

	SDDC	Tenant	Comments
Cookers		♦	



Kitchen work tops	♦		Unless provided by the tenant
Kitchen units	♦		Unless provided by the tenant
Sink bowl and drainer	♦		Unless provided by the tenant
Any kitchen fittings provided by you		♦	

Plumbing - Who is responsible?

	SDDC	Tenant	Comments
Down pipe (soil and rain)	♦		
Drains	♦		
Guttering	♦		
Overflow	♦		
Water supply (including cold & hot water storage tanks and pipes)	♦		
Tap washers	♦		
Sink plugs and chains	♦		
Washing machines and fittings		♦	Unless provided by the Council

Structure - Who is responsible?

	SDDC	Tenant	Comments
Chimney including pots and cowls	♦		
Roof including slates and tiles	♦		
Roof skylight	♦		
Fascia boards/soffit boards etc.	♦		



Brick work	♦		
Rough cast	♦		
Foundations	♦		
Damp-proof course	♦		
Walls	♦		
Plaster/plasterboard	♦		
Floors	♦		
Ventilator	♦		
Skirting boards	♦		
Loft hatch	♦		
Stairs (inside)	♦		
Banister	♦		
Stairs (outside)	♦		
Steps to entrance	♦		
Porches	♦		Unless installed by tenant
Handrail (outside)	♦		If installed by the Council

Windows - Who is responsible?

	SDDC	Tenant	Comments
Glass in outside windows	♦		Unless broken deliberately
Glass panels or screens inside	♦		Unless broken deliberately
Glass triple/double glazed	♦		Unless installed by tenant
Window frames	♦		
Window fittings and catches	♦		Including sash cord windows
Window sill	♦		



Other - Who is responsible?

	SDDC	Tenant	Comments
Front and side boundary fences or walls adjoining open land	♦		
Rear boundary fences		♦	
Fences between gardens		♦	
Gates	♦		Unless provided by the tenant
Driveways		♦	Unless it forms part of a pedestrian access to the house
Paths giving access to house	♦		
Garages	♦		Only if it was provided by the Council
Greenhouses		♦	
Garden sheds		♦	
Outbuildings		♦	Unless it was provided by the Council

Other - Who is responsible? Continued

	SDDC	Tenant	Comments
Pigeon lofts		♦	
Drying areas	♦		
Parking areas (communal)	♦		
Clothes poles	♦		
Rotary dryers		♦	Unless provided by the Council
Ropes for pulleys, rotary dryers or poles		♦	Unless provided by the Council



Communal areas to flats	♦		
Communal stair lighting	♦		
Inside decoration		♦	Unless communal area. Minor plaster patch repairs allowed after “steaming” wall paper.
Outside decoration	♦		
Hard wired Smoke/fire alarms	♦		Replacing batteries is the tenant’s responsibility and weekly testing by the tenant is highly recommended
Carbon monoxide detectors	♦		If fitted by the Council
Washing machines and dryers provided by the Council	♦		
Pest control	♦	♦	Dependant on type of pest
Floor coverings including Laminate flooring		♦	Unless provided by the Council e.g. kitchen floor tiles
Fire detection equipment in communal areas	♦		

5.4 Repairs Categories and Timescales

It is necessary to categorise repairs in order that work required throughout the District can be properly programmed in order to ensure that the most urgent work to tenants’ homes is completed first.

Repairs will be categorised as follows:

- Emergency within 1 Calendar day
- Urgent within 3 calendar days
- Routine within 20 calendar days
- Planned within twelve months

Emergency and urgent work can be broadly defined as follows:

5.4.1 Emergency Where there is an immediate risk:

- (ASAP up to 1 day)
- a) to life and limb
 - b) of serious damage to the property



- c) to the security of the property
- d) of severe inconvenience or hardship to the tenant e.g. no heating in the winter

Urgent

Where delay could cause:

- a) danger to life and limb
- b) damage to property
- c) a security risk
- d) considerable inconvenience to the tenant e.g. no hot water

5.4.2 Routine. All other minor repairs will be done within 20 working days under the routine category.

Some works that do not fall into the category of being emergency or routine, such as extensive re plastering or external work to properties will be added to programmes of planned or cyclical maintenance.

Exceptions to the timescales would only be made where, for medical or social reasons, the repair required is necessary due to the increased vulnerability of the tenants concerned and where carrying out the repair in the normal timescale would cause suffering to the occupiers.

5.5 Rechargeable Repairs

The Council will carry out repair work for which it is responsible in accordance with the terms of the Tenancy Agreement. However, charges will be levied where a repair becomes necessary as a result of wilful and /or negligent actions of the tenant's household or visitors which is not caused by fair wear and tear. Further information on the process for charging is provided in section 7.

5.6 Quality Assurance

Some jobs will require a pre-inspection before the repair appointment can be arranged. The pre-inspection will be used to establish the extent of the works and will be carried out by an inspector or a nominated contractor representative. Following the visit to the property the tenant will be advised if a repair is required the priority of the repair and whether any of this work will be rechargeable to the tenant. In order to monitor the quality of the repairs service the Council will inspect a proportion of completed works. Alongside this the Council will contact a number of tenants to gain feedback on the repairs service. This information is used to continually review and improve the repairs service.



5.7 No access

It is the responsibility of the tenant to provide access to carry out repairs and for inspections to be carried out. If the tenant fails to provide access for the appointment a missed appointment card will be left requesting the tenant to contact the Council to rearrange as soon as possible. If access has not been allowed after three attempts, the tenant will be informed that the repair has been either been cancelled or that the Council may take further legal action to gain access. Where the repair is an emergency or a health and safety matter, the Council will continue to make contact prior to the repair being cancelled. If the repair poses a serious safety risk for other residents or the building, the Council will take appropriate steps to gain access.

5.8 Cancellations

Repairs will only be cancelled when:

- The tenant requests it.
- The work is to be completed on a planned programme of works
- In cases of no access where the Council considers that the repair is not an emergency or urgent in which case the Council will take legal action to gain access.

5.9 Right to Repair

Section 96 of the Housing Act 1985 (as amended) gives tenants the “Right to Repair”. Tenants have the right to have certain urgent and minor repairs carried out where the repair may affect health, safety or security. If the Council does not undertake the repair within the target time, nor complete the repair after a second request, tenants may be entitled to compensation. It should be noted that the “Right to Repair” does not give tenants the right to carry out a repair and then seek compensation from the Council.

5.10 Customer Satisfaction

The Council takes any level of dissatisfaction with its repairs service, or performance of its contractors, seriously and always welcome feedback. If a tenant is dissatisfied with our service this we will aim to remedy this immediately. If this is not successful then complaints will be will be dealt with through the Council’s complaints policy. Tenants will be asked to provide satisfaction information with which the Council will aim to improve its services

6 PLANNED AND CYCLICAL MAINTENANCE

6.1 Planned Maintenance

The Council has a robust and transparent system of planning and costing future maintenance work. This is based upon the recording of detailed, accurate and up to date information on its properties and their components and features. Regular



technical inspections are undertaken as a means of collecting this information, while all members of the Council's staff team are actively encouraged to feedback information about the condition of any properties they visit.

Certain works such as kitchen and bathroom replacement will generally be carried out on a planned basis and not as the remedy to an individual repair request.

The Council ensures that information on repair work carried out is used to inform the system for planning future maintenance requirements with the aim of carrying out more work on a planned or cyclical basis, reducing the amount of responsive repairs and providing a more efficient service overall.

6.2 Cyclical Maintenance

Cyclical maintenance is work required to be carried out on a regular basis to ensure the safety of tenants and to prevent the gradual deterioration of a property, its components and finishes and also to ensure that property / area standards are maintained. Our cyclical programme includes the following:

Gas Servicing and safety checks	Annual
Periodic repairs	Annual (high risk locations)
Estate Maintenance	5-Yearly
Asbestos survey (Communal areas)	Annual
Electrical Inspections	5-yearly
Legionella Inspections	10% of stock following void works
Gutter cleaning	Bi-annually

6.3 Capital works

Large scale improvements such as kitchens, roofs, bathrooms, hard standings and external painting will be undertaken on a programmed basis in accordance with the stock condition survey and Housing Asset Management Strategy and Plan. Where it is absolutely necessary for properties to be empty whilst these works are carried out then the Council will offer alternative accommodation under the same terms as the existing tenancy. The Council will make appropriate arrangements for the tenants to move home. This may include payments towards the cost of any removals, reconnection of services or other expenses incurred in the process of moving. Once the works are complete then the tenants will be expected to move back into the refurbished property.



6.4 Safety in homes

Under the Decent Homes Standard, the Council's responsibility to ensure all category 1 hazards found under the HHSRS (Housing Health Safety Rating System) are dealt with within 24 hours of discovery. The Council has a suite of individual policies to ensure the safety of tenants in their homes.

6.5 Fire

Smoke and fire detection equipment fitted in individual properties and communal areas will be inspected and serviced in line with manufacturer's instructions.

The Council's aim is to fit hard wired smoke detectors to all properties. In homes with two or three storeys, a detector will be fitted on each floor. These will be linked so all detectors are activated when one is set off.

Some homes have carbon monoxide detectors. The Council's policy is **not** to install carbon dioxide detectors to all homes. Where installed it is the tenant's responsibility to test the detector on a regular basis, change the batteries and report any issues.

6.6 Legionella

The Council will carry out its legal duties to consider, assess and control the risks of exposure to Legionella to our tenants. This requirement stems from the Control of Substances Hazardous to Health Regulations 1989; Section 3(2) of the Health and Safety at Work Act 1974 making provision for the legislation to apply to landlords of both business and domestic premises Legionella. The Council will carry legionella risk assessments in line with our Legionella policy and procedures. Legionella risk will be managed through regular monitors where necessary.

6.7 Gas Servicing and Maintenance

The Council recognises the critical importance of ensuring gas pipework and appliances in properties are in a good, safe, working order. The Council will meet all statutory duties in relation to gas safety management and associated health and safety legislation. In doing so the Council will maintain effective administration systems to ensure all gas systems in tenanted properties are subject to an annual service; the keeping of appropriate records as well as the accurate monitoring of and reporting on progress of the servicing programme.

It is a legal requirement to ensure that all properties with a gas installation are checked on an annual basis. The gas safety policy outlines the requirements and procedures to ensure this is adhered to.

The gas installation is also checked when a property becomes empty prior to the new tenant taking the property.



In fulfilling the legal responsibilities, the Council will pursue a clearly defined process in order to secure access to properties for the purpose of enabling servicing work to be carried out. Where necessary this will include taking appropriate action to gain entry.

The Council will appoint independent Gas Safe Register approved contractors to carry out annually, on a sample basis, a quality assurance check of the principal gas safety contractor's work. The outcomes and any actions taken to progress any issues raised by the independent contractor will be reported to the Council

6.8 Electrical

The Council will ensure the electrical installation within all properties is safe. Full electrical safety checks are carried out when a property becomes empty prior to the new tenant taking the property. The electrical installation will also be visually checked for safety when an electrician visits the property. This includes planned maintenance works and repairs calls. The electrical installation will also be checked on a five-year cycle when no other visits have taken place.

6.9 Asbestos

The Council will establish if asbestos containing materials (ACM) are within its properties, in line with our Asbestos policy and procedures. This information will be made available to the Council's staff, contractor's and tenants where necessary. The Council recognises the dangers presented by asbestos and has a detailed Asbestos Management Policy and Procedure in place. These describe the general approach and particular steps it shall take in order to meet relevant legal, health and safety, and best practice requirements.

6.10 Lifts

The Council will meet all legislative and regulatory requirements in relation to lift safety management. This incorporates the arrangements that the Council has in place to manage risks to protect employees, tenants, contractors and others who may work on, occupy, visit or use its premises, or who may be affected by its activities. This applies to all passenger lifts, goods lifts, lifting accessories, stair lifts, hoists, through floor lifts, platform lifts tail lifts and mobile elevated work platforms (MEWP) in all communal and domestic premises.

7 ENVIRONMENTAL SUSTAINABILITY

Effective environmental management is critical to our success. The Council has set challenging targets for continuing to improve its environmental performance.

The Council is committed to delivering current and future sustainable homes supported by responsible business practices. This means operating with integrity;



controlling and minimising potentially negative impacts and maximising our positive impact wherever possible.

The Council has set strategic environmental objectives as part of its 2020-2024 Corporate Plan that apply across all parts of the Council including its operational footprint and the management and development of its tenants' homes. These objectives, with associated targets, help the Council to continually improve. The delivery of these objectives is supported by the Council's Environmental Management System.

The Council's objectives are to:

- Improve the energy efficiency of its homes and be efficient in its carbon emissions from the use of energy and fuel
- Improve the climate resilience of its homes and its operations
- Eliminate, reduce, reuse and recycle waste produced across the organisation
- Obtain an externally certified Management system that meets the requirements of ISO14001:2015
- Use water efficiently within the organisation and support its residents to do the same
- Strive to procure sustainable products, materials and contractor services
- Remain committed to the prevention of pollution and promotion of biodiversity
- Ensure compliance with legal and other requirements and sign up to other relevant environmental standards for continual improvement
- Engage its stakeholders and form partnerships to promote positive environmental practice
- Continue to reflect on what the Council, as a progressive local authority, can contribute to the sustainability challenge.

8 RECHARGEABLE REPAIRS POLICY

General Guidance

8.1 The Council defines a rechargeable repair as a repair for which the cost is to be charged to the tenant. This is when the repair is due to wilful damage, neglect or accident caused by the tenant, by any member of the tenant's household or by visitors to the property.

8.2 The Council considers a repair to be rechargeable in any one of the following circumstances:

- Where damage is caused to a property accidentally by the tenant, by any member of the tenant's household or by visitors to the property. This is at the Council's sole discretion
- Where damage is caused to the property through wilful negligence of the tenant, any member of the tenant's household or by visitors to the property.



- Where damage is caused by vandalism to the property by the tenant, any member of the tenant's household or by visitors to the property.
- Where the damage is caused to the property by the tenant or a member of the tenant's household through an unauthorised alteration or addition to the property.
- Repairs which are specifically the tenant's responsibility.
- Where damage is caused by an unrecorded burglary or unrecorded attempted burglary. If the incident is reported to the police and a crime number is obtained, then damage to the property will normally be repaired by the Council. However, in cases of where a repeated burglary may be as a result of illegal or inappropriate tenant behaviour the Head of Housing will have discretion to decide on a recharge being applied.
- Where damage is caused by the Police or other authorised organisation with lawful powers of entry, in the execution of a warrant of entry, and evidence of wrong-doing is found.

9 Rechargeable Repairs Procedure

9.1 Purpose

The purpose of this procedure is to clarify the circumstances in which a tenant will be recharged with the cost of carrying out repairs. Every tenant is advised to obtain household insurance that includes damage by acts of vandalism, accident or attempted or actual burglary.

9.2 Identifying Rechargeable Repairs

A rechargeable repair can come to the attention of Housing Services in a number of ways.

- When the repair is reported by the tenant.
- Through a pre-repair inspection
- Through a pre-termination inspection
- Through a void inspection
- On other routine home visit by Housing staff

9.3 Deliberate Damage

Where damage has occurred through the wilful negligence or a deliberate act of the tenant, or a member of the tenant's family or a visitor to the property, the repair is rechargeable.

Action may be considered that could lead to the eviction of the tenant from a property in instances of serious damage.



9.4 Unauthorised alterations/additions to the property

Where it is found that the alteration or addition is dangerous, remedial work will be ordered to make safe immediately, without providing the tenant the opportunity to carry out the work themselves. The Council shall inform the tenant within one working day of the reasons for undertaking the work.

Where the unauthorised alteration/addition is not dangerous and permission has not been sought or given, an inspection will be undertaken. If the work is assessed to have detracted from the value or the condition of the property, the tenant will be given four weeks within which to reinstate the property or item to the original condition. Failure to comply with this notice will result in works being carried out by the Council and recharged. A decision must be reached on the tenant's ability to remedy the situation. Where this is not practical, the Council will undertake the work and recharge to the tenant.

9.5 Accidental Damage

Where the damage occurs accidentally to a property, its fixtures or fittings, the Council shall assess where the damage was caused to an item, which had a limited lifespan, whether a recharge should be applied.

9.6 Criminal Damage

Where damage is as a result of criminal activity the tenant must report this to the Police and obtain a crime reference number. The Council will consider whether to recharge the repair to the tenant.

9.7 Avoiding Further Damage

Where it has been established that a repair is rechargeable, and failure to complete the repair would lead to further damage to the property, its fixtures and fittings, the repair will be ordered and the tenant charged.

9.8 Out-of-Hours Repairs Service

The out-of-hour's repairs service is intended to deal only with genuine emergency repairs. Where a tenant makes a false statement in order to have a repair completed out of hours when it is not an emergency, the tenant may be recharged with the cost of that call out charge. area tenant can get advice on whether a repair is an emergency or not by calling 01283 221225 .

9.9 Recharging a Tenant

Where it has been decided that a repair is rechargeable and the work has not already been undertaken through any of the provisions made above, the Council shall inform the tenant, giving them a chance to make good the damage themselves. If the tenant decides to make good the damage themselves, the Council shall specify to the tenant the timescale within which to do so and the specification of works required.



At the end of this period, the Council shall inspect the work. Where the work is complete, the Council shall check to ensure it is to the specification required by the Council. Where the work is not to the specification required, the Council shall give the tenant a further reasonable period to remedy the situation.

Where the tenant is to be recharged, the tenant's signature shall be obtained on a standard recharge request, prior to ordering any works. Written confirmation must be sent to the tenant explaining the reason for the recharge, the cost of the repair and VAT, and the methods of payment, within three working days of the repair work being raised.

Where the tenant refuses to accept responsibility and there is clear evidence that the damage has been caused by the tenant, the works, if seriously affecting the safety and structural integrity of the property, will be undertaken and recharged to the tenant in any event. If there is any disagreement in the decision of the Council, the tenant has the right to challenge that decision and obtain a second opinion. In addition to this the tenant has recourse to the Council's complaints procedure.

If the tenant's repair request is deemed to be re-chargeable and the notice of the repair is not causing a safety or structural integrity problem to the property, the repair will not be undertaken by the Council unless the tenant accepts and signs to agree that the cost will be recharged prior to being undertaken. In this case it would be the tenant's responsibility to carry out the repairs to an acceptable standard. If the repair is left undone and the tenancy terminated then the cost of repairs would be recharged to the former tenant

9.10 Inspections and Rechargeable Repairs

Pre-vacation inspections will be carried out by the Council during the notice period prior to the tenant vacating to establish possible rechargeable repairs. This will be undertaken for all notified terminations, transfers and mutual exchanges where access is possible before the tenant vacates the property.

9.11 Recharging the tenant after a void inspection

If a forwarding address is known for the former tenant, the Property Inspector shall inform the former tenant in writing of the reasons for the recharge, cost of the repair and the method of payment. An invoice should be produced and sent to the tenant within four weeks of the repair being completed.

Where a forwarding address is unknown the Council will seek to trace the address through its own means and utilisation of a tracing company. If still no address is found details of the recharge will be held and reinstated if the former tenant reappears as a housing applicant.



9.12 Invoices for recharges

Invoices for rechargeable repairs shall be treated as sundry debts and not a sub account of the main rent account.

9.13 Examples of Rechargeable Items

The following are examples of repairs that will be classed as tenant responsibilities and therefore recharged to the tenant. The Council will make allowances for reasonable “wear and tear “over the duration of the tenancy.

- Replacement banisters and balustrades removed by tenant.
- Any damage to internal doors.
- Damaged electric sockets and switches, where painted by tenant.
- Lock change, when keys lost or stolen
- Renew house numbers
- Renew letter plates
- Renew plug and chain to wash-hand basin, bath or sink
- Re-glazing
- Rubbish left when vacating property
- Unblocking waste trap to wash-hand basis, bath or sink.
- Worktops and kitchen units damaged
- Loss of window lock keys
- Unauthorised alterations (cost to rectify)
- Wilful damage and neglect, e.g. cigarette burns, damage by pets
- Removal of graffiti/stickers
- Correction of wilful or accidental damage to decoration
- Clearing and tidying gardens.

10 VOID PROPERTIES

The Council aims to let void properties as quickly as possible in order to minimise rent loss due to void works. In order to achieve this, the Council will work with the outgoing tenant to ensure that the property is left in a clean and tidy manner. The Council has a minimum lettable standard in place and this defines as far as practically possible the nature and extent of repair work that will be carried out prior to a property being let. This standard will be periodically reviewed in consultation with tenants to ensure that it meets general expectations and good practice. Where void properties are likely to require major improvement (e.g. rewiring, new kitchen or bathroom) in the next five years then these works will be completed whilst the property is vacant. This will reduce the likely level of responsive repairs required after letting and provide for a more efficient method of delivering these improvements in an empty rather than occupied property.

10.1 Re-let Repairs

The Council wishes to re-let its properties safely and as quickly as possible. However, the Council is under a Legal duty to ensure that the property is Fit for human Habitation



at the point of letting within the meaning of the Homes (Fitness for Human Habitation Act 2018) with, regard to its condition in respect of the following matters:

- repair,
- stability,
- freedom from damp,
- internal arrangement,
- natural lighting,
- ventilation,
- water supply,
- drainage and sanitary conveniences,
- facilities for preparation and cooking of food and for the disposal of waste water;
- in relation to a dwelling in England, any prescribed hazard which are:
 - damp and mould growth
 - excess cold
 - excess heat
 - asbestos and manufactured metal fibres
 - biocides (chemicals that treat mould)
 - carbon monoxide
 - lead
 - radiation (from radon gas, which is airborne or in water)
 - uncombusted fuel gas (leaks in gas appliances)
 - volatile organic compounds (chemicals which are gases at room temperature)
 - crowding and space
 - entry by intruders (such as not having a lock on your front door)
 - lighting
 - domestic hygiene, pests and refuse (including inadequate provision for disposal of waste water and household waste)
 - noise
 - food safety
 - personal hygiene, sanitation and drainage
 - water supply
 - falls associated with bath or shower
 - falls associated with stairs and steps
 - falls on the level (danger of falling on a flat surface)
 - falls between levels (danger of falling from one level to another, for example, falls out of windows)
 - electrical hazards
 - fire and fire safety
 - hot surfaces and materials
 - collision and entrapment
 - explosions
 - physical strain associated with operating amenities (i.e. very heavy doors)
 - structural collapse and falling elements



In order to achieve this South Derbyshire District Council has a minimum standard for to be met by all properties being relet.	
Cleanliness	All properties will be thoroughly cleaned.
Appliances	All appliances will be tested as necessary and checked for working condition.
Services	<p>All properties will have a full electrical inspection. A copy of the certificate will be passed to the incoming tenant at sign up.</p> <p>All properties with gas will have a gas soundness test carried out. The resultant certificate, along with the current existing landlord's gas safety certificate, will be passed to the incoming tenant at sign up.</p> <p>Suitable meter box keys will be provided.</p>
Decoration	All walls and ceilings will be in a good state of repair and decoration, or a decoration allowance will be issued (Decoration Vouchers).
Heating	<p>All properties will either have full central heating or an alternative space heating system. The systems will be checked for effective operation.</p> <p>An instruction leaflet explaining method of operation will be passed to the incoming tenant at sign up.</p>
Kitchens	All properties will have kitchens that are clean and serviceable, worktops should permit the safe preparation of food.
Fire Protection	All properties will comply with all current fire regulations and be fitted with one mains wired smoke detector per floor.
Bathrooms	All properties will have bathrooms that are clean and serviceable.
Floors	All properties will have floors that are sound and cleanable.
Security	All properties will be secure and three keys per lock type will be provided. If window locks are fitted, keys will be provided.
Windows	All windows will be secure and checked for operation.
Insulation	All roof spaces will be insulated.
Damp	All properties will be free from damp and mould growth.



Roofs	All roofs will be structurally sound and weather tight.
Drains/Gutters	All drains/gutters will be free from obstruction and leaks.
Garages and Outhouses	All garages and outhouses will be checked for condition and be free from rubbish.
Fences/ Boundaries	All fences and walls forming a boundary should be intact and in good condition. Where fencing is in poor condition and has to be removed – simple post/wire fencing will be installed.
Garden Rubbish	All gardens will be left in a manageable condition for the incoming tenant.
Paths/Driveway	All paths/driveways will be sound and free from trip hazards.

There may be some non-urgent repairs that can be carried out after a new tenant has occupied the property.

10.2 Decoration Allowance

Internal decoration of properties is the responsibility of tenants under the tenancy agreement. The Council will make sure that the decoration requirement of the Fit to Let Standard is achieved for all properties. In some cases, this may mean that a property or part of a property has been decorated. In others, the Council currently has a decoration allowance scheme to assist tenants with the redecoration of their new home. This operates as follows:

- where decoration is carried out by the Council it will be a basic standard of magnolia emulsion for walls and white gloss paint for internal joinery.
- as part of the post termination inspection, an assessment will be made of the decoration allowance to be paid. There is a maximum figure £300 per property or this may be varied by the Head of Housing by up to 100%; in exceptional circumstances.
- in the case of transfers, if redecoration requirements are only revealed at the post termination inspection, the estimated cost of the work will be deducted from any decoration allowance payable to the previous tenant prior to them taking their new tenancy;
- the decoration allowance will normally be paid in vouchers to be redeemed at a nominated DIY store. Alternatively, a cheque up to the allowance value can be issued on production of receipts within one month of taking up the tenancy. Tenants will be advised that they should buy the decorating supplies within one month of taking up the tenancy.



11 REPAIRS UNDER RIGHT TO BUY

Until the purchase is completed, the Council must keep in repair, the structure and exterior of the property and keep in repair and proper working order, the installations in the house for the supply of water, gas and electricity and for sanitation.

Additionally, the Council is obliged to carry out all Qualifying Repairs under the Tenants Right to Repair, apart from those cited above, Qualifying Repairs also include items such as leaking roof, blocked sink, bath or basin and loose or broken banisters or handrails, Repairs will continue to be re-charged if the tenant has caused damage to the property or fittings.

The Council also has an obligation to carry out gas servicing on an annual basis until the date that the house is sold to the tenant

12 LEASEHOLD PROPERTIES

More details regarding the repair and maintenance of Leasehold properties are included within the Council's Leaseholder Handbook.

The Council insures the structure of the building on behalf of the leaseholders and its other tenants. The Council and leaseholders have certain responsibilities under the terms of the lease. A summary of the main responsibilities for each party are listed below, however, you will need to refer to your lease for full details of all the responsibilities:

Council Responsibility	Leaseholder Responsibility
All issues relating the structure and communal areas of the building	Internal decoration of the flat.
All communal areas both internal and external.	Internal floor coverings and floor boards.
All communal fixtures and fittings including rainwater pipes, gutters and fascia boards.	Internal fixtures and fittings which include internal pipes, taps, sinks and sanitary fittings.
The provision of any communal TV aerial, cleaning service and communal electricity	The maintenance of any heating system which serves the leaseholder's property including the annual gas servicing and any repairs.



The repair and maintenance of any shared pathways, boundary walls and car parking areas, as well as communal gardens and grassed areas.	Fuses, light fittings and other electrical and gas appliances, including the connection to mains electrical and gas supplies provided by authorised supply companies
The provision of an adequate buildings insurance policy.	<p>Fences and boundary walls that have been sold to the leaseholder as indicated in the lease agreement.</p> <p>Outside drainage.</p> <p>Any additions to the original structure that the leaseholder has made with the Council's consent including conservatories, porches and sheds.</p> <p>Maintenance of door entry systems that serve the property.</p> <p>The freezing or bursting of internal pipes.</p> <p>Fire risk assessment work.</p> <p>Internal wall coverings as well as internal doors, tiles and skirting boards and the like.</p> <p>Replacement and cleaning of windows</p>

12.1 The leaseholder should report repairs for which the Council is responsible either by phone, e-mail or in person.

Dealing with repairs where there is a mutual obligation on the Council and leaseholder can be a complex process. However, it is important that an owner-occupier pays an appropriate share of the bill for common part repairs.

- when tenants submit an application to purchase they will be given advice on the implications of their decision including future maintenance issues and mutual repair obligations
- when the sale is finalised, the new owner is provided with a simple list of mutual repair obligations reflecting the terms of the missive of sale;
- at the same time the new owner will be advised of the Council's policy for mutual repairs and the arrangements for dealing with mutual repairs;
- all tenants who have previously purchased properties should be advised of the arrangements for dealing with mutual repairs.



- in the case of routine repairs the Council and the owner will have the opportunity to obtain estimates for the work and agree on who should carry out the work with the cost being shared;
- in the case of emergency or urgent repairs the work may have to be done without estimates and agreement reached on the cost after completion of the work.

13 Monitoring Performance

It is important to assess whether repairs have been carried out to a satisfactory standard and that tenants are satisfied with the way they are carried out.

The Council shall maintain internal information systems which are based around ensuring effective monitoring, control and reporting of its repairs and maintenance activities. Comprehensive records of all repairs and maintenance work shall be held with a view to demonstrating transparency in the way work has been carried out and authorised.

The Council will monitor repairs and maintenance performance using both regulatory and local performance indicators as follows:

Performance Indicators

- Number and average time taken to complete Emergency repairs.
- Number and average time taken to complete urgent and routine repairs
- Tenant satisfaction with repairs and maintenance services.
- How many times in the reporting year the Council did not meet its statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check
- The number of pre and post inspections carried out.
- All repairs expenditure against specific budgets.
- Average time taken to complete Void repairs. The Council will periodically ask tenants about their satisfaction with the repair and maintenance service. This may be through the regular STAR tenant satisfaction survey or through individual, ad- hoc surveys. These will be completed within the framework of the Housing Customer Engagement Strategy

To further assess the quality of repair work the Council will carry out inspections of:

- 10% of all repairs completed
- repairs to void properties
- repairs to external/communal areas

This sample will be increased in areas where contractors may be performing poorly or there are particular areas of dissatisfaction raised by tenants.



14 POLICY REVIEW

The Council will review this Policy every five years in consultation with tenants. More regular reviews will be considered where, for example, there is a need to respond to new legislation/policy guidance. Reviews will consider changes to legislation, regulations, performance standards and good practice.



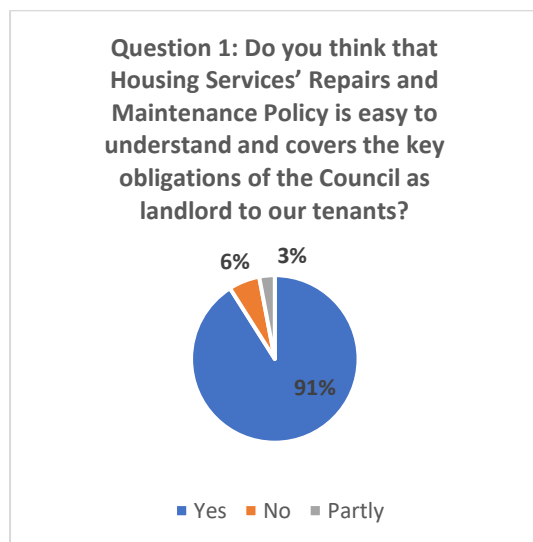
Housing Services Repairs and Maintenance Policy – Consultation Report

In May 2021, Housing Services launched an online consultation to gather views on its revised Repairs and Maintenance Policy.

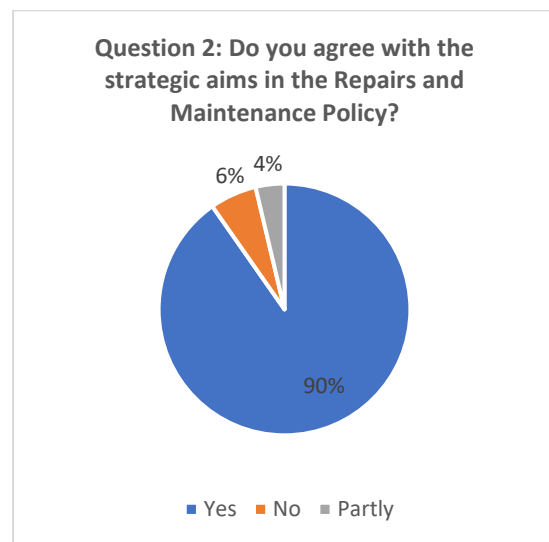
The Council received 214 responses from tenants and two from non-tenants, the results of which are included in this report.

Tenants' Online Survey - Results

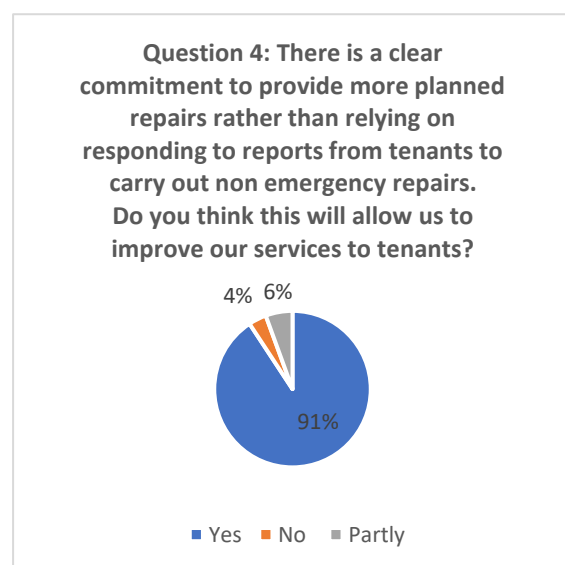
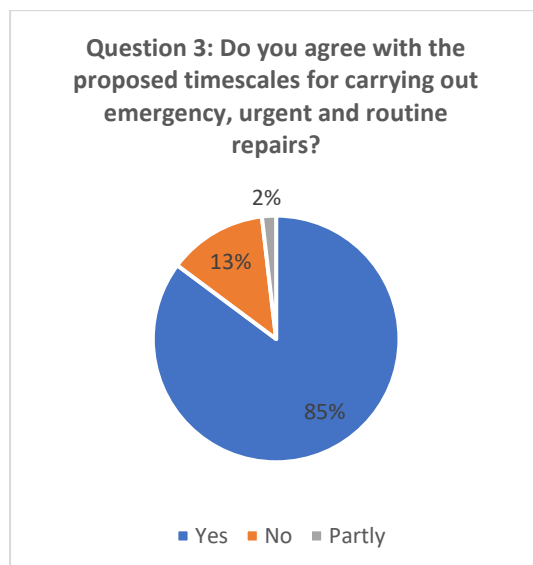
The Housing Service texted out a link to 2,330 South Derbyshire District Council tenants, directing them to the Policy document and a five-question survey to gauge their opinions on its contents. The percentage and number of responses are illustrated below:



Yes: 196 No: 13 Partly: 7



Yes: 195 No: 13 Partly: 8



Yes: 184 No: 28 Partly: 4

Yes: 196 No: 8 Partly: 12

Tenants' Comments

Q1. Do you think that Housing Services' Repairs and Maintenance Policy is easy to understand and covers the key obligations of the Council as landlord to our tenants?
Reassure and explain which is this manual or sheet, when first moving in it's a lot to take.
I understand what repair men say to me clear easy slow speak to us. Good attitude and let us know when they done repairs etc.
Confusing - am told one minute the job will go on the system and you get a job number. The next time you phone the job's not logged on system and work not done - have to keep chasing.
The works was fantastic I had no electric for 1 day and half.
I'm sure that it covers all the key information, however it is not by any means in easy to access language and is quite a long and arduous read.
When you report a fault they do get back to you straight away.
A list sent everyone is clear.

Q2. Do you agree with the strategic aims in the Repairs and Maintenance Policy?
Needs to be time bound and clear.
I don't really know what they are.

Q3. Do you agree with the proposed timescales for carrying out emergency, urgent and routine repairs?
I have been waiting for plastering to be done for several months and there is lack of communication from the council.
Long wait time for some repairs
I've had scaffolding around house for six weeks and still haven't started on roof.
Still waiting for repairs to be done that were reported years ago and they still haven't been done. And still suffer with damp in the property.
From experience urgent repairs are not clear and routine jobs can take longer but with COVID can be expected in the past service levels were better that said when workers turn up they are very good and work to a high standard.
Could be improved on.

Been waiting two years for a repair.
Waiting time sometimes is a bit too long.
Outstanding repairs over 1 year
Not being adhered to. I have been waiting for replacement sealed units for months.
Sometimes it's too long to wait.
Still waiting for damp repairs since January.
Because it is too vague.
The council need to abide by the time scale. It's a good idea, but it must be implemented from lowest to the top.
No communication
It took 6 weeks for a leak in my house to be repaired and now the gaping hole in the ceiling has apparently got 20 working days to just be contacted to make an appointment to repair that. I pay rent on time and am a good tenant. I feel quite let down, especially as a disabled person living alone.
I've just had 2 problems - boiler leaking classed as emergency out same day. Then I had a floorboard down at the top of my stairs that I nearly fell down. I'm registered blind but wasn't classed as emergency.
3 days without water due to a broken hot tap pumping out hot water so resulting in having to switch off the water at the mains. I think should be an emergency especially with children in the house.

Q4. There is a clear commitment to provide more planned repairs rather than relying on responding to reports from tenants to carry out non-emergency repairs. Do you think this will allow us to improve our services to tenants?
You don't respond to some reports or complete work anyway??
Don't know what is planned.
Better to let tenants tell you if something is wrong, could be a good wait if the repair program is not scheduled for a particular area.
Yes what the tenants need something to ask for repairs/services.
You say things and don't carry them out.
I've had to call several times on occasions to get one repair done not every time but sometimes.
I don't think it would matter if it is planned or if the tenant calls in the time scales and times are horrendous and repairs are not up to scratch at all.

But needs clear communication both sides, also needs to be clear what is classed an emergency.
If a tenant has a problem with a needed repair it needs to be dealt with not planned for a later date.
Planned repairs, if not spaced too far apart, should result eventually in less calls from tenants requiring maintenance calls. However, as any gain will be medium term rather than immediate, then in this interim period you must run both systems in parallel. Failure to do so will simply result in a poor repair service and low tenant satisfaction rates. Currently I think SDDC rate quite highly.
I have seen no evidence of pre-emptive repairs/maintenance at my location.
Because it's been tried before and did not work.
I will believe it when it happens not just for a few times but always.
My property is old needs new windows as they let draft and condensation build up. My loft could do with checking for right insulation and wall cavity needs check house does not hold heat goes cold right away.

Q.5 - If you have suggestions for specific actions that should be included in the revised policy or any further comments, please provide details.

- **42** tenants commented on the Policy and the current Repairs and Maintenance Service, mainly giving specific comments based on their direct experiences.
- **6** tenants said they were happy with the service they receive from the Council, with comments including: "there is nothing to improve", "they are first class when you need help", "they do a very good job", "I am very happy with the service", "the repairs department has been excellent so cannot find fault with the service".
- **16** said that they would like communication between themselves and the Repairs and Maintenance Service to improve. In particular - returning telephone calls; replying to emails and following up on recommended actions following property inspections; being told what time contractors will arrive and being offered an AM/PM slot; to inform tenants if their repair/planned maintenance works are going to be delayed; to send letters to tenants every 12-24 months asking if they have any concerns regarding property condition; make recharge costs clearer and provide a breakdown; to inform tenants about planned works on their properties.
- **2** tenants said they would like a quicker service/response with regards to emergency repairs.
- **2** tenants suggested that Council properties need to be more eco-friendly to help tackle global warming.

The full list of comments received are below:

Q5. If you have suggestions for specific actions that should be included in the revised policy or any further comments, please provide details below:
Actually speak to tenants when they ask for someone to call them about something. If someone says they're going to do something...they need to actually do it.
Tenant should be made aware of time before worker arrives
To actually come out and view repair work, I've rang about repairs and so has my husband and I'm still yet to have anyone ring back or to visit the property about this.
I think it might be worth sending a letter to tenants every 12/24 months, to ask them if they think there is anything they think needs looking into before it breaks down breaks down or to protect property before it becomes necessary and/or causes more damage.
Listen and act.
Seems now and again emails are overlooked on the reporting of repairs needed Having trouble with my previous repair request and now again
Clear instruction to report a repair and an accurate turn around for jobs made clear and an update to tenant if delayed
I feel that sometimes the reports are not followed up on, I had an inspection about 3 years ago and the work suggested has not been done
I think it needs to be clear when you are charged for something you get a breakdown on your bill exactly what you're paying for.
You should keep everyone updated when the repairs can be done
Give us more information about your repair plans so that we're not out of the loop. We always get surprises of your plans as we have no input into that.
It would be nice to be told when a repair is due to be done i have missed several visits as I want unaware anyone was coming
Be more clear about what is to be done.
Old & unused equipment that are not or ever will be used again, to be removed keeping all homes are up to date. The council would benefit from tenants actually knowing & seeing that the council does care about them I don't mean little jobs. But tenants need to do the same.
A bit more communication from the council to tenants
I think a new tenant should be told about any planned work to be carried out over the first 2 years to enable them to judge on decorating etc.
The only thing I can say is it would be nice if you could say it would be morning or afternoon other than that I'm really happy with service thank you
There is nothing to improve
No – they're first class when you need help
All good

Have no complaints think they do a very good job
I have always found in the last few years the repairs dept has been excellent so cannot find fault with the service.
Think they could do repairs a bit quicker sometimes
It takes too long to attend to emergency repairs for vulnerable people and people with disabilities. I am one of those people and I was left for 9 days with no working sockets in my kitchen.
Different contractors for roof repairs
You may make financial savings in the medium term but you should not expect to make short term gains. If you are thinking that way then expect to be disappointed. Additionally, do not look to make savings by using contractors rather than direct council employed labour. I live in Cleveland Close and you used Novus to carry out work. You might as well have put the money to a round of drinks in the pub because you wasted it on contractors doing inferior, poor quality work. It was regarded as a joke amongst a lot of the neighbours here I'm afraid. The work wasn't even inspected by a council inspector as far as I could see. This was a serious mistake. The contractor must have seen you coming!
It would be advisable to complete repairs before moving on to the next job as some repairs may be left in a dangerous condition.
Possibly asking tenants if there are any concerns regarding overgrown conifer trees on the premises or next door neighbours property
Cameras on the back of flats stop rubbish being dumped?
Kitchens to be refurbished after so many years instead of doing them when the property becomes empty
I feel the properties should be more eco-friendly. Windows and doors/up to date appliances throughout the properties.
Yearly roof maintenance would help
I think when your whole street is getting, for example, a new kitchen - then everyone on that street should get one.
Council property needs checking for appropriate Government guidance on insulation to help combat global warming.

Colour Code:

Green – satisfied (5)

Blue – improved communication needed (17)

Red – quicker emergency repair response time (2)

Orange – dissatisfaction with contractor (2)

Yellow – general comments (8)

Equality Impact Assessment - Preliminary Assessment Form

Title of the strategy, policy, service or project:		Housing Repairs Policy
Service Area:	Housing	
Lead Officer:	Paul Whittingham	
Date of assessment:	07/21	
Is the strategy, policy, service (procedure) or project:		
Changed	x	
New	<input type="checkbox"/>	

Section 1 – Clear aims and objectives

1. What is the aim of the strategy, policy, procedure or project?
<p><i>2.1 This Policy aims to support the objectives within the Council's Corporate Plan.</i></p> <ul style="list-style-type: none"> <i>To tackle climate change through striving to make South Derbyshire District Council carbon neutral by 2030 by working with residents, businesses and partners to reduce their carbon footprint.</i> <i>To supporting and safeguarding the most vulnerable by encouraging independent living and keeping residents healthy and happy in their homes.</i> <i>To promote health and wellbeing across the by Improving the condition of housing stock and public buildings.</i> <i>To deliver excellent services by ensuring consistency in the way the Council deals with its service users</i> <i>To have in place methods of communication that enable customers to provide and receive information</i> <i>To ensure technology enables us to effectively connect with our communities and to Invest in our workforce.</i> <i>To transform the Council by providing modern ways of working that support the Council to deliver services to meet changing needs.</i>



2. Who is intended to benefit from the strategy, policy, procedure or project and how?

Tenants/contractors/staff of the Council through clearer more efficient repairs service provision.

3. What outcomes do you want to achieve?

A brief summary of the anticipated outcomes (if required as explained in the accompanying Committee report) use a bullet point list if appropriate

Delivering the Aims of the Councils Housing Asset Management Strategy

Priority One

The Council is committed to ensuring that the housing stock not only meets the national Decent Homes Standard (DHS), but that it exceeds the standard where resources and finances allow. The Council's ambition is that its housing stock not only continues to meet statutory and/or regulatory standards but offers a quality of accommodation that exceeds the Decent Homes Standard and meets the developing needs of current and future tenants.

Priority Two

Improving energy efficiency and reducing fuel poverty.

Achieving high levels of energy efficiency in existing homes.

Priority Three

Repairing and maintaining properties to agreed standards is an essential element of the Housing Asset Management Strategy. Having in place a well-designed repairs and maintenance framework which enhances and delivers the most efficient and cost-effective service, whilst achieving high levels of customer satisfaction is the main aim of the service

Priority Four

Meeting the needs of households where a resident has additional needs or support requirements and disabled households to maintain the availability of housing stock that meets the particular housing needs of older, vulnerable and disabled households will continue to be a priority due to the increase in the ageing population, and the needs of people who are vulnerable, and/or have support needs in the District.

Priority Five

Being resilient: Identifying and regenerating uneconomic housing through the collection and maintenance of effective and accurate stock management information.



Section 2 – What is the impact?

4. Summary of anticipated impacts. *Please tick at least one option per protected characteristic. Think about barriers people may experience in accessing services, how the policy is likely to affect the promotion of equality, knowledge of customer experiences to date. You may need to think about sub-groups within categories e.g. older people, younger people, people with hearing impairment etc. [Hyperlinks to supporting information about the protected characteristics listed below can be found here.](#)*

	Potentially positive impact	Potentially negative impact	No disproportionate impact
Age	<input type="checkbox"/>	<input type="checkbox"/>	x
Disability and long-term conditions	<input type="checkbox"/>	<input type="checkbox"/>	x
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	x
Marriage or civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	x
Pregnant women and people on parental leave	<input type="checkbox"/>	<input type="checkbox"/>	x
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	x
Race	<input type="checkbox"/>	<input type="checkbox"/>	x
Religion or belief	<input type="checkbox"/>	<input type="checkbox"/>	x
Sex (Gender)	<input type="checkbox"/>	<input type="checkbox"/>	x



Section 3 – Recommendations and monitoring

If you have answered that the strategy, policy, procedure or project could potentially have a negative impact on any of the above characteristics then a full Equality Impact Assessment will be required.

5. Should a full EIA be completed for this strategy, policy, procedure or project?

☐ Yes

☒ No

Please explain the reasons for this decision:

The Repairs Policy provides for the delivery of an accessible and equitable service for all tenants with or without Protected characteristics as defined by the legislation

Section 4 – Approval

Please note the assessment should be reviewed and approved by the appropriate Head of Service **before** the Committee report (if required) is produced.

Reviewed by Head of Service

Name: Paul Whittingham

Date: 26/7/21

If further information regarding this assessment is required, please contact the Lead Officer for this assessment (outlined in Section 1.)



REPORT TO:	HOUSING AND COMMUNITY SERVICES	AGENDA ITEM: 7
DATE OF MEETING:	19th AUGUST 2021	CATEGORY: DELEGATED
REPORT FROM:	STRATEGIC DIRECTOR - SERVICE DELIVERY	OPEN
MEMBERS' CONTACT POINT:	PAUL WHITTINGHAM Paul.whittingham@southderbyshire.gov.uk	DOC:
SUBJECT:	REPAIR AND MAINTENANCE REVIEW 2020/21	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: HCS01/HCS03

1.0 Recommendations

- 1.1 That the Committee considers the annual review of repair and maintenance performance for 2020/21.
- 1.2 That the Committee endorses the outline programme of works for 2021/22.

2.0 Purpose of the Report

- 2.1 To update the Committee on the performance of the Repair and Maintenance Service during 2020/21.
- 2.2 To provide the Committee with an outline of the current years' major works programme for 2021/22
- 2.3 To update the Committee with progress on other activities and initiatives to support the delivery of the Council's Housing Asset Management Strategy and the Housing Quality Network Review Action Plan.

3.0 Executive Summary

- 3.1 On 6 June 2019, the Housing and Community Services Committee agreed an Action Plan developed by the Housing Quality Network for the Council for the delivery of Improvements to the Repair and Maintenance service.
- 3.2 On 20 August 2020, the Committee also agreed a revised and updated Housing Asset Management Strategy Action Plan.
- 3.3 Work has been underway to deliver the actions within these plans including; contract management, the development of new policies and procedures and enhanced resources for dealing with customer enquiries.

- 3.4 This report provides a summary of the services delivered by the Council's Housing Repair and Maintenance teams and also the Council's contractors who support the in-house teams and also deliver major, planned and specialist works.

4.0 **Detail**

4.1 **Major and Planned Works**

On 3 June, the Committee was informed of the Council's performance against the Corporate Plan target to achieve capital spend.

- 4.2 The majority of major, planned and cyclical works are delivered under the terms of the contract with NOVUS which commenced in July 2019 after the expiry of the previous contract in March 2019. The financial year 2020/21 is, therefore, the first full financial year of the contract which has an initial term of three years with an option to extend for a further period of two years.
- 4.3 The planned works strand includes additional fire safety works which were transferred from another contractor whose performance was deemed to be poor. Planned External Maintenance included items such as garage refurbishment as "stop gap" works where other work strands could not be progressed due to the lack of access to properties or the shortage of materials. Outstanding works have been rolled over into the current financial year. As a summary of the performance against the planned programme delivered by NOVUS is provided in the table below.

Contract Strand				
	Programme	Complete	Refused by Tenant	Annual Spend
Voids	251	199	-	108,0846.86
Planned Works				
Kitchens	95	71	24	349,759.04
Bathrooms	40	37	20	141,041.05
Roofs	100	79	-	554,126.59
Planned External Maintenance	Miscellaneous external works	98	-	262,684.59
Fire Safety	124	82	-	96,600.86
Electrical	1711	1711		£170,015.00
Adaptations	53	39	-	118,588.28

- 4.4 The contract is managed via a Performance Group comprising the Strategic Directors of Corporate Resources and Service Delivery and the Heads of Housing and Corporate Property. The operational management of the contract is carried out through monthly performance meetings and separate meetings for each of the contract work streams. A suite of performance Indicators are used in the management of the contract. Performance against the Key Indicators is contained within the table below.

4.5

Indicator	TARGET	ACTUAL
Defects / Handovers	2/ property	Average 0.5
Programme related, property turnaround		
Kitchen	10 days	100%
Roof	7 days	98%
Bathroom	7 days	100%
Disabled Facilities Grant	10 days (avg.)	100%

- 4.6 Customer Satisfaction data is collected and verified by the Council at the completion of kitchen, bathroom and roofing installations. Satisfaction is scored by the customer between zero and ten with ten marks being the highest. Scores of above eight are treated as being satisfied. Scores less than eight are investigated further.

Customer satisfaction	TARGET	ACTUAL
% Return	> 40%	75%
Performance feedback	90%	96%

- 4.7 Satisfaction scores at the completion of works are above target. However, the Council was made aware of a number of occasions where tenants were dissatisfied with the conduct of on site works especially where the contractor is on site for seven to ten days, or where there are unforeseen delays in the manufacture or delivery of materials. These were discussed with the Contractor at the Performance group, and they the contractor has instructed its own Tenant Liaison Officers to make additional contact with tenants whilst their operatives are on site or provide telephone updates where necessary.
- 4.8 The Committee will also note that the performance of the roofing strand of the contract is a little lower than the other strands. This performance was also reflected in feedback from tenants with regards to the conduct of contractors on site. The contractor has taken action to remove certain operatives and teams from working on Council properties in response to this.
- 4.9 **Void Properties.**

The contract with NOVUS did not commence until July 2019. This meant that the Council was without a contractor to carry out major works for a period of three months. Consequently, a backlog of vacant properties accrued during this period. Lockdown restrictions from March 2020 meant that properties could only be let in exceptional or emergency basis. The Council and its contractors were able to continue to work on vacant properties in order to relet them where the regulations allowed. In total, works to 199 properties were completed during 2020/21 despite the restrictions on labour and materials during the lockdown period. During this time properties did continue to become vacant as existing tenants passed away or moved on meaning that the number of void properties continues to be higher than expected. Good progress has been made by Council, NOVUS and NEWYs the Council's electrical contractor in bringing more properties back into use. The table below

illustrates the number of lettings prior to, during and after the main lock down periods for the period of January to June in each year:

Period	Jan – June 2019	Jan June 2020	Jan June 2021
Number of Lettings	115	83	153

The number of vacant properties has been affected by an increase in the number of existing tenants being granted a transfer to a vacant property. This in effect creates an additional empty property. Ordinarily transfers account for between fifteen and seventeen percent of all vacant properties. In the period January to June 2021 this has increased to twenty five percent.

Whilst properties have been vacant the Council has taken the opportunity to carry out significant investment in the housing stock especially in respect of rewiring. Where it has been discovered that a property may need to be rewired in the next five years this work has been completed during the void period. Whilst this work and the associated asbestos survey, removal and subsequent remediation works have lengthened the void period, it obviates the need to carry out such intrusive works at a later date whilst the property is occupied.

4.10 Adaptations

The Council carries out adaptations to its own housing stock funded through the Housing Revenue Account and also to private sector dwellings funded through the Better Care Fund, delivered within the guidelines of the Disabled Facilities Grant process. During 2020/21 the following works were completed:

Tenure	Works completed
Council	25
Private	27

During the lockdown period and afterwards the Council, Derbyshire County Council (DCC) and contractors had difficulty in gaining access to properties where the occupants were “Shielding” or “Clinically Extremely Vulnerable”. The following works are in the referral pipeline and subject to Council approval:

Tenure	Referrals
Council	32
Private	51

In order to address this pipeline of works, the Council has secured an additional contractor through a procurement framework with capacity to complete specialist adaptation works in the Council's own stock and within private sector housing. The Council has also invested in a bespoke software system to speed up the parts of the adaptation process that it is responsible for. DCC and all districts in Derbyshire are seeking ways to improve the capacity of the process and also the speed at which it delivers adaptations to customers. Arising from this are new processes for the delivery of stairlift services and modular rather than concrete ramps to properties which the Council will be trialling shortly.

4.11 Responsive /Day to Day Repairs

Responsive and day-to-day repairs are carried out by the Housing Direct Labour Organisation, (DLO) supported by NOVUS for electrical and major repairs, Renuvo,

for Gas repairs and a range of other contractors for specialist repairs and maintenance for example, repairs to communal television aerials and laundry equipment. These repairs are completed within the Repairs Policy. A draft revised policy was presented to the Housing and Community Services committee on 20 April 2021 and is currently undergoing consultation with tenants and other customers. The results of this consultation and a final version of the policy will be presented to the Committee in September.

The overall performance in the delivery of these repairs is shown in the table below:

	2021 Total Completed	Within Target	% Within Target
Emergency	2137	1945	91%
Within 3 Days	1188	950	80%
Within 9 Days (gas follow on Works)	210	203	96.67%
Within 20 Days	2821	2595	92.16%
Total	6356	5693	90%

4.12 Achieving the target timescales during 2020/21 has proved difficult for a range of reasons associated with COVID-19 pandemic. Whilst tenants have continued to report repairs and maintenance issues, government guidance during the initial lockdown period only allowed for essential or emergency works to be carried out. Even in these situations there have been a number of tenants that have not either been able or willing to allow access to operatives to complete the necessary work due to their Shielding or Clinically Extremely Vulnerable status.

There have been some difficulties with builders' merchants being able to provide materials. The Council's own supplier has reported increased delivery times and prices for basic materials, fixtures and fittings. The Council's contractors have thus far been able to secure alternative provision of materials such as roof tiles in order to maintain the completion of programmed works. Manufactured products such as external doors and garage doors have proved much more difficult to obtain either from existing or alternative providers. This situation has become more evident since the start of January 2021.

Since the start of the current Financial Year customer satisfaction data for repairs is being collected in hard copy format. Work is in progress to find more efficient and effective ways of collecting and reporting on this data electronically in line with the Government's expectations in the "Housing White Paper" which was presented to the Committee on 28 January 2021.

4.13 Programme of Works 2021/22

A programme of improvement works to Council properties is already well underway. This programme is aimed at delivering the Council's statutory requirements as a landlord and also the aims within the Housing Asset Management Strategy to:

- Achieve the South Derbyshire District Council standard for property condition, exceeding Decent Homes Standards
- Improve energy efficiency and reducing fuel poverty
- Repair and maintain properties to agreed standards.

Major elements of the programme include works to address all aspects of Housing Safety and implement the contents of the suite of policies for Fire, Lift, Electricity, Gas, Asbestos and Legionella safety which were agreed by the Committee on the 19 November 2020. The programme also assists the Council in complying with the ethos of the Government's recent White Paper with its focus on property condition and safety.

The outline programme is detailed in the table below and includes specific additional items for Fire Risk Assessment, Active and Passive Fire Protection, sprinkler system and lift system servicing.

There is also provision for Planned External Maintenance (PEM) which supports the provision of external works to homes and also the improvement of communal areas and facilities that are still of benefit to Council tenants. A separate programme of estate improvements will be considered during 2021/22 along with the potential transfer of land from the Housing portfolio to the general portfolio where there are no longer any Council tenants benefitting from this land or facilities.

Also during 2021/22, a final report and supporting data regarding the energy performance and carbon efficiency of Council Homes will be received from Nottingham City Council. This data will be used to inform the development of future work programmes and to support bids for government funding to improve the energy and carbon efficiency of the housing:

Workstream	Average Cost	Number of Installs	PROJECTED COST
Repairs & PEM			
DLO Support/VOID works			£ 425,000
Electrical Day to Day Repairs			£ 150,000
Electrical Testing	£120	1125	£ 135,000
PEM			£ 289,000
Anticipated Day to Day Repairs HRA Annual Spend			£ 999,000
Compliance / Enabling Works (Planned)			
Asbestos Removal			£ 35,000
Asbestos Survey			£ 20,000
Legionella Testing & Remedial			£ 20,000
SPRINKLER SERVICING (IMIST)			£ 5,000
Lift Servicing & Remedial			£ 20,000
DAMP WORKS			£ 20,000
FIRE RISK ASSESSMENT			£ 30,000
REPLACEMENT SMOKE ALARMS	£1,000	50	£ 50,000
Active Fire Protection - Servicing			£ 100,000
Passive Fire Protection - Firestopping			£ 100,000
GAS SERVICING & Heating maintenance			£ 356,400
Anticipated Planned HRA Annual Spend			£ 756,400
Planned Works			
Kitchens	£4,500	95	£ 427,500
Bathrooms	£3,700	40	£ 148,000
Roof Coverings	£7,000	85	£ 595,000
Rewires (INC VOIDS)	£3,400	100	£ 340,000
Active Fire Protection - Installs			£ 30,000
Communal Doors (Bamford)		2	£ 17,500
Passive Fire Protection - Fire Doors	£2,000	210	£ 420,000
Heating Installs	£3,475	115	£ 399,625
Anticipated Planned Capital Annual Spend			£ 2,377,625
Overall MRA Budget			£ 2,383,000

stock:

5.0 Financial Implications

- 5.1 The Medium-Term Financial Plan for the Housing Revenue Account (HRA) was reported to both Housing and Community Services and Finance and Management Committee in February 2021. The budgets approved at this time covered both capital and revenue expenditure for a ten-year period.
- 5.2 The approved revenue budget for 2021/22 for repairs and planned maintenance totals £1,815,618. This will leave a slight underspend of £60,218 for the year.
- 5.3 Capital approvals for 2021/22 excluding disabled adaptations total £2,383,000 and a proposed underspend of £5,375 is included within the report.

5.4 The proposals are all fully funded as per the MTFP reported in February.

6.0 Corporate Implications

Employment Implications

6.1 There are no direct employment implications contained within this report

Legal Implications

6.2 There are no direct legal implications contained within this report.

Corporate Plan Implications

6.3 The contents of this report directly contribute to the aims within the Council's Corporate Plan to:

- Support and safeguard the most vulnerable
- With partners encourage independent living and keep residents healthy and happy in their homes;
- Promote health and wellbeing across the District
- Improve the condition of housing stock and public buildings.

Risk Impact

6.4 The Contents of this report have a direct impact on the Service Delivery Identified Risk-SD3 – Safety standards: Failure to comply with basic safety standards in flats/blocks with communal areas.

7.0 Community Impact

Consultation

7.1 Customers are asked to provide their opinions on the planned and major works programme on completion of works in their own home. The collection of customer satisfaction information from tenants in receipt of day-to-day repairs is also now underway.

7.2 A revised and updated Repairs Policy is currently under consultation with the public and a final version will be returned to the Committee later in the year.

Equality and Diversity Impact

7.3 The provision of safe accessible housing is in line with the aims of the Council's Equality and Diversity Action Plan.

Social Value Impact

7.4 The contents of this report do make a direct contribution to delivering the aims of the Council's Sustainable Communities Strategy to: Help More people feel safe and secure in their home and in the community, particularly those who are most vulnerable.

- 7.5 The processes in place for the management of contracts and contractors now also include the Council's environmental induction process. During 2021/22 work will continue to identify programmes of work that will improve the energy and carbon efficiency of Council Homes. A number of contracts will be reviewed during 2021/22 including the contract for the provision of gas heating and maintenance services. This review will include the preparation for and provision of low carbon heating sources.

8.0 Conclusions

- 8.1 Whilst the COVID-19 Pandemic has had an impact on repair and maintenance services for Council homes this impact has been managed to ensure that wherever possible both planned and responsive works have been completed, albeit at times within longer timescales.
- 8.2 The major priorities for the coming year are compliance with the housing safety and customer satisfaction requirements within the emerging regulatory regime described in the governments White Paper referenced in this report.
- 8.3 Bringing empty Council properties up to lettable standard and reducing the time that they are empty remains of utmost importance for the staff teams and contractors alike.

9.0 Background Papers

Reports to Housing and Community Services Committee:
6/6/2019 -Housing Quality Network Strategic Review
20/8/20 – Housing Asset Management Strategy and Action Plan
19/11/20- Housing Safety policies
28/1/21- Social Housing White Paper
20/4/21- Housing Repairs Policy

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 8
DATE OF MEETING:	19th AUGUST 2021	CATEGORY: RECOMMENDED
REPORT FROM:	ALLISON THOMAS – STRATEGIC DIRECTOR (SERVICE DELIVERY)	OPEN
MEMBERS' CONTACT POINT:	EILEEN JACKSON Eileen.Jackson@southderbyshire.gov.uk	DOC:
SUBJECT:	FUTURE DELIVERY OF NEW COUNCIL HOUSING	
WARD(S) AFFECTED:	ALL WARDS	TERMS OF REFERENCE: (See Notes)

1.0 Recommendations

- 1.1 That the Committee approves an assessment methodology to inform the development or acquisition, redevelopment, or refurbishment of land and Council housing (see Appendix 1)
- 1.2 To consider the research findings relating to housing needs and current social housing stock across the District (see Appendix 2).

2.0 Purpose of the Report

- 2.1 To propose an assessment methodology to enable consistency in the development or acquisition of new Council housing and the redevelopment or regeneration of existing housing sites.
- 2.2 To ensure that each opportunity is assessed and proposed or dismissed based on sound reasons that align with the Council's corporate priority to meet identified housing needs within the District
- 2.3 To create a transparent process that achieves best value for the Council, for assessing land and purchase options as and when they arise
- 2.4 To prevent the Council missing out on future development opportunities.

3.0 Detail

- 3.1 Members may recall a report presented to Housing and Community Services Committee in November 2017 that outlined the preferred options for delivery of new Council Housing. The report concluded that the Council would pursue the acquisition of s106 units whereby a scheme offered value for money and where homes were situated in areas of identified housing need. The recommendations contained in the report also enabled land led opportunities on Housing Revenue Account (HRA) land to be pursued where design and build contracts could be procured, that Right to Buy (RTB) buy backs could proceed where the purchase would represent value for money and that acquisitions would be assessed on a site-by-site basis with all final decisions being approved at this Committee. This approval process was further endorsed by a subsequent report to this Committee regarding the redevelopment of Smallthorn Place.
- 3.2 Since that report was presented, 31 new Council homes have been added to the housing stock through acquisition, buyback of RTB and by utilising HRA land to build on.
- 3.3 A technical officer Council Housing Development Group, Chaired by the Strategic Director – Service Delivery, was established in August 2020 to drive forward the Council's strategic approach to the refurbishment, redevelopment and regeneration of the Council's housing stock and acquisition of new properties. It also holistically considers the opportunities presented to the Council from land deals, s106 bidding, utilisation of HRA and general fund land and other mechanisms for delivery of new Council housing across the District. A member is invited to join this group.
- 3.4 The Housing and Community Services Committee approved the updated Housing Asset Management Strategy Action Plan on 20 August 2020. The outstanding action within the Action Plan relating to the development and /or acquisition of new homes is included in the table below.

Priority	Action/Task	Responsible Officer	Timescale	Update 2020
AMS 06 – Managing investment opportunities and development potential of land and property to meet local needs	Produce development appraisal of all land in Housing Revenue Account and General Fund ownership for potential development opportunity or sale	Housing Strategy Manager	Complete	Initial review was completed newly formed Development group to consider financial appraisal model.

To begin to address this action the Committee approved the procurement of external consultancy to carry out a comprehensive options appraisal of an existing site (Smallthorn Place Woodville) and identify possible delivery options for refurbishment, redevelopment, or disposal of the site. This work is now complete and a report outlining the possible options for this site will be presented to the Committee in the autumn of 2021.

3.5 The Committee also agreed that a further report which outlines future delivery options for new homes in the District, including the possibility of providing further “in house” development would also be presented to the Committee at a later date arising from the work of the Development Group, Chaired by the Strategic Director, Service Delivery. The possible options for the delivery of redevelopment and new build were presented to the Housing and Community Services Committee on 23 November 2017 and included:

- Establishing a wholly owned company, which was previously considered and rejected by the Council
- Design and Build contracts to support local supply chains
- Working in partnership with other providers using Council land
- Working with other Districts to share risk and units on border sites
- As assessment methodology for the future acquisition of units utilising commuted sums
- The expansion of internal resource to deliver development.

The report to the Committee on 20 August 2020 also outlined the need for further in detailed options appraisal work to assess the opportunities for developing existing Council owned land to feed a “pipeline” of major refurbishment and possibly redevelopment of its housing stock. The software and training required to enable the Council to develop its own programme of options appraisal is estimated to cost around £38,000. A likely conclusion of the appraisal of Smallthorn Place is that a District-wide approach to appraising opportunities is likely to be more efficient than a totally piecemeal/ad hoc approach.

3.6 There are many considerations that need to be taken into account when assessing the value of any opportunity and a robust assessment process needs to underpin each opportunity.

3.7 The assessment process needs to be transparent, enabling careful consideration of a range of factors prior to taking forward a report and associated recommendations to Committee for approval

3.8 The assessment process should include:

- Housing Need in the locality
- How the scheme would be financed and the associated payback period / Net Present Value (NPV)
- The infrastructure and resource necessary to deliver new build schemes
- Options for utilising HRA and General Fund land depending on what types of homes need to be delivered
- Consideration of disposal of land and assets on regeneration sites or existing schemes
- Whether the scheme will be designated for older persons or supported living to avoid tenants purchasing their homes under preserved RTB
- The additional benefits that the development brings
- The ongoing costs / liabilities and expected rental income.

3.9 The Government has recently announced new measures to make it easier for councils to build new homes following the removal of the HRA borrowing cap back in 2018 – the new measures include:

- Extending the time councils have to spend RTB receipts from three years to five years.
- Increasing the cap on the percentage cost of new homes councils can fund from RTB receipts raised from 30% to 40% per home, making it easier to build replacement homes.
- Allowing receipts to be used for shared ownership, First Homes, as well as affordable and social housing, to help councils build the homes their communities need.
- Introducing a cap on the use of RTB receipts for acquisitions to help drive new supply.

3.10 The Committee will need to consider carefully the use of HRA funding for the development of new homes in the light of existing maintenance and improvement requirements, the additional regulatory requirements of the recent Social Housing White Paper, and the costs of “de carbonising “the existing housing stock

3.11 The Council’s Heads of Housing and Corporate Property are in the process of mapping all of the Council’s land assets to facilitate a more strategic overview of land with potential for either development or sale. Land within the HRA will need to be assessed in terms of the best value it provides either as generating additional revenue income through rents or as capital receipts through sale for the investment in existing stock.

4.0 Tests to apply

4.1 Value for Money Test

Economic benefits	Efficiency gains	Effectiveness	Equality
Potential additional revenue to be generated in the HRA to mitigate the losses from RTB	Will the Council require additional housing management resources / ongoing maintenance obligations outside regular compliance	Will the homes meet identified need from the Councils Housing Register	Will the homes be let at social rent levels and accessible to people on low incomes who cannot access market solutions
Calculation of payback period (NPV)		Consider future viability of the HRA.	
How will the homes be financed – are there commuted sums to be utilised	How long will the homes be under warranty / free from capital investment	Affordable housing delivery targets in future	Will the proposed homes offer housing to vulnerable groups that would otherwise find it hard to access appropriate housing for their needs
Will RTB receipts be returned if unspent	Is the Council entering into partnership arrangements to reduce cost / overall risk / officer time etc	Added value to the community	Is there the opportunity to deliver exactly the homes required to meet identified needs from the housing register
Are there unknown development risks associated with		Is the Council replacing lost RTB stock	

<p>land</p> <p>If s106 units – what % of market value is the Council likely to secure them for</p> <p>Will they be let at social or affordable rent.</p> <p>Ongoing capital and revenue costs associated with MANCO's, fire safety and shared amenities</p>			
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4.2 Housing Need Test

There would need to be an identified housing need to justify pursuing any type of new affordable housing provision within the District. This would be backed up by data from the Council's Strategic Housing Market Assessment (SHMA), the ward profiling information and the Council's housing register

4.3 Benefits / Constraints / External factors

This test incorporates all other factors specific to the site / acquisition / land. It considers how the scheme can be financed, if the scheme caters for specific needs groups, does it contribute to wider regeneration of the area etc.

5.0 Financial Implications

- 5.1 The Council receives sums under S106 agreements for affordable housing provision and due to the significant levels of growth, it is expected that approximately £10.3m will be received over the next five to seven years for use in this area. Recently acquired properties in Repton and Aston have utilised almost £800k in the last year.
- 5.2 Right to Buy receipts are currently set-aside in a capital reserve to fund acquisitions and new build as approved by the Committee under the implementation of self-financing back in 2012.
- 5.3 Under the self-financing agreement, the Council took on debt of £57.4m to obtain more freedom and flexibility with the housing stock and management of all capital and revenue liabilities funded through the rent roll.
- 5.4 The debt is due to be paid back at various stages set out as part of the HRA Business Plan and there are two tranches of £10m due to be paid to the Public Works Loan Board in March 2022 and March 2024.

- 5.5 Sums are being set-aside as revenue contributions each year into a specific capital reserve for repayment of the loans and the Council's policy is to pay back these loans as they fall due.
- 5.6 Major Repairs required to dwellings are scheduled in every year and any underspends are set-aside in capital reserves to ensure future works can be covered. Consideration of current dwellings and ensuring decent homes standards should be given as part of the proposed investment strategy. This includes aims within the Corporate Plan for carbon neutrality.
- 5.7 Carbon neutrality is estimated to cost approximately £15,000 per dwelling which has been reported as part of the Climate and Environment Action Plan. The target year for completion has been set to 2050 and will require over £44m to achieve. This is not currently set-aside within the financial plan.
- 5.8 In summary, the following table shows the current position of the HRA's capital reserves potentially available for investment.

	Opening Balance April 20 £	Movement £	Closing Balance March 21 £
New Build and Acquisition Reserve	2,212,826	-570,998	1,641,828
Debt Repayment Reserve	6,470,000	1,536,000	8,006,000
Major Repairs Reserve	4,190,187	351,761	4,541,949
	12,873,013	1,316,763	14,189,776

- 5.9 As noted earlier in the report, the Government has reinvigorated Right to Buy allowing more flexibility on the use of 1-4-1 receipts. Alongside the new flexibility, a cap is to be introduced in 2022/23 and phased in over three years which puts a limit of the number of properties a local authority can purchase utilising 1-4-1 receipts. The limit is to be set as 30% of all new properties in any one year can be acquired rather than built. The Council in the last three years has acquired rather than built and this could pose a risk to funding of future development.
- 5.10 Under the new rules, the Council is able to acquire twenty units before the cap is applied which based on the current levels of acquisition in recent years, the Council would not achieve this exclusion level. If, however the Council looks to acquire more than twenty dwellings in a year, a thorough review of funding will be required.
- 5.11 A further potential risk to the HRA is the digitalisation of Careline which at this stage is under review. It is anticipated that approximately £600k may be required to update the service provision and this is not currently included within the financial plan as a review of the Careline provision is underway and will be reported separately.

6.0 Corporate Implications

Employment Implications

- 6.1 There are no direct employment implications arising from the approval of the recommendations within this report

Legal Implications

- 6.2 Legal advice will be sought in conjunction with all matters relating to land deals, design and build contract awards and the conveyancing associated with the acquisition of homes.

Corporate Plan Implications

- 6.3 The recommendations contained within this report have a direct impact on the following themes within the Corporate Plan;
- Place – to increase the supply and range of affordable housing provision
 - Place – to Facilitate and deliver a range of integrated and sustainable housing and community infrastructure
 - People – to enable people to live independently

Risk Impact

- 6.4 Having a consistent methodology within which to assess which sites to pursue, will reduce the likelihood (and associated risk) of both missing out on development opportunities and the pursual of sites where housing is not required, irrespective of the cost / VFM.
- 6.5 The risks associated with different housing delivery models will be explored in the subsequent report.
- 6.6 By having an approved medium to long-term plan for development, the risks posed to the HRA by RTB are mitigated.

7.0 Community Impact

Equality and Diversity

- 7.1 The approval of the recommendations contained in this report will enable the development of new affordable homes where they are needed most. This will ensure that more households who cannot access the open market, can access secure, affordable housing across the District.

Social Value

- 7.2 Approval of the recommendations contained in this report will have a direct positive impact on the following sections within the Council's Community Strategy:
- Enabling people who cannot access market housing to remain within their communities to give support and benefit from established support networks
 - Rehousing people living in unacceptable living conditions.

8.0 Conclusions

- 8.1 The Council is committed to affordable housing delivery in the District and when opportunities arise to acquire specific sites that meet identified need these need to be proactively considered.
- 8.2 There needs to be a strategic approach to the Council's existing HRA and general fund portfolio to assess the options for sites and where possible achieve economies of scale in devising a pipeline or programme of developments over the next 5-10 years.
- 8.3 A consistent methodology is required to enable the Council to assess the sites in areas where housing need has been identified and where any potential development /disposal/would achieve value for money for the Council.
- 8.4 The Council is in a fortunate position to deliver as well as enable affordable homes in the future. It is, therefore, imperative that the right methods for delivery are utilised and tailored to suit the District's needs.

9.1 Background Papers

- 9.1 Report to Housing and Community Services Committee (November 2017) – ***'Increasing supply of affordable homes through direct acquisition and LA new build schemes – options report'***

APPENDIX 1

Opportunity arises / idea is presented the Council

Establish to what extent the proposal / opportunity would meet existing identified need for new housing—will pursuing the opportunity meet an identified housing need within the District (check ward profile data / SHMA / and current housing register information)

If YES



Does the proposed scheme align with the existing Asset Management Strategy / HRA Business Plan and Health and Housing Strategy—if not does it meet a gap in provision or create an opportunity for the Council to increase revenue or tackle a specific issue

If YES



Is the scheme financially viable? At this stage financial viability is assessed, NPV is established and funding mechanisms are agreed to ensure the additional homes do not exceed a 30 year payback period

If YES



Following discussion at the Council Housing Development Group a report for Leadership Team is compiled detailing the benefits, constraints and potential risks associated with the proposal - Recommendations agreed by Strategic Director / Strategic Housing / Housing Services and Finance

If APPROVED



A report is drafted for the next available Committee and relevant organisations are informed of the Councils intentions to proceed

Funding is secured either via Homes England, available commuted sums, HRA grant reserves, RTB capital receipts or additional borrowing capacity.

Assessment flow chart for decisions relating to;

- Land acquisition and existing land use
- Regeneration or re-development of existing sites
- Land deals with developers and RPs utilising GF OR HRA sites
- Bidding for or acquiring s106 units
- Design and build projects
- The purchase of Council homes previously sold under RTB

APPENDIX 2

Current affordable housing stock and identified housing need across South Derbyshire

Council Housing Stock - Table 1

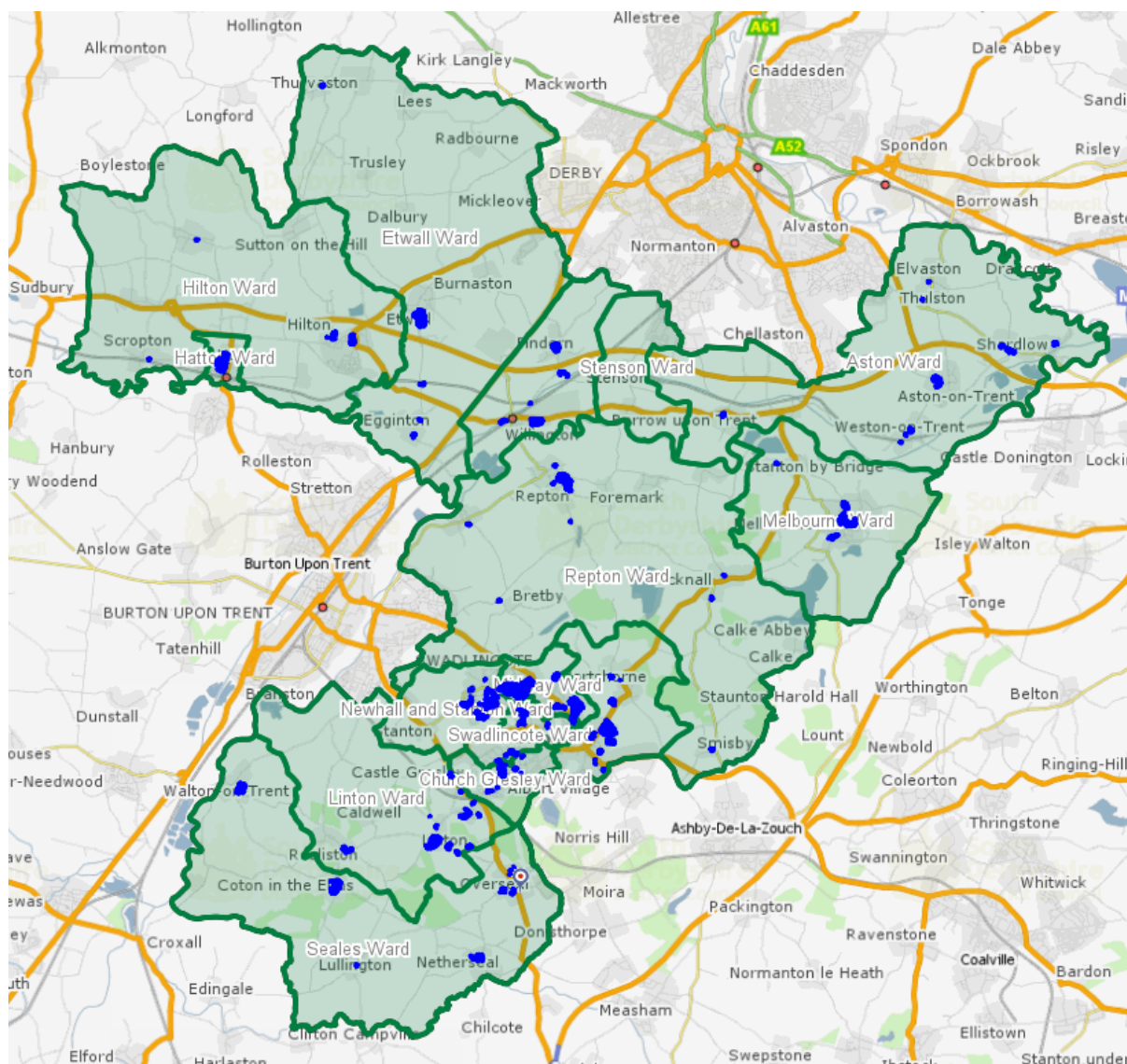
Year	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Stock	2965	3000	2984	2962	2969	2941
% change since 2015/16	-	1%	1%	-1%	0%	1%

Source; LAHS returns figures take March 2021

Right to buy (RTB) - Table 2

Year	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
RTB sales	17	23	22	22	16	9
Council New builds	-	10	-	-	15	16

In the last five years, the Council has lost on average 18 homes to right to buy sales a year. Below is a map of all previously RTB sales by ward.



APPENDIX 2

The table illustrates the total number of Right to Buy homes sold since the introduction of the legislation in 1981.

Sub Market / Ward	RTB homes sold	SDDC Stock	Net % loss
Derby Fringe Total	511	436	54%
Aston Ward	83	103	45%
Melbourne Ward	142	183	44%
Repton Ward	161	71	69%
Stenson Ward	-	-	-
Willington & Findern Ward	125	79	61%
North West Fringe Total	114	280	29%
Etwall Ward	47	107	31%
Hatton & Hoon Ward	38	102	27%
Hilton Ward	29	71	28%
Swadlincote & South Fringe Total	1281	2233	36%
Church Gresley Ward	36	184	16%
Linton Ward	85	190	30%
Midway Ward	495	489	50%
Newhall & Staton Ward	232	417	36%
Seales Ward	207	220	48%
Swadlincote Ward	93	399	18%
Woodville Ward	133	334	28%
TOTAL	1906	2949	39%

Source: SDDC stock list records at July 2021

Supply and Demand

The Council also has nomination rights to Registered Providers stock across the District. The majority of social housing is located with the Swadlincote and South Housing Market Area, this is also the area of highest demand.

Sub Market / Ward	Registered Providers and Council Stock	Demand (Those wanting to live in area)	Demand vs Stock % (Higher % = higher demand)
Derby Fringe Total	975	166	17%
Aston Ward	257	37	14%
Melbourne Ward	252	51	20%
Repton Ward	140	23	16%
Stenson Ward	77	24	31%
Willington & Findern Ward	249	31	12%
North West Fringe Total	498	85	17%
Etwall Ward	207	29	14%
Hatton & Hoon Ward	103	19	18%
Hilton Ward	188	37	20%
Swadlincote & South Fringe Total	3260	601	18%
Church Gresley Ward	368	73	20%
Linton Ward	258	33	13%

APPENDIX 2

Midway Ward	553	30	5%
Newhall & Staton Ward	566	81	14%
Seales Ward	253	31	12%
Swadlincote Ward	655	268	41%
Woodville Ward	607	85	14%
TOTAL	4733	852	18%

Source; Council monitoring sheet, Homefinder; July 2021

Breakdown of Registered Provider and Council Stock by type and bed size

	Bedsits	Flat			Bungalow			House				
<i>Bed size</i>	0	1	2	3	1	2	3	1	2	3	4	Total
Derby Fringe Total	0	87	106	2	75	78		22	304	279	22	975
Aston Ward		7	13		29	23		2	96	87		257
Melbourne Ward		39	38		37	19			45	71	3	252
Repton Ward		33	7	1	7	19			38	32	3	140
Stenson Ward			24						18	28	7	77
Willington & Findern Ward		8	24	1	2	17		20	107	61	9	249
North West Fringe Total	4	66	72	0	28	32	0	1	161	128	6	498
Etwall Ward	4	33	37			1		1	80	48	3	207
Hatton & Hoon Ward			8		28	3			27	35	2	103
Hilton Ward		33	27			28			54	45	1	188
Swadlincote & South Fringe Total	4	505	353	4	207	268	1	43	711	1100	64	3260
Church Gresley Ward		108	41	2	31	7		2	87	86	4	368
Linton Ward		18	12			39		8	56	107	18	258
Midway Ward		40	12	1	10	15			173	297	5	553
Newhall & Stanton Ward	4	123	22		38	87	1		71	203	17	566
Seales Ward		12	40		29	40		6	60	62	4	253
Swadlincote Ward		142	126	1	85	43		10	118	123	7	655
Woodville Ward		62	100		14	37		17	146	222	9	607
TOTAL	8	658	531	6	310	378	1	66	1176	1507	92	4733

Source; Council monitoring sheets July 2021

APPENDIX 2

Housing Register

Sub Market / Ward	1 bed need	2 bed need	3 bed need	4+ bed need	Total
Derby Fringe Total	64	70	19	13	166
Aston ward	14	16	2	5	37
Melbourne Ward	23	17	9	2	51
Repton Ward	8	11	4		23
Stenson Ward	5	13	1	5	24
Willington & Findern Ward	14	13	3	1	31
North West Fringe Total	39	31	12	3	85
Etwall Ward	12	11	5	1	29
Hatton & Hoon Ward	7	9	3		19
Hilton Ward	20	11	4	2	37
Swadlincote & South Fringe Total	268	206	87	40	601
Church Gresley Ward	29	30	9	5	73
Linton Ward	17	9	5	2	33
Midway Ward	7	11	9	3	30
Newhall & Staton Ward	31	30	10	10	81
Seales Ward	15	12	4		31
Swadlincote Ward	141	83	33	11	268
Woodville Ward	28	31	17	9	85
TOTAL	371 (43%)	307 (36%)	118 (14%)	56 (7%)	852 (100%)

Source; LAHS/Housing Register March 2021

From the housing register, the highest demand is for one bed units followed closely by two beds. Over half of those in need of a one bed are aged 55 and over.

	Under 35	Inbetweeners	55 and over	Total
Housing applicants	362	252	239	852
Percentage of register	42%	30%	28%	100%

Sub Market / Ward	Over 55 with 1 bed need
Derby Fringe Total	41
Aston Ward	7
Melbourne Ward	18
Repton Ward	5
Stenson Ward	1
Willington & Findern Ward	10
North West Fringe Total	26
Etwall Ward	7
Hatton & Hoon Ward	5

APPENDIX 2

Hilton Ward	14
Swadlincote & South Fringe Total	124
Church Gresley Ward	15
Linton Ward	8
Midway Ward	2
Newhall & Staton Ward	17
Seales Ward	11
Swadlincote Ward	61
Woodville Ward	10
TOTAL	191

REPORT TO:	HOUSING & COMMUNITY SERVICES	AGENDA ITEM: 9
DATE OF MEETING:	19th AUGUST 2021	CATEGORY: DELEGATED
REPORT FROM:	STRATEGIC DIRECTOR – SERVICE DELIVERY	OPEN
MEMBERS' CONTACT POINT:	MALCOLM ROSEBURGH EXT 5774 malcolm.roseburgh@southderbyshire.gov.uk	DOC:
SUBJECT:	MEMORIAL SAFETY POLICY	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: HCS09

1.0 Recommendations

- 1.1 That Committee approves the adoption of the updated Memorial Safety Policy.
- 1.2 That monies in the region of £25-30,000 be set aside from the existing Cemeteries and Closed Churchyard budgets over the next five years to cover the cost of undertaking the programme of memorial testing.

2.0 Purpose of the Report

- 2.1 To approve the adoption of the updated Memorial Safety Policy.

3.0 Detail

- 3.1 The District Council directly manages six cemeteries and has responsibility for five closed churchyards where maintenance responsibility has been handed over to the Council following their closure and the issue of an Order in Council and the completion of the required process for handover. Part of the management responsibility on the sites is to look after and keep safe the memorials therein. To this end the Council had an existing Memorial Safety Policy detailing the programme of memorial safety testing necessary for effective upkeep. A review of the existing policy has now been undertaken and a new policy drafted that includes a testing programme for the closed churchyards and incorporates up to date guidance issued by industry advisory bodies. The new policy is attached as Appendix 1.
- 3.2 Since Victorian times memorials have been erected on graves as a permanent reminder of those buried within. It is often wrongly assumed that memorials are permanent structures, installed to the highest standards and will last forever without any need for repair. Unfortunately, this assumption has cost the lives of six people nationally in recent years, most of whom have been children and there have been countless accidents ranging from bruising to severe crush injuries and bone breakages. Local authorities have to tackle years of neglect and in some cases poor workmanship. Yet the memorials do not belong to the Council; they remain the property of the person/s that has been granted the Exclusive Rights of Burial.

Responsibilities for Memorials

- 3.3 The following parties have responsibility for memorial safety in Council-managed cemeteries and closed churchyards where an Order in Council is in place and where responsibility has been subsequently handed over to the District Council:
- **The Council** has health and safety responsibilities to its employees, contractors and visitors to cemeteries. The Council has a responsibility to staff (Section 2 Health & Safety at Work Act 1974) and a responsibility to visitors (Section 3 Health & Safety at Work Act 1974) and the Occupiers Liability Act 1957. The Management of Health & Safety at Work Regulations 1999 places a legal duty on the Council to assess the risks from cemetery structures and work activities and ensure the risks are controlled.
 - **A monumental mason** has the responsibility to work in accordance with the Council's conditions and specifications for memorials as laid down in the Cemeteries' Regulations and are legally liable for the work they carry out and should ensure that memorials are erected safely and in accordance with current standards available within the industry i.e. BS8415, The National Association of Memorial Masons (NAMM) Code of Working Practice and the British Register of Accredited Memorial Masons (BRAMM) 'Blue Book'. This responsibility is placed on masons in the Consumer Protection Act 1987, the Sale of Goods Act 1979 (amended 1994), the General Product Safety Regulations 2005 and the Directive on Liability for Defective Products (85/374/EEC).
 - **An owner**, the Grant of Right holder (or successor in title) of a memorial has the responsibility to maintain it so as not to present a hazard. They also have the responsibility and liability for all expenditure incurred to make safe their memorial in the event it is found unsafe or in a dangerous condition. This is not the responsibility of the Council.
- 3.4 The updated Memorial Safety Policy reflects the Council's responsibilities and sets out the process of memorial testing.

4.0 Financial Implications

- 4.1 As is the case now, there will be costs associated with undertaking the programme of safety testing as specified within the Policy. It is anticipated that costs for the programme would be in the region of £25-£30,000 across the five-year programme and according to the condition of the memorials and remedial work required. A tender process will be undertaken to appoint a contractor to undertake the programme. The costs will be met from existing Cemeteries and Closed Churchyards budgets as at present.

5.0 Corporate Implications

- 5.1 **Employment Implications** - Non, the inspections will be undertaken by a specialist contractor following the procurement exercise.
- 5.2 **Legal Implications** – See para 3.3.

5.3 **Corporate Plan Implications** – The memorial safety policy contributes to the Our Environment theme within the Corporate Plan by ensuring a safe environment for visitors and staff at our cemeteries.

5.4 **Risk Impact** - The purpose of this Policy is to set out clear guidance on memorial safety testing and so reduce risk for officers, memorial masons, families of the bereaved and visitors to the cemeteries.

6.0 Community Impact

6.1 **Consultation** - Consultation has been undertaken with the Institute of Cemeteries and Crematorium Management (ICCM).

6.2 **Equality and Diversity Impact** - None

6.3 **Social Value Impact** - None

6.4 **Environmental Sustainability** - The Policy will be made publicly available via the District Council's website.

7.0 Conclusions

7.1 The updated Memorial Safety Policy provides an effective tool to assist in the management of cemeteries and closed churchyards.

8.0 Background Papers

None

Memorial Safety Policy

Parks & Green Spaces
July 2021

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Version Control

Version	Description of version	Effective Date
2	Draft	July 2021

Approvals

Approved by	Date

Associated Documentation

Description of Documentation



Background

This policy has been produced to set out South Derbyshire District Council's (the Council) position with regard to memorial safety, the responsibilities of the Council, its contractors, memorial masons and Grant of Right Holders as well as the actions that will be taken to minimise risk to the users of Council-managed cemeteries across the district.

Since Victorian times memorials have been erected on graves as a permanent reminder of those buried within. It is often wrongly assumed that memorials are permanent structures, installed to the highest standards and will last forever without any need for repair.

Unfortunately, this assumption has cost the lives of six people nationally in recent years, most of whom have been children and there have been countless accidents ranging from bruising to severe crush injuries and bone breakages. Local authorities have to tackle years of neglect and in some cases poor workmanship. Yet the memorials do not belong to the Council; they remain the property of the person/s that has been granted the Exclusive Rights of Burial.

Responsibilities for Memorial Safety

The following parties have responsibility for memorial safety in Council-managed cemeteries and closed churchyards where an Order in Council is in place and where responsibility has been subsequently handed over to the District Council:

- **The Council** has health and safety responsibilities to its employees, contractors and visitors to cemeteries. The Council has a responsibility to staff (Section 2 Health & Safety at Work Act 1974) and a responsibility to visitors (Section 3 Health & Safety at Work Act 1974) and the Occupiers Liability Act 1957. The Management of Health & Safety at Work Regulations 1999 places a legal duty on the Council to assess the risks from cemetery structures and work activities and ensure the risks are controlled.
- **A monumental mason** has the responsibility to work in accordance with the Council's conditions and specifications for memorials as laid down in the Cemeteries' Regulations and are legally liable for the work they carry out and should ensure that memorials are erected safely and in accordance with current standards available within the industry i.e. BS8415, The National Association of Memorial Masons (NAMM) Code of Working Practice and the British Register of Accredited Memorial Masons (BRAMM) 'Blue Book'. This responsibility is placed on masons in the Consumer Protection Act 1987, the Sale of Goods Act 1979 (amended 1994), the General Product Safety Regulations 2005 and the Directive on Liability for Defective Products (85/374/EEC).
- **An owner**, the Grant of Right holder (or successor in title) of a memorial has the responsibility to maintain it so as not to present a hazard. They also have the responsibility and liability for all expenditure incurred to make safe their memorial in the event it is found unsafe or in a dangerous condition. This is not the responsibility of the Council.



Notice of Intent

Prior to any memorials being inspected, reasonable steps will be taken by the Council to inform grave owners, Grant of Right holders and members of the public of the intention to inspect memorials and remove the danger from unsafe memorials.

This will involve:

- Giving advance general notice in a local newspaper at least 28 days in advance of any inspection regime commencing, and/or
- Making media announcements giving details of the assessment locations and methodology at least 28 days prior to the commencement of any inspections.
- Publishing details of the assessment and methodology on the Council's website.
- Placing public notices in prominent locations in the cemetery affected by the assessment regime.

Assessment Process

The Council will risk assess and test memorials in accordance with the principles issued by the Institute of Cemeteries and Crematorium Management.

Due to the number of memorials within Council-managed cemeteries and closed churchyards, testing will be undertaken as part of a five-year rolling programme, the schedule of which can be seen in the table below.

	Year 1	Year 2	Year 3	Year 4	Year 5
Cemetery / Closed Churchyards	Church Gresley Cemetery – Section 4	Church Gresley Cemetery – All remaining sections	Newhall Cemetery; St Stephen's Churchyard, Woodville	Cemeteries at Marston-on-Dove; Etwell; Findern and Moor Lane, Aston-on-Trent	Church yards at All Saints, Findern; All Saints, Aston on Trent; St Michael's, Willington, St Wilfrid's, Barrow on Trent

Faculties covering the whole five-year testing cycle will be applied for in advance from the Diocese of Derby, where required, seeking authorisation for testing to be undertaken on consecrated land.

The safety assessment is to test whether memorials can withstand a reasonable hand force. This force has been arrived at scientifically and replicates the force of a person falling, pushing or pulling against a memorial.

Initial visual warning signs of memorial instability are as follows:



- Movement five degrees from vertical
- Cracks in headstone or base
- Movement if rocked
- Ground settlement
- Waterlogged ground
- Missing parts.

Reasons for memorial instability include:

- Accidental damage
- Animal activity (e.g. burrowing by rabbits, moles, foxes etc.)
- Insect activity (e.g. ants' nests)
- Encroaching tree roots
- Inadequate fixings
- Inferior materials
- Lack of maintenance
- Poor workmanship
- Subsidence
- Vandalism
- Weather/storm damage
- Decay through aging
- Weed killer chemicals

Safety assessments will only be undertaken by either fully trained in-house staff or external contractors who can show they have the training and required knowledge to undertake the testing.

After undergoing the testing process, memorials will be classified into three categories.

Category 1 - Immediate action is required to make the memorial safe or to stop the public accessing the memorial. This could be the permanent removal of the hazard or the temporary making safe of the hazard.

Category 2 – The memorial is not an immediate danger to the public but is not fully stable and will, therefore, need to be monitored every 12 months to assess any further deterioration of the memorial. The construction, material used, or position of the memorial may also qualify it as priority 2.

Category 3 – The memorial is perfectly stable or below 625mm in height and will only need to be inspected in five years time.

Any memorial found to be unsafe whether staked or not will have a warning notice attached explaining the situation.



Methodology

Stability Test

All memorials in the burial ground should be visually assessed as part of the overall risk assessment process. Memorials should be assessed bearing in mind the following issues:

- Are joints intact?
- Are kerbs etc breaking apart?
- Is the memorial leaning?
- Are the foundations (where evident) intact?
- What are the ground conditions like?
- Is it a hard or a soft stone?
- Intrusion of vegetation?
- Are faults or cracks present?

All memorials (excluding tablets) - will initially undergo a visual inspection from a safe distance whilst the names and details of the interred are recorded and the memorial is photographed.

Memorial up to 625mm – After a visual inspection, a hand test will be carried out to confirm stability.

Memorials 625mm – 1.5m only – In addition to the visual and hand test, a confirmatory test may be undertaken using a mechanical force measuring device only if felt necessary after the results of a hand test are found to be inconclusive and where some movement is felt. Force must not exceed 25kg at 1.5m or the apex of the memorial, whichever is lower

Memorials above 1.5m - In addition to the visual inspection, a hand test only (on non-complex structures) will be undertaken. Any potential problems will be noted and if any present the memorial will be cordoned off. Advice will be sought by a structural engineer (if a structural engineer cannot be enlisted it is advised that a small group comprising the cemetery manager, a member of the cemetery staff and perhaps the safety officer can carry out the inspection and come to an agreed decision on action to be taken).

Additionally, where memorials are incorporated within/as part of a kerb set, the kerb set will also be inspected and tested by hand for secure fitting.

Records are to be updated at each stage.

Remedial Action

Due to the layout of the various cemeteries the risk of injury is relatively low, so make safe will be with the application of signs to warn owners and the public of unsafe memorials. Any memorial in high risk area, namely within the first two rows adjacent to a pathway will be staked. The laying down of a memorial will only be undertaken in the most serious cases. The Council, however, reserves the right to use whatever method is appropriate depending on the risk and category which could include stake and banding, cordoning off or laying a memorial flat.



Documentation & Recording

Memorial assessments will be noted on record sheets or hand-held digital devices. The information taken from the records will then be transferred to a computer database for long-term reference and security. (See image below for example.)

Inputting form - Church Gresley Cemetery Phase 2

Read-Only This database has been opened read-only. You can only change data in linked tables. To make design changes, save a copy of the database. Save As...

number	1143	Grave type	1	Stone Mason	1
Inspection Date	17/11/2014	grave Type	<1m headstone	Stone Mason	unknown
first name 1	Margaret	Material type	2	Photo Number	1143
surname1	Hulme	Material type	Marble	photo	DSCF3714.JPG
death1	06/09/1938	grave condition	1		
first name 2		recommendations	No action required		
surname 2		Action taken	No Action Required		
death 2		Toggle KG	25		
Grave Section	5	No/LMeter:	0		
Grave Section:	Consecrated drive	front/rear pitch	0		
Grave No	001	side pitch	0		
Comments					

Record: M 1 of 1187 Unfiltered Search

14:31 20/05/2015



Notification, Repair and Re-fixing

Where a memorial has been identified as being unsafe and action taken to remove the immediate danger, the following actions as a minimum will be taken:

- Where a memorial is less than 30 years old and details of the Grant of Right holder are readily available, a letter will be sent to them explaining the assessment process and the options available to them.
- Lists of failed memorials will also be published on the Council's Website, www.southderbyshire.gov.uk
- Detailed lists of failed memorials will also be available for viewing at the Council's Civic Offices, Swadlincote.
- A warning notice will be displayed and attached to any memorial that has been assessed as dangerous. Notices offering advice and contact information will be displayed in all Cemetery noticeboards.

Where a grave owner cannot be traced and it is felt that the memorial is of historic significance or its maintenance is important to preserve the character or ambience of the Cemetery, the Council will consider carrying out the repairs subject to funds being available.

All repairs/re-fixings must comply with relevant industry guidance.

Future Installations

Although some deterioration to stonework, foundations and fixings due to weathering and the passage of time is inevitable, the Council requires that in order to minimise these effects for all future installations, memorial masons adhere to BS8415:2018, the BRAMM 'Blue Book' and the National Association of Memorial Masons (NAMM) Code of Working Practice. This includes the use of appropriate foundations and fixings or other suitably approved and secure traditional methods for the installation of stone memorials as well as the relevant Cemetery Regulations currently in force.

Grant of Right Holders

The assessment process may be upsetting for Grant of Right Holders and visiting families. South Derbyshire District Council regrets any distress that it may cause. It is better that the safety of the memorial is assessed rather than it is left to pose a potential danger to others.

If a memorial has to be made safe Grant of Right holders can choose to either:

Have the memorial repaired; Grant of Right Holders will need to arrange the necessary remedial work with a memorial mason, for which the mason is likely to charge a fee. The Burial and Services Officer can supply a list of memorial masons if one is required. These memorial masons should undertake the repair to a minimum standard as recommended by the National Association of Memorial Masons (NAMM) or equivalent.



Take no further action; if a stake has been used to support the memorial it is considered to be safe for a period of up to 18 months. The stake may be replaced to re-stabilise the memorial during further assessments, however, this is not a long-term solution and may result in the memorial being laid flat. If the memorial has been laid flat this action will have been taken as a last resort. Once a memorial has been laid flat it is considered to be safe.

No attempt should be made to repair or remove any memorial except by a properly qualified memorial mason.

Points of Contact

Any concerns or questions about the memorial safety assessment process should be referred to the Burial and Services Officer through one of the methods below:

E-Mail: cemeteries@southderbyshire.gov.uk

Phone: 01283 595782

Fax: 01283 595720

Write: Burial and Services Officer
Parks & Green Spaces
South Derbyshire District Council
Civic Offices
Civic Way
Swadlincote
Derbyshire
DE11 0AH



REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 10
DATE OF MEETING:	19th AUGUST 2021	CATEGORY: DELEGATED
REPORT FROM:	STRATEGIC DIRECTOR (SERVICE DELIVERY)	OPEN
MEMBERS' CONTACT POINT:	DEMOCRATIC SERVICES 01283 59 5848/5722 democraticservices@southderbyshire.gov.uk	DOC:
SUBJECT:	COMMITTEE WORK PROGRAMME	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: G

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 – 19th August 2021 Work Programme

Work Programme Area	Date of Committee meetings	Contact Officer (Contact details)
Reports Previously Considered By Last 5 Committees		
Corporate Plan 2020-24: Performance Report Q2	19 th November 2020	Clare Booth Corporate Performance & Policy Officer (01283) 595788
ASB Community Trigger	19 th November 2020	Mary Bagley Head of Cultural & Community Services Mary.bagley@southderbyshire.gov.uk
Modern Slavery Statement 2019-20	19 th November 2020	Mary Bagley Head of Cultural & Community Services Mary.bagley@southderbyshire.gov.uk
Homeless Out of Hours Services	19 th November 2020	Paul Whittingham Head of Housing (01283) 595984
Housing Income Management Policy	19 th November 2020	Paul Whittingham Head of Housing (01283) 595984
Homeless out of Hours Services	19 th November 2020	Paul Whittingham Head of Housing (01283) 595984
Better Care Funding Allocation - Financial Position	19 th November 2020	Eileen Jackson Strategic Housing Manager (01213) 595763
Service Based Budgets	5 th January 2021	Vicki Summerfield Head of Finance Victoria.summerfield@southderbyshire.gov.uk

HRA Budget 20/21 and Financial Plan 2030	5 th January 2021	Vicki Summerfield Head of Finance Victoria.summerfield@southderbyshire.gov.uk
HRA Budget 20/21 and Financial Plan 2030	28 th January 2021	Vicki Summerfield Head of Finance Victoria.summerfield@southderbyshire.gov.uk
Draft Homeless Strategy (Including Temporary Accommodation)	28 th January 2021	Paul Whittingham Housing Services Manager (01283) 595984
Derbyshire County Council Assistive Technology Contract Options	28 th January 2021	Paul Whittingham Housing Services Manager (01283) 595984
Social Housing White Paper	28 th January 2021	Paul Whittingham Housing Services Manager (01283) 595984
Green Homes Grant – Local Authority Delivery Phase 1B	28 th January 2021	Matt Holford, Head of Environmental Services (01283) 595856
Corporate Plan 2020-24: Performance Report Q3	11 th March 2021	Clare Booth Corporate Performance & Policy Officer (01283) 5957880
Housing Customer Engagement Strategy	11 th March 2021	Paul Whittingham Head of Housing (01283) 595984
Housing Income Management Policy	11 th March 2021	Paul Whittingham Head of Housing (01283) 595984
Safer Streets Funding - Swadlincote Centre	11March 2021	Chris Smith Communities Team Manager (01283) 595 924
Contribution of Active Derbyshire	11March 2021	Hannah Peate Active Communities & Health Partnership Manager 01283 595973

Capital and Revenue Grant Award, DFG	20 th April 2021	Lucy Mitchell Housing Development Officer Lucy.mitchell@southderbyshire.gov.uk
Housing Repair Policy	20 th April 2021	Paul Whittingham Housing Services Manager (01283) 595984
Housing Domestic Abuse Policy	3 rd June 2021	Paul Whittingham Head of Housing (01283) 595984
Homeless and Rough Sleeper Strategy	3 rd June 2021	Paul Whittingham Head of Housing (01283) 595984
Corporate Plan 2020-24 Performance Report Quarter 4	3 rd June 2021	Clare Booth Corporate Performance & Policy Officer (01283) 595788
Green Homes Grant	3 rd June 2021	Matt Holford, Head of Environmental Services (01283) 595856
Service Plans 2021-22	3 rd June 2021	James Taylor Communications
Provisional Programme of Reports To Be Considered by Committee		
Corporate Plan 2020-24 Performance Report Quarter 1	19 th August 2021	Clare Booth Corporate Performance & Policy Officer (01283) 595788
Memorial Safety Policy	19 th August 2021	Malcolm Roseburgh Cultural Services Manager (01283) 5955774

Revised Housing Repairs Policy	19 th August 2021	Paul Whittingham Head of Housing (01283) 595984
Repair and Maintenance Review 20/21	19 th August 2021	Paul Whittingham Head of Housing (01283) 595984
Future Delivery of New Council Housing	19 th August 2021	Eileen Jackson Strategic Housing Manager (01213) 595763
Health and Housing Strategy 2021-23	30 th September 2021	Eileen Jackson Strategic Housing Manager (01213) 595763
Derbyshire County Council Telecare/ Independent Living Update	30 th September 2021	Paul Whittingham Head of Housing (01283) 595984
Corporate Plan 2020-24 Performance Report Quarter 2	18 th November 2021	Clare Booth Corporate Performance & Policy Officer (01283) 595788
Service Base Budgets 2022/23 – General Fund	4 th January 2022	Vicki Summerfield Head of Finance (01283) 595939
Service Base Budgets 2022/23 – Housing Revenue Account	4 th January 2022	Vicki Summerfield Head of Finance (01283) 595939
Corporate Plan 2020-24 Performance Report Quarter 3	10 th March 2022	Clare Booth Corporate Performance & Policy Officer (01283) 595788
Tree and Hedge Strategy and Policy Report	TBC	Head of Cultural & Community Services
Methodology for Assessment of Affordable Housing Development	TBC	Eileen Jackson Strategic Housing Manager (01283) 595763

Annexe A

Swadlincote Woodlands Local Nature Reserve status	TBC	Malcolm Roseburgh Cultural Services Manager (01283) 5955774
Policy on Access to Allotments	TBC	Malcolm Roseburgh Cultural Services Manager (01283) 5955774