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Our ref: DT/CL
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Date: 12 March 2014

Dear Councillor,

Housing and Community Services Committee

A Meeting of the **Housing and Community Services Committee** will be held in the **Council Chamber**, on **Thursday, 13 March 2014 at 18:00**. You are requested to attend.

Yours faithfully,

Chief Executive

To:- **Conservative Group**

Councillor Lemmon (Chairman), Councillor Hewlett (Vice-Chairman) and Councillors Ford, Harrison, Mrs. Hood, Murray and Smith.

Labour Group

Councillors Frost, Mrs. Heath, Mulgrew, Rhind, Richards and Shepherd.



AGENDA

Open to Public and Press

- 1 Apologies
- 2 To receive the Open Minutes of the Budget Meeting on 14.01.14 and the Meeting on 06.02.14.
- 3 To note any declarations of interest arising from any items on the Agenda
- 4 To receive any questions by members of the public pursuant to Council Procedure Rule No.10.
- 5 To receive any questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 6 Reports of Overview and Scrutiny Committee
- 7 Leaseholders Management policy **5 - 14**
- 8 Proposed Changes to the Council Disabled Adaptation Service **15 - 27**
- 9 Corporate Plan 2009-14 Performance Management Report (1 October – 31 December 2013) **28 - 48**
- 10 Work Programme **49 - 51**

Exclusion of the Public and Press:

- 11 The Chairman may therefore move:-
That in accordance with Section 100 (A) of the Local Government Act 1972 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 To receive the Exempt Minutes of the Meeting held on 06.02.14.

14 Land at Midway



REPORT TO:	Housing & Community Services Committee	AGENDA ITEM: 7
DATE OF MEETING:	16th March 2014	CATEGORY: DELEGATED
REPORT FROM:	Director of Housing and Environmental Services	OPEN
MEMBERS' CONTACT POINT:	Martin Guest, Performance and Policy Manager (ext 5940)	DOC:
SUBJECT:	LEASEHOLDER MANAGEMENT POLICY	REF:
WARD(S) AFFECTED:	All	TERMS OF REFERENCE: HCS01

1. Recommendations

- 1.1 That Members approve in principle the new South Derbyshire DC Leaseholder Management Policy ahead of a 4 week consultation programme with leaseholders and other stakeholders.
- 1.2 That if no material changes are proposed following the consultation process, as assessed by the Chairman of the Committee, the Leaseholder Management Policy is adopted and implemented immediately. Any proposed material changes arising out of the consultation to be the subject of a further Committee report.

2. Purpose of Report

- 2.1 To inform and seek members' approval of the new South Derbyshire Leaseholder Management Policy which brings together current practice and legal duties into one summary document for leaseholders.
- 2.2 This policy outlines the responsibilities of both the leaseholder and the Council regarding the property.
- 2.3 To seek members approval of the policy and to open wider consultation across South Derbyshire with leaseholders, the South Derbyshire Tenants' and Residents' Forum and other stakeholders.

3. Detail

- 3.1 This Leaseholder Management Policy sets out the aims, principles and values that will be followed by the Council in its dealings with leaseholders and brings together current practice and legal duties into one document for the leaseholder.

- 3.2 There are currently 34 property leaseholders and these are all in the situation of having bought a flat lease under the Right to Buy Policy and the Council remains the owner and landlord of the building structure and communal parts.
- 3.3 The policy explains how the Council will deliver a value for money leasehold management service that meets its landlord responsibilities to leaseholders under the terms of their leases in line with legislation. It also contains a summary of the respective rights and responsibilities of the Council and its leaseholders.
- 3.4 The new policy sets out how the Council sets charges in line with legislation for the leaseholder and details the methods by which the leaseholder can pay these charges. The policy that is proposed, and has been the practice for many years, is that leaseholders pay a nominal ground rent, insurance contribution and a modest service charge on an annual basis to reflect the costs of maintenance and minor repair of communal areas. They are expected to pay their contribution towards larger works on a one-off basis based on actual quotations e.g. roof replacement.
- 3.5 Both the Council and the leaseholder have certain responsibilities under the terms of the lease to repair and decorate their respective parts of the property which are detailed in the policy.
- 3.6 The consultation with leaseholders and other stakeholders will commence from the 20th March 2014 and will take up to 4 weeks. Any material changes identified through this will be included in an updated report to members. If there are no material changes, as assessed by the Chairman of the Committee, the policy will be adopted and implemented immediately.

4. Financial Implications

- 4.1 Once the policy has been approved in principle there will be no changes to the current collection of the service charges and any financial costs will be met within existing budgets.

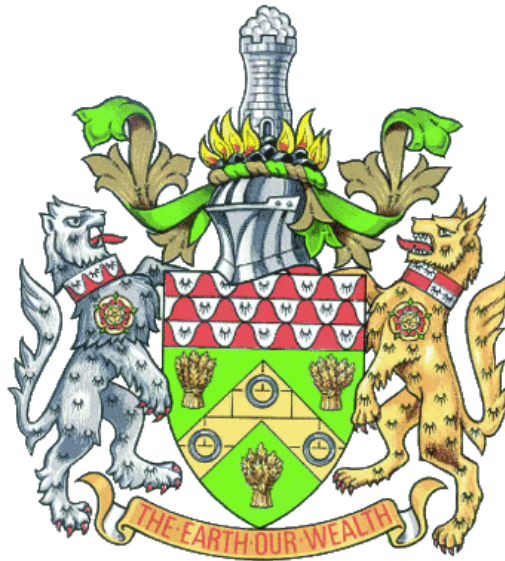
5. Community Implications

- 5.1 There will be a full and open 4 week consultation process if the draft policy is approved by this committee. Leaseholders, tenants' groups and other stakeholders will be able to make comment on the proposed policy.

6. Background Papers

- 6.1 The proposed Leaseholder Management Policy is attached at Appendix A.

HOUSING SERVICES



South Derbyshire District Council

Leaseholder Management Policy

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1. Introduction

1.1 This Leaseholder Management Policy sets out the aims, principles and values that will be followed by the Council in its dealings with leaseholders. It explains how the Council will deliver a value for money leasehold management service that meets its landlord responsibilities to leaseholders under the terms of their leases in line with legislation. It also contains a summary of the respective rights and responsibilities of the Council and its leaseholders.

1.2 In this Council's area, leaseholders are occupiers who have long-term leases of flats.

2. Consultation

2.1 Housing Services is committed to consulting with both tenants and leaseholders on issues material to their homes and we have a number of processes which facilitate this openness:

- a. All new leaseholders will receive details of the leaseholder charges within 2 weeks of their lease commencing.
- b. Any amendments or alterations to this policy will be fully consulted on via the South Derbyshire Tenants' and Residents' Forum (SDTRF) and with all leaseholders.

3. Account Charges

3.1 Housing Services is committed to making all charges as transparent as possible. All charges will be notified to the leaseholder as soon as they are available and in accordance with the relevant legislation including the Landlord and Tenant Acts 1985, 1987, Housing Act 1996 and the Commonhold and Leasehold Reform Act 2002.

4. Performance Monitoring

4.1 Housing Services is committed to ensuring the highest level of service is provided to both tenants and leaseholders. This is monitored by specific site inspections by housing officers, customer satisfaction surveys and consultation events that are held from time to time in conjunction with the South Derbyshire Tenants' Forum (SDTRF).

4.2 Performance is also scrutinised more formally via the Council's committee structure.

5. Anti-social behaviour, neighbour nuisance and harassment.

5.1 Housing Services is committed to tackling all forms of anti-social behaviour whether it is nuisance caused by music, domestic arguments, car repairs, pets or other behaviour that renders it impossible for someone to experience quiet enjoyment within their home or the wider community. Housing Services has an anti-social behaviour policy which dictates clearly how the Council will respond to any such behaviour.

6. Equality and Fairness

- 6.1 South Derbyshire District Council is committed to providing high quality services to all of its customers regardless of age, ethnicity, sexual orientation and religion.
- 6.2 Housing Services will;
- a. Ensure services are available to all.
 - b. Provide sufficient information about all services and ensure that translation facilities are available.
 - c. Undertake consultation with all of its customers.
 - d. Work with other agencies and community organisations to promote a fully inclusive service to all.
 - e. Recognise that staff, tenants and leaseholders all share a responsibility to ensure fairness in all that we do.

7. Confidentiality

- 7.1 Housing Services will treat all information given or held in its trust about all of its customers with the highest level of integrity.

8. The Lease

8.1 The Leaseholder

- 8.1.1 Flats within buildings owned by the Council are occupied either by weekly tenants who pay a weekly rent to the Council, or by long-term tenants called leaseholders who have purchased a 125-year lease (or subsequent part) of the flat. In both cases, the Council remains the owner of the building in which the flat is situated, and the land upon which it is built and is therefore the landlord of the tenant or leaseholder. This policy relates only to leaseholders.
- 8.1.2 A leaseholder may have acquired the property as the original purchaser under the Right to Buy scheme, or by purchasing it from an existing leaseholder. The lease gives the leaseholder a right to live in the property in accordance with the terms and conditions of the signed lease agreement.

8.2 The Lease

- 8.2.1 The lease is the legal document that sets out the terms of the leaseholder's occupation of the property. Some properties may have their own garden and their own access, but many leaseholders have shared or communal gardens, facilities or accesses. The lease describes the extent of the parties' ownership and details the rights and responsibilities of the parties.

9. Leaseholder's Obligations

- 9.1 The lease sets out the detailed obligations of the leaseholder and these include:
- The extent of the lease.
 - Paying the yearly ground rent, the insurance premium and the service charges on time.
 - Keeping the inside of the property in repair.
 - Notifying the Council of any change in ownership.

- Allowing the Council all reasonable access to the property to check on its condition, and to carry out repairs and improvements to the parts of the building for which it is responsible.
- Using the property for residential purposes and not for any type of business which would affect the quality of life of adjacent other residents.
- Not causing nuisance to adjoining property or residents.

10. The Council's Obligations

10.1 The lease also sets out the Council's obligations. These include:

- Repairing and maintaining the structure of the building and any communal areas, subject to the payment by the leaseholder of a reasonable service charge.
- Delivering all other services as set out in the lease and recharging as appropriate.

11. Breach of the Terms

11.1 The Council may forfeit (terminate) the lease if the leaseholder is in breach of the terms of the lease. Similarly the leaseholder may challenge the Council if it is in breach of its obligations under the lease. The right to forfeit is strictly controlled by law to give the leaseholder a chance to resolve any breaches of the lease terms before the Council can repossess the property.

12. Rent

12.1 A leaseholder is no longer a weekly tenant so does not pay a weekly rent to the Council. Instead, the leaseholder has to pay the Council a yearly ground rent of £10 on 1st April each year. The Council's Finance department issues a yearly invoice to the leaseholder for the ground rent.

13. Service Charge

13.1 General

13.1.1 The service charge is levied in two ways. The first is an annual payment required from the leaseholder as a contribution towards the cost of maintaining the structure of the building in which the flat is situated and any communal areas and services. The cost is spread fairly between the properties that benefit from the particular services. If the leaseholder lives in a building that is also occupied by weekly tenants, the weekly tenants do not normally pay a service charge but their contribution to the cost is included in their weekly rent. Where the leaseholder buys the property under the Right to Buy scheme, the Council provides an estimate of the service charge for the first five years at valuation stage, and may not ask the leaseholder to contribute more than that estimate for those years.

13.1.2 The service charge is calculated on an individual site basis and the services for which a charge may be made are listed in the lease. Examples include:

- Communal Cleaning – cleaning of communal hallways and stairwells
- Decoration – pre-paint repairs and painting of communal hallways, stairwells and external painting including facia and drainpipes

- Door entry systems – maintenance of door entry systems that serve the properties
- Grounds Maintenance – maintaining communal areas of land, including cutting grass, pruning shrubbery and weed killing on communal paths and drying areas
- Communal Electricity - lighting to communal hallways and stairs
- Repairs and Maintenance - general repairs and maintenance of the building and the communal areas including emergency works

13.1.3 Management charges to cover the administration of:

- Keeping financial accounts.
- Processing invoice and service charge payments.
- Office overheads.
- Dealing with leaseholder queries.

13.2 Paying the annual Service Charge

13.2.1 The service charge year runs from 1st April to 31st March and service charges are payable in advance. At the beginning of each service charge year the Council raises an invoice for the estimated service charge for the coming year. The service charge is payable quarterly but, as many invoices are modest, leaseholders often pay in one lump sum. In cases of hardship, it may be possible to set up a monthly direct debit to pay the invoice. Details of this scheme, together with any other service charge queries, are dealt with by the Business Support team in Housing Services.

13.2.2 At the end of the service charge year the Council reconciles the estimated service charge against the actual cost of the services and produces a reconciliation statement. The statement is sent to the leaseholders. If they have over-paid then (depending on the procedure set out in the lease) a refund may be made, or the balance may be carried forward to the next year. If they have under-paid then they will receive an invoice for the balance.

13.3 Planned Maintenance and Improvements

13.3.1 The second element to the service charge is levied only when major works are required to the structure of the whole building. In these circumstances the leaseholder will need to contribute their proportionate share of the actual cost of the works. The Council does accept that such expenditure may mean that leaseholders are faced with unforeseen large invoices but the Council may make arrangements with leaseholders to spread the cost.

13.3.2 The Council undertakes planned improvement works and these may affect leaseholder properties. Where the service charge contribution for these works from the leaseholders is expected to exceed £250 per property then the Council is required by s.20 of the Landlord & Tenant Act 1985 (as amended by s.151 of the Commonhold & Leasehold Reform Act 2002) to undertake consultation with all the parties affected before the work commences. If it fails to comply with the consultation procedure, it will not be able to recover the full cost of the works.

14. Buildings Insurance

14.1 The Council insures the building structure on behalf of the leaseholders and its other tenants. This is undertaken as the ownership of the structure, its upkeep and maintenance remains the responsibility of the Council. The leaseholders pay a proportionate part of the cost of the insurance. The Council's Finance department issues a separate invoice to leaseholders for the insurance each year.

14.2 The insurance does not cover the contents of the leaseholders' property.

15. Payments

15.1 There are a variety of options for making payments including:

- By phone: payment over the phone using an automated credit/debit card. Call 01283 595865.
- Standing order: make monthly payments direct from a bank account. Call 01283 595795.
- In person at the Civic Offices: payment in cash, by credit/debit card or by cheque
- By post: cheques made payable to 'South Derbyshire District Council'. Include the invoice remittance slip at the bottom of the invoice. DO NOT send cash via the postal system.

16. Problems Paying

16.1 The Housing Service provides advice and assistance to leaseholders who have problems paying their leasehold charges.

16.2 If the leaseholder fails to work with the Council in attempting to pay any charges in full, or in accordance with an agreed payment plan, the Council will take further action to recover its debt. The Council may pursue the debt through civil debt recovery action or begin the forfeiture procedure, which could eventually result in repossession of the property.

17. Repairs and Improvements

17.1 Leaseholders have certain responsibilities under the terms of the lease to repair and redecorate the property. A summary of responsibilities are listed below and further details are contained within the actual lease agreement.

Council Responsibility	Leaseholder Responsibility
All issues relating the structure and communal areas of the building.	Internal decoration of own flat.
All communal areas both internal and external.	Internal floor coverings and floorboards.
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, electricity supply and cleaning service.	The maintenance of any heating system which serves the leaseholder's property including the annual gas servicing and any repairs.

Council Responsibility	Leaseholder Responsibility
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.
The provision of an adequate buildings insurance policy.	Fences and boundary walls that have been sold to the leaseholder as indicated in the lease agreement.
Outside drainage.	Any additions to the original structure that you have made with our consent including conservatories, porches and sheds.
	The freezing or bursting of internal pipes.
	Internal wall coverings as well as internal doors, tiles and skirting boards and the like.
	Windows.

17.2 The leaseholder should report repairs for which the Council is responsible either by phone, e-mail, or in person. Contact details are contained on the Housing Services web pages. Emergencies may also be reported at any time to Careline, the Council's 24-hour emergency contact centre.

18. Leaseholder Alterations to the Property

18.1 The Council will only allow structural alterations to the property where these will not damage the structure or stability of the building. Prior to any alterations or additions being undertaken to the structure the leaseholder will require written permission from the Council. Failure to obtain prior written permission may result in the works being removed and the property being reinstated to the original condition at the leaseholder's expense.

18.2 If consent is given, the leaseholder will also be required to obtain planning consent, building regulations approval and any other relevant consent before starting the works.

REPORT TO:	Housing and Community Services Committee	AGENDA ITEM: 8
DATE OF MEETING:	13th March 2014	CATEGORY: DELEGATED
REPORT FROM:	Director of Housing and Environmental Services	OPEN
MEMBERS' CONTACT POINT:	Beverly Wagstaffe (01283 228769)	DOC:
SUBJECT:	Proposed Changes to the Council Disabled Adaptation Service	REF:
WARD(S) AFFECTED:	All	TERMS OF REFERENCE: HCS01

1. Recommendations

1.1 Members approve the proposal to no longer means test Council tenants in need of adaptations as set out in the Disabled Adaptations Policy for Council Tenants, Annex A.

2. Purpose of Report

2.1 To bring before Committee proposals to change the Disabled Adaptation Service for Council Tenants.

3. Content

3.1 Under the Housing Grants, Construction and Regeneration Act 1996 section 19, all owner-occupiers and all tenants including Council and Registered Provider tenants are eligible for a disabled facilities grant (DFG). Although the DFG framework and mandatory aspect of the grant applies across all tenures, funding for the provision of adaptations to the Council's own housing stock is through the Housing Revenue Account.

3.2 In November 2002 Members of this Committee approved proposals that all disabled adaptation work (private and public) be under the control of the Strategic Housing team (previously Private Sector Housing).

3.3 One of the key objectives of the change was that there should be a unified service delivered across all tenures. In essence, the main change was that council tenants were means tested and if appropriate, the tenant awarded a disabled facilities grant up to the mandatory limit, currently set at £30,000.

3.4 In 2002 the proposal to means test was to eke out scarce resources thereby making the allocated funds go further to support more tenants. Over the past 5 years, as a result of means testing council tenants contributions have amounted to £6,430. Conversely, over the same 5 years, there have been a total of 17 enquiries that have not proceeded due to either a perceived high contribution required or the tenant not wishing to complete the test of resources form. If these 17 enquiries had proceeded

the Council would have potentially incurred an additional £68,000 in expenditure - £13,600 per year (17 x av. £4k = £68).

- 3.5 The downside of means testing and carrying out the works under a grant is that some works, e.g. bedroom extensions, are not exempt of VAT. Over the past 5 years the amount of VAT paid on DFGs for council properties amounts to £6,689. As a grant the Council cannot recover the VAT.
- 3.6 The outcome is that, in practice it is costing the Council more money in VAT than it receives in tenant contributions. Furthermore, some tenants are missing out on adaptations which would improve their lives. Therefore Members may wish to consider moving away from providing grants for council adaptations to discretionary assistance. In essence this means that a contractor would carry out the works on behalf of the Council, the Council can recover the VAT and tenants would no longer be required to contribute.
- 3.7 This change would also be in line with the Council's recent decision to introduce a financial threshold to qualify for the allocation of Council housing.
- 3.8 If Members consider that discretionary assistance is more appropriate, rather than a grant, there is a requirement under Article 3 of the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 for the Council to have an appropriate policy setting out how this will operate. The attached proposed policy (Appendix 1) refreshes the existing framework and removes the requirement for means testing.

4. Financial Implications

- 4.1 Providing discretionary assistance, as opposed to grants would potentially cost an additional £13,600 per year, funded from the Housing Revenue Account.

5. Corporate Implications

- 5.1 Providing discretionary assistance will enable more vulnerable Council tenants to assess support to enable them to remain in their own home for longer (Corporate Plan key project SP03).



**South
Derbyshire
District Council**

Disabled Adaptations Policy for Council Tenants



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Changing for the better**

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1. Introduction

- 1.1 This policy aims to help Council tenants who are disabled or suffer from long-term ill health to live independently and to carry out essential day-to-day activities. The policy extends to immediate family members of the tenant and consideration will also be given to other permanent members of the household residing at the property.

2. Background

- 2.1 Under the “Housing Grants, Construction and Regeneration Act 1996 section 19, Disabled Facilities Grants (DFG): owner’s and tenant’s applications”, all owner-occupiers, tenants including council and registered provider tenants are eligible for a disabled facilities grant. Although the DFG framework and mandatory aspect of the grant applies across all tenures, funding for the provision of adaptations to the council’s own housing stock is through the Housing Revenue Account (the principal being that a tenant has a lesser stake than an owner in a property and the adaptation is to the property).
- 2.2 The maximum amount of a mandatory DFG is currently £30,000¹. With the exception of an application for a disabled child, the amount payable may also be subject to a deduction derived from a test of the financial resources of the disabled person and their partner.
- 2.3 The general power under Article 3 of the Regulatory Reform (Housing Assistance)(England and Wales) Order 2002 enables housing authorities to give discretionary assistance, in any form, (e.g. grant, loan or equity release) for adaptations. There is no restriction on the amount of assistance that may be given in addition, or as an alternative to, mandatory DFG.
- 2.4 Following the Localism Act 2011, from April 2014 South Derbyshire District Council issues tenancies subject to applicants not exceeding a financial threshold. On this basis it seems unreasonable to ask a tenant to contribute to an adaptation.
- 2.5 The definition of a disabled person under the Housing Grants, Construction and Regeneration Act 1996 is that a person is disabled if:
- Their sight, hearing or speech is substantially impaired.
 - They have a mental disorder or impairment of any kind.
 - They are physically substantially disabled by illness, injury, impairments that have been present since birth or otherwise.
- 2.6 Generally the impairment of the applicant must have lasted or is likely to last for at least 12 months.
- 2.7 The Council is committed to facilitating the provision of aids and adaptations to properties and endeavours to deal with requests for assistance as quickly, effectively and sensitively as possible.

¹ Disabled Facilities Grant and Home Repair Assistance (Maximum Amounts and Additional Purposes)(England)Order 2008

3. Aims and Objectives

3.1 South Derbyshire District Council is committed to ensuring that council tenants and their immediate families who experience health problems and/or have disabilities can continue to live safely and independently within their own homes.

3.2 The objectives of the adaptations service are to:

- Provide an efficient and cost effective adaptations service making best use of the council housing stock and the available budget.
- Assist those in need of adaptations to make informed choices about their housing options.
- Facilitate transfers to more appropriate accommodation where possible.
- Ensure that vacant properties that have been previously adapted are re-allocated to those who most need them

4. Scope of this policy

4.1 Tenure

4.1.1 This policy applies to South Derbyshire District Council housing tenants and other permanent members of the household residing at the property.

4.2 Definition of adaptations

4.2.1 This policy covers minor and major adaptations including extensive adaptations. The term eligible works is taken as those for which mandatory disabled facilities grants may be given as set out in section 23(1) of the Housing Grants, Construction and Regeneration Act 1996.

4.2.2 Minor adaptations are works which cost £1,000 or less. Examples of minor adaptations include grab rails, hand rails and lever taps.

4.2.3 Major adaptations are works which cost more than £1,000 but do not involve substantial structural works to the property. Examples of major adaptations include level access showers, kitchen adaptations and stair lifts.

4.2.4 Extensive adaptations are works which involve substantial structural alterations to the property such as bedroom and bathroom extensions and through floor lifts or the overall cost of the proposed adaptation works exceeds £10,000.

5. Eligibility & Financial Considerations

5.1 An individual will be considered for disabled adaptations to their home if they are a South Derbyshire District Council housing tenant and have an impairment which has a serious long-term effect on their ability to carry out normal day-to-day activities. No adaptation works will be carried out for lodgers or temporary visitors. In cases where a child is disabled and the parents are separated, adaptation work will only be completed at the property of principal residence (this is normally the residence of the parent who is in receipt of child benefit for that child).

5.2 It is South Derbyshire District Council's policy to provide disabled adaptations without charge to the tenant. The provision of minor adaptations is based on the recommendation of an Occupational Therapist (OT)² or, in the case of some minor adaptations, a self-referral from the tenant. Unless otherwise approved by the Director of Housing and Environmental Services, the maximum amount of work undertaken will be limited to the same amount of a mandatory DFG, currently £30,000.

6. Process

6.1 Minor adaptations – fast track

6.1.1 The timely provision of minor adaptations can often sustain the independence of individuals and postpone the need for more substantial adaptations. The provision of minor adaptations is therefore seen as an important preventative service to tenants.

6.1.2 In recognition of this the Council operates a self referral 'fast track' system for certain types of minor adaptations. This includes;

- Handrails to stairs
- Grab rails
- Lever taps
- Key safes

The aim of this is to reduce delays by eliminating the need for a referral from an OT.

6.1.3 The fast track referral system is accessed by contacting the Council's Customer Services. The Customer Services staff will obtain the relevant details from the customer and a request is then generated and sent to the relevant department. A contractor is then appointed (subject to funding approval) to carry out the works.

6.2 Minor adaptations - other

6.2.1 For adaptation works which cost less than £1,000 but are not covered by the 'fast track' process, the tenant should contact Derbyshire County Council for an OT to carry out a detailed assessment of their needs.

6.2.2 Following their assessment, the OT will then make a referral to the Council detailing the adaptations required. A contractor will then be appointed (subject to funding approval) to carry out the works.

6.3 Major adaptations

6.3.1 In the case of major adaptations, the tenant should contact Derbyshire County Council for an OT to carry out a detailed assessment of their needs. Following their visit, the OT will produce a written referral which details the assessment of the individual's needs and makes recommendations for any necessary adaptations. These recommendations will normally form the basis of any scheme of works.

6.3.2 The OT will then forward the written referral to the Council who will then nominate a case officer to liaise with the tenant through the whole process.

² A Community Care Worker may also carry out an assessment on behalf of Social Services.

- 6.3.3 When considering requests for major adaptations the Council reserves the right to explore other alternatives to ensure that the service being provided is cost effective, and that best use is being made of the available housing stock (see 8.0).
- 6.3.4 Major adaptations normally involve a visit to the property by an Architectural Officer in order to produce a plan and schedule of works for the proposed adaptations.
- 6.3.5 Once the plans have been agreed with the tenant and OT, the costs of the works will be determined and a contractor appointed (subject to funding approval) to carry out the works.

6.4 Extensive adaptations

- 6.4.1 A request for extensive adaptations is normally made in the same way as requests for major adaptations, following an assessment of the individual's needs by the OT.
- 6.4.2 Where a need for extensive adaptations has been identified, a meeting will be convened with the Occupational Therapist and relevant council staff such as a Housing Options Adviser/ Case Officer.
- 6.4.3 In these cases the group will consider whether the work should go ahead or whether an alternative solution can be found. Consideration will be given to whether any proposed extensive adaptation makes the best use of the current housing stock, whether it would negatively affect the future letting of the property or would prove to be prohibitively expensive.
- 6.4.4 Before any extensive adaptations are carried out all other housing options will be considered. These options will include the possibility of better use of the existing space within the property and the potential for re-housing as an alternative. If re-housing is considered to be the most appropriate option then the tenant will be offered up to £1,500 towards the cost of relocating to contribute towards the cost of new carpets/curtains and removal expenses.
- 6.4.5 As with the major adaptations, extensive adaptations will involve a visit from an Architectural Officer and the production of a plan and specification for approval by the tenant and the OT.
- 6.4.6 Following agreement, a contractor will be appointed (subject to funding approval) to carry out the works.

7. Prioritising adaptations

- 7.1 Where a need for major or extensive adaptations has been identified, an assessment is made by the OT as to whether the adaptation is urgent or non-urgent. Where the OT considers the case to be urgent the case will be prioritised ahead of non-urgent cases. E.g. a person requires adaptations to facilitate discharge from hospital.
- 7.2 Where a tenant is in need of major or extensive adaptations and has been offered and accepted a vacant council property on the basis that the works will be carried out before they move in, then the case will be prioritised ahead of non-urgent cases in order to minimise void times. However, the tenant will be expected to take up the

tenancy as soon as is practical; i.e. if it is possible for the tenant to live in the property whilst waiting for the adaptation work to be completed they will be expected to do so.

7.3 Where a need for major works to adapt a bathroom and/or kitchen has been identified and the Council is planning to carry kitchen/bathroom improvements to the relevant property, the case shall be prioritised to enable the works to be carried out simultaneously, thereby reducing disruption to the tenant.

7.4 All other cases are dealt with in referral date order.

7.5 All adaptations are subject to the availability of funds.

8. Making Best Use of Available Stock

8.1 Re-housing as an alternative

8.1.1 In certain cases re-housing will be identified as an alternative to carrying out major or extensive adaptations to a property. This could be to another Council property or to a property owned by a registered provider of social housing.

8.1.2 Examples of why this decision may be made include:

- A vacant property can be identified that is already suitably adapted to meet the essential needs of the customer.
- A vacant property can be identified that is considered more suitable to be adapted to meet the essential needs of the customer.
- Extensive major adaptations can be avoided by a move to a more suitable property.
- The adaptation required at the property may reduce the potential to let it in the future.
- The property is under or over occupied as defined by the Council's Tenancy Policy.
- The property is above ground floor level and has no lift.
- The layout and /or location of the current property make it unsuitable to adapt.
- It is not feasible to adapt the current property.

8.1.3 In these cases a Housing Options Adviser will support the tenant with looking for suitable alternative accommodation.

8.1.4 Customers who take up the option to be re-housed may receive financial assistance to cover relocation expenses such as removal costs, disconnection and reconnection of appliances and refitting of carpets up the value of £1,500.

8.1.5 The Council considers “suitable alternative accommodation” means the following unless otherwise agreed with the tenant:

- Where a tenant has children attending a local school the accommodation is within the catchment area of that school.
- The accommodation meets the decent homes standard and the household will not over-occupy the property.
- Where the tenant or a member of the household is a nominated carer of a relative who does not live with the carer that the accommodation is within a reasonable distance to ensure continuity of care. This includes ensuring that appropriate public transport is available if this is the current mode of transport used by the carer to visit the relative.

8.2 Circumstances when a request for a major adaption will be refused

8.2.1 Major and extensive adaptations will not be carried out:

- Whereby the tenant has submitted a Right to Buy application to the Council.
- The tenant is in rent arrears and the Council has commenced court action seeking possession of the property. In these circumstances, the works will be put on hold pending the outcome of the court case or repayment of the debt.

8.3 Use of the adapted property

8.3.1 Once major or extensive adaptations have been completed at a property it is expected that the customer requiring the adaptation will continue to live at the property unless circumstances do not allow this (for example, a deteriorating medical condition means that the property is no longer suitable)

8.3.2 If the tenant then applies to be re-housed, unless their circumstances have significantly changed they would normally be considered to be adequately housed and would not have a priority on the housing register.

8.3.3 Where significant work has taken place at the property and the person for whom the adaptations were intended dies or is unable to remain at the property, the remaining family members may be asked to move to alternative accommodation.

8.4 Removal of adaptations

8.4.1 Adaptations to properties will only be removed in exceptional circumstances following approval by the Director of Housing and Environmental Services.

8.4.2 Adaptations to void properties will not be removed unless:

- There are no suitable applicants requiring such adaptations.
- They are not fit for purpose and/or beyond economical repair.

9. Tenant Satisfaction

- 9.1 Each tenant is invited to complete a satisfaction survey following the completion of their adaptation works. The results of these surveys are monitored by the Council and any specific problems are dealt with accordingly.

10.0 Appeals and Complaints

- 10.1 The Council has an established corporate complaints procedure. This procedure is available on request at the Council Offices or online at www.south-derbys.gov.uk/council_and_democracy/complaints/comment_compliment_complaint/default.asp

Key Performance Targets

Subject to the availability of funds the Council aims to meet the following targets for delivering adaptations to Council tenants.

Minor Works

20 working days from approval of the works to completion on site.

Major Works - Basic Level Access Showers and Stair lifts

8 weeks from approval of the works to completion on site.

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REPORT TO:	Housing & Community Services Committee	AGENDA ITEM: 9
DATE OF MEETING:	13th March 2014	CATEGORY: DELEGATED
REPORT FROM:	Director of Housing & Environmental Services/ Director of Community & Planning Services	OPEN
MEMBERS' CONTACT POINT:	Bob Ledger (ext. 5775) Stuart Batchelor (ext. 5820)	DOC:
SUBJECT:	Corporate Plan 2009-14: Performance Management Report (1 October – 31 December 2013)	REF:
WARD (S) AFFECTED:	ALL	TERMS OF REFERENCE:

1.0 Recommendations

1.1 That Members:

- (a) Note the progress and achievements during the period 1 October to 31 December 2013, in relation to the Council's Corporate Plan 2009/14.
- (b) Review where progress has failed to achieve the specified target and consider the adequacy of the remedial action taken.

2.0 Purpose of Report

- 2.1 To report details of progress and achievements during the period 1 October to 31 December 2013, in relation to the Council's Corporate Plan 2009 –2014.
- 2.2 Details are provided in the respective appendices outlined below, which are attached to this report.
 - Progress against Corporate Plan 'Key Projects' as attached at Appendix A; and,
 - Progress against Corporate Plan 'Performance Measures' as attached at Appendix B.

3.0 Detail

Executive Summary

- 3.1 It is important that Members scrutinise the performance of the Council as part of the democratic process. This report reflects the third quarter's performance on the key targets the Council has set and approved.

Corporate Plan 2009/14

- 3.2 To provide a context, the Council's Corporate Plan 2009-14 Action Plan consists of four main 'themes' or 'priorities' (*Sustainable Growth & Opportunity: Safe & Secure: Lifestyle Choices: and Value For Money*).
- 3.3 In March 2013, the Corporate Plan was refreshed along the current themes, with an emphasis being placed on how our actions will make a difference to our residents and stakeholders. In order to focus our actions, performance will be measured against a reduced number of actions or 'key projects' and performance measures
- 3.4 Each theme contains a number of outcomes that help explain what the theme is about. In order that the Council and its stakeholders are able to tell whether the outcomes are being delivered, a number of Key Projects (with a series of tasks/ milestones) and performance measures have been allocated to each Outcome that will be monitored either on a quarterly or annual basis.
- 3.5 This Committee is responsible for the delivery of two outcomes [*Delivering a range of housing provision and services that address community requirements and Safer Communities*] within the **Safe & Secure** theme; and two outcomes [*Delivering community based recreational & cultural activities that promote a 'healthier' lifestyle and Helping the community reduce its 'environmental footprint'*] within the **Lifestyle Choices** theme.

Progress to 31 December 2013

Key Projects

- 3.6 Table 1 below; summarises the progress made against key projects. It shows that 13 (100.0%) tasks due for completion this quarter have been achieved.

Table 1: Progress against Corporate Plan Projects (as at 31 December 2013)

Theme	Completed Tasks	Failed Tasks	Abandoned	Not Applicable	Total
Safe & Secure	7 (100%)	0	2	0	9 (100%)
Lifestyle Choices	6 (100%)	0	0	0	6 (100%)
Total	13 (100%)	0	2	0	15 (100%)

3.7 The tasks that have been abandoned are summarised in Table 2 below.

Table 2: Corporate Plan – Key Projects– Abandoned Tasks (as at 31 December 2013)

Project	Task 'not completed'	Comment
SP 01- Facilitate new affordable housing for people unable to access the housing market	SP 01.3 - Consult on a revised draft Affordable Housing Guide/ Policy	Guidance has been deferred until 2014/15 pending outcome of the Council's new Local Plan.
SP 09 - Putting Victims First – Work with our partners to revise the ASB Policy and to ensure we provide an enhanced service to victims of ASB	SP 09 .3 - Incorporate new Home Office Tools and powers into draft policy	The policy revision delayed until 2014/15. This is because the Home Office have delayed the roll out of their Tools & Powers and the introduction of new County wide ECINS performance management system in January 2014

Performance Measures

3.8 Table 3 below provides a summary of performance against targets for both the current quarter and projected outturn for the year. It shows that 11 (84.6%) quarterly targets have been 'achieved'. It is also forecast that all 18 (94.7%) of the remaining targets will be met by the year end.

Table 3: Performance Measures – performance against targets (as at 31 December 2013)

Theme	Quarter 3 Target			Total	Projected Annual Target		
	Achieved	Failed	N/a / Proxy See Note 1		On Track	At Risk	Proxy See Note 1
Safe & Secure	7 (87.5%)	1 (12.5%)	9	17 (100%)	11 (91.7%)	1 (8.3%)	5
Lifestyle Choices	4 (80.0%)	1 (20.0%)	3	8 (100%)	7 (100%)	0	1
Total	11 (84.6%)	2 (15.4%)	12	25 (100%)	18 (94.7%)	1 (5.3%)	6

Note 1 Proxy Measures are outside the Council's direct control but provide an indication of the overall health of the district. For instance: A Council Strategy to 'increase employment opportunities in the area' may have an impact on the local unemployment rate.

3.9 Table 4 overleaf, summarises both the quarterly targets that have not been met and where the projected annual target maybe at risk of failure. Brief comments and remedial action taken is also provided.

Table 4: Performance Measures - targets at risk of failure (as at 31 December 2013)

Description	Qtr 3 Target	Qtr 3 Actual	Comments and Planned Remedial Action
Safe & Secure			
SM 03 – Average time (in working days) taken to re-let Council homes	20.00	22.00	There were a handful of properties in December which were difficult to let. New initiatives have been put in place by the Repair & Allocations team.
Lifestyle Choices			
LM 04 Number of play scheme participations	100	54	Some sessions did not run this quarter due to inclement weather. Overall, we have exceeded the target for the year.

Managing Risks

3.10 The Council has a comprehensive risk register, which details all known service risks, control mechanisms and review dates. Table 5 below outlines the main risks across the Lifestyle Choices and Safe & Secure themes of the Corporate Plan.

Table 5: Managing Risks

Risk Description	Likelihood	Impact	Mitigating Action
Safe & Secure			
Loss of Homelessness Grant	Treat the Risk	Remains Low	Continue to lobby County Council colleagues to maintain the grant in future years.
Increase in the level of current tenant rent arrears	Treat the Risk	Medium	Performance management, target setting and adherence to collection procedures.
Costs of Housing Enforcement	Treat the Risk	Low	Adherence to procedures to ensure appropriate enforcement action is taken, recharge policy and explore framework agreement with contractors to reduce costs
Lifestyle Choices			
Failure of/or attraction of Contractor managing facilities - closure of facilities for a period. Costs of staffing and equipment.	Tolerate the Risk	Remains Low	Contracts in place. Leisure Centre contract renewed in 2011.

Risk Description	Likelihood	Impact	Mitigating Action
Litigation/claims for accidents at play areas - injury to member of public.	Treat the Risk	Remains Medium	Inspections carried out by dedicated member of staff. New play areas are designed to meet current standards. Need to arrange further back up cover for inspections when Inspector is absent.
Dilapidation of Leisure Community facilities	Treat the Risk	Remains Low	Annual review of risk
Failure of Business Plan for Rosliston Forestry Centre	Treat the Risk	Remains Medium	Annual review of risk
Failure of Sharpe's Pottery Museum	Treat the Risk	Remains Low	Annual review of risk

Service Area Commentary

- 3.11 To assist Members in their assessment of progress made, the Lead Officer for each of the performance measures has provided some supplementary information on how the performance measures are supporting the delivery of the outcomes.

Community & Planning Services

- 3.12 The third quarter has continued to see significant progress in the legacy work around London 2012. South Derbyshire athletes and coaches picked up four awards at the Derbyshire Sports Awards Ceremony. The number of local athletes supported by the District Council has increased. Drainage works at Cockshut Lane Recreation Ground Melbourne continue and the architectural support for the project was procured. Safer Neighbourhood meetings continued to show that crime and anti-social behaviour issues were remaining low and grants were provided to a number of local schemes.

- 3.13 In terms of public events, the Swadlincote Christmas Light Switch On was successfully held and the Melbourne event.

Housing & Environmental Services

- 3.14 The number of days taken to re-let a council property has risen slightly during quarter 3. The repairs and allocations team have reviewed their processes and moving forward into quarter 4 will be implementing changes to help improve on current performance. However we know, largely as a result of performance in the first quarter, that the annual target will not be achieved.

- 3.15 One of the key projects for quarter 3 is the implementation of the revised Tenancy & Allocations Policy. The consultation process with tenants has now been completed and amendments to the policy have been made accordingly. Training is due to be delivered to

staff during February and the housing management team are working closely with the supplier of the allocations system to make the required system amendments.

4.0 Financial Implications

4.1 There are no specific financial implications relating to this report. The need to continually improve whilst delivering the ambitions of the *Corporate Plan* will require a sustained efficiency programme, including the shifting of resources to the priority areas.

5.0 Equalities Implications

5.1 This report has no implications in respect of meeting the Public Sector Equality Duty of the Equalities Act 2010.

6.0 Corporate Implications

6.1 The Council aspires to be an “excellent” Council in order to deliver the service expectations of our communities. This performance report evidences an improvement in how we are meeting those demands and expectations.

7.0 Conclusions

7.1 A high level of performance and improvements has delivered a range of outcomes for local communities.

7.2 This performance report evidences significant improvement in how the Council is meeting demands and expectations.

LP 01 - Support local communities in delivering cultural events across the district			
Quarter	Task	Progress	Status
1	LP 01.1 - Deliver 3rd South Derbyshire Day at Pride Park, Festival of Leisure and Liberation Day and agree 2013/14 Event Programme	South Derbyshire Day, Liberation Day and Festival of Leisure delivered.	Achieved
2	LP 01.2 - To deliver Glade In The Forest programme including 'Last Night of the Proms' and Play Day	Delivered 3 events in The Glade including 'Joking Apart', 'Gladefest' and 'Last Night of the Proms'.	Achieved
3	LP 01.3 - Deliver Swadlincote Christmas Lights Switch On and support Melbourne event.	Swadlincote Christmas Light Switch on successfully held. Melbourne event supported.	Achieved
4	LP 01.4 - To deliver Pancake Races and agree 2014/15 programme		

LP 02 - Deliver improved leisure facilities for the community			
Quarter	Task	Progress	Status
1	LP 02.1 - Agree refurbishment plans for Green Bank Leisure Centre and open Etwall Artificial Grass Pitch for community use	Etwall Artificial Grass Pitch officially opened. Final design provided for Green Bank Leisure Centre. Football Foundation grant award of £600k for Melbourne Sporting Partnership confirmed.	Achieved
2	LP 02.2 - To start pitch improvement works at Cockshut Lane, Melbourne and start procurement works for the built project	Land levelling project completed. Pitch improvement tenders prepared. Architects Brief for Clubhouse and built elements prepared.	Achieved
3	LP 02.3 - To start the refurbishment works for Green Bank Leisure Centre	Main project procurement being undertaken and minor works including the refurbishment of the squash courts.	Achieved
4	LP 02.4 - To complete building works at Green Bank Leisure Centre		

LP 03 - To increase levels of participation in sport and physical activities			
Quarter	Task	Progress	Status
1	LP 03.1 - To start delivery of the igniting the legacy project	Sport England funding of £140k and Active Nation support of £30k secured. Programme launched.	Achieved
2	LP 03.2 - To deliver summer play and sport schemes including the delivery of new provision of combat, mobile and orienteering xplorer project	Successful Summer Scheme delivered with record numbers of participants.	Achieved
3	LP 03.3 - To deliver a programme of football development around new facilities	Artificial Grass Pitch being used to peak time capacity and development programme delivered.	Achieved
4	LP 03.4 - To produce a programme of activity linked to 2014 Commonwealth Games and Deliver Healthier South Derbyshire Event		

LP 04 - Engage people in reducing their 'environmental impact.' through the Environmental Education and Open Spaces projects			
Quarter	Task	Progress	Status
1	LP 04.1- Recruit Community Engagement Officer for Eureka Park, deliver 4 conservation task days and 3 environmental events	Community Engagement Officer appointed. Forum event 18 June 2013; Science Event; 1 group Toyota 3 groups R-R.	Achieved
2	LP 04.2 - Deliver 3 events in Love Parks week, deliver 6 conservation task days and 2 environmental events and retain Green Flag at Maurice Lea Memorial Park	Nightworld and family bat event run plus 7 x Wildlife Watch family activities. Environmental volunteering days for Rolls-Royce (3); Bison (6), Ernst & Young (1). Green Flag retained. 6 x conservation task days delivered with 60 participants. 3 Love Parks Week events delivered.	Achieved
3	LP 04.3 - Deliver tree planting activities in 3 parks, 4 conservation task days and 2 environmental events	Delivered Apple Day and Free Tree Scheme initiatives, Conservation tasks days delivered to TCV, Rolls-Royce staff, Rolls-Royce apprentices and Vodaphone. Also delivered 2 environmental forum events, 1 outdoors (Clake) and 1 indoors (Repton)	Achieved
4	LP 04.4 - Deliver 4 conservation task days, 1 Environmental Forum event and 3 environmental events		

LP 05 -Reduce the number of vulnerable households experiencing fuel poverty			
Quarter	Task	Progress	Status
1	LP 05.1- Publish HECA Strategy on the Council's website, including information about ECO & Green Deal	HECA Strategy and information about ECO and Green Deal has been published on the Council's website.	Achieved
	LP 05.11 - Continue the replacement of inefficient heating systems and upgrading insulation measures	Ongoing programme of works being undertaken.	
2	LP 05.2 - Hold an energy awareness event to promote energy efficiency	A successful energy awareness event was held in Swadlincote Town Centre in August.	Achieved
	LP 05.22- Continue the replacement of inefficient heating systems and upgrading insulation measures	Ongoing programme of works being undertaken.	
3	LP 05.3 - Work with the LEAP to explore /consider the Council's role in Green Deal/ECO	Work with the LEAP to explore/consider the Council's role in Green Deal – Options continue to be explored. However, we are currently waiting for clarification from the Government in respect of the eco project rules	Achieved
	LP 05.33 - Continue the replacement of inefficient heating systems and upgrading insulation measures	Four heating systems have been installed during the quarter via the debt project. However, no further funding is available.	
4	LP 05.4 - Refresh and publish a new Affordable Warmth / Fuel Poverty Strategy		
	LP 05.44- Continue the replacement of inefficient heating systems and upgrading insulation measures		

LP 06 - Deliver continuous improvement of the Council's environmental performance, through ongoing accreditation to ISO 14001			
Quarter	Task	Progress	Status
1	LP 06.1 - Hold annual senior management review. Communicate outcome to Council via Team Briefs	Senior management review held on 14 June. Team brief item produced and issued.	Achieved
2	LP 06.2 - Ongoing programme of EMS activities. Delivery of internal audits and progressing Non Conformance Reports to close	Internal audit and corrective action programmes both slightly behind plan; however actions forming part of response to external and minor non conformance have been closed out. Preparation is on-going for pending external surveillance audit, which includes role of new online legal and aspects register.	Achieved
3	LP 06.3 - Continue the replacement of inefficient heating systems and upgrading insulation measures	Successful reaccreditation to ISO14001, 2 minor non conformances raised, much improved performance on last years external audit.	Achieved
4	LP 06.4 - Ongoing programme of EMS activities. Delivery of internal audits and progressing Non Conformance Reports to close		

SP 01- Facilitate new affordable housing for people unable to access the housing market			
Quarter	Task	Progress	Status
1	SP 01.1 No task due		N/a
2	SP 01.2 No task due		N/a
3	SP 01.3 - Consult on a revised draft Affordable Housing Guide/ Policy	Guidance is deferred until 2014/15 pending outcome of the New Local Plan	Abandoned
4	SP 03 .4 - Publish new Affordable Housing Guide	See above	Abandoned

SP 02 - Improve the condition of the current housing stock.			
Quarter	Task	Progress	Status
1	SP 02.1 -Continuous monitoring of the decent homes standard	Continue to implement the £27m capital programme to ensure compliance with the Decent Homes Standard.	Achieved
2	SP 02.2 - Continuous monitoring of the decent homes standard	As above.	Achieved
3	SP 02.3 - Continuous monitoring of the decent homes standard	Continue to implement the approved £27m 5-year capital programme to ensure compliance with the Decent Homes Standard.	Achieved
4	SP 02.4 - Continuous monitoring of the decent homes standard		

SP 03 - Enabling people to remain in their own homes for longer			
Quarter	Task	Progress	Status
1	SP 03.1 Complete Careline relocation to Oakland Village	Careline successfully relocated to Oakland Village in April. Charges have been approved by Careline to roll out support visits to private residents.	Achieved
2	SP 03.2 - Implement changes to deliver new Housing Related Support Contract	A new Support Plan has been implemented and we are working through all of our clients.	Achieved
3	SP 03.3 -Continue with work toward forming County wide Careline consortium with partners	Discussions are ongoing with DCC and our other consortium partners with regards to implementation.	Achieved
4	SP 03.4 -Implement Careline Consortium		

SP 04 - Review, consider and implement the applicable requirements of the Localism Act as it relates to the Housing Service			
Quarter	Task	Progress	Status
1	SP 04.1- Draft Allocations Policy and commence consultation	The draft policy was approved by Members at Committee. Consultation is due to commence shortly.	Achieved
2	SP 04.2- Implement Allocations Policy and commence draft of Tenancy Policy	The revised Tenancy Policy was considered by HCS Committee on 10 October. It will then be subject to a 4 week consultation process which will run alongside the consultation process for the Allocations Policy. Development time has been allocated by the software provider.	Achieved
3	SP 04.3- Finalise Tenancy Policy consultation process	Consultation complete. The Allocations Policy has been revised as a result of the feedback received. The revised Policy will be rolled out at the beginning of the new financial year.	Achieved
4	SP 04.4-Implement Tenancy Policy		

SP 05 - Focus the Safer Neighbourhood Wardens on the prevention of Anti Social Behaviour and enviro-crime			
Quarter	Task	Progress	Status
1	SP 05 .1 - Establish robust and sustainable performance measurement framework for the Wardens	New performance indicators introduced relating to speed of response to complaints, time taken to resolve complaints, number of fouling patrols carried out and number of legal interventions made.	Achieved
2	SP 05 .2 - Complete the production of procedures for all of the Wardens duties	Procedures complete.	Achieved
3	SP 05 .3 - Undertake an internal audit of the performance of the Wardens against the procedures. Review the Warden performance based on customer satisfaction feedback	An internal audit of the performance of the wardens against the procedures is due to be completed by the end of January. The satisfaction feedback for the wardens was 88%. Therefore, no immediate amendments are expected to me made to the current procedures	Achieved
4	SP 05 .4 - Amend service targets and procedures to reflect performance and feedback. Consult with key internal and external clients.		

SP 06 - Work with Partners to ensure diversionary activities are being delivered in 'target' locations.			
Quarter	Task	Progress	Status
1	SP 06 .1 - Hold Taster sessions over Easter for indoor sk8 and scooters at Greenbank Leisure Centre	Easter Sk8 Jam session was held on 5th April. Approx 40 young people attended and the event was a big success.	Achieved
2	SP 06 .2 -Hold Summer Vibe in Newhall and Hilton with activities each weekday at both venues	Summer Vibe activity sessions held on a daily basis in Newhall and Hilton. Number of participants was up on last year.	Achieved
3	SP 06 .3 -Run Brighter Bike campaign in partnership with Bikeability	Brighter Bikes packs were provided to the Sport and Health team to give out at the Bikeability sessions in Primary schools during Oct and November	Achieved
4	SP 06 .4 -Evaluate Summer Vibe and plan activities for 2014		

SP 07 - Ensure 'Safer Neighbourhoods' funding is being used effectively to combat local crime and disorder issues			
Quarter	Task	Progress	Status
1	SP 07 .1 -Identify local issues and work with community and partners to develop projects	3 x Funding applications - including Etwall Clean Up project, Barrow Youth Club and awaiting approval for Street lighting at Gresley Old Hall.	Achieved
2	SP 07.2 Identify local issues and work with community and partners to develop projects	6 x funding applications received. Etwall Saturday night activity project at Etwall Leisure Centre, CCTV at St Giles Charity Shop and Overseal Bowls Club, Duke of Edinburgh, 4G Debate Group and Creative Roots Social Inclusion project.	Achieved
3	SP 07.3- Identify local issues and work with community and partners to develop projects	6 funding apps received in Q3 inc Village Games equipment, lighting at Royal Oak Boxing Club, Sports equipment for Hatton Sports FC and security measures and Aston Bowls Club and Netherseal Village Hall	Achieved
4	SP 07.4 Identify local issues and work with community and partners to develop projects		

SP 08 - Work with our Partners and communities to reduce acquisitive crime across the District			
Quarter	Task	Progress	Status
1	SP 08 .1 - Hold 2 x community safety road shows to include number plate op and offer property marking	Road shows were held in April at Melbourne and Stenson. Attendance at Stenson was disappointing, however Melbourne was better. Agencies that attended included: Next Step, Trident, Help the Aged and the Shout Out Group. Partnership asked to arrange further events in the remaining SNT areas.	Achieved
2	SP 08 .2 - Look at further community based initiatives offering Property marking, number plate ops and consultation with local community	Gresley number plate operation held – 23 Sept 2013 at 3-6pm at the Gresley Dale Centre , 53 vehicles received security screws, Forecourt signs provided to petrol stations to prevent drive offs, Action plan produced with Police to combat the rise in shoplifting.	Achieved
3	SP 08 .3 - Hold campaigns to raise awareness of Christmas increases in thefts	Shed alarms purchased and provided to Crime reduction Officer to provide to victims of Non dwelling breaks in run up to Christmas Currently looking at funding opportunities to continue the burglar alarm scheme which DCC have ceased to fund.	Achieved
4	SP 08 .4 - Plan future operations for spring and summer period		

SP 09 - Putting Victims First – Work with our partners to revise the ASB Policy and to ensure we provide an enhanced service to victims of ASB			
Quarter	Task	Progress	Status
1	SP 09 .1 - Identify areas of existing policy which are dated and need amending	SSDP team and Housing Services have attended mediation training sessions. This which lead to more initial visits and liaison with victims and offenders. Currently reviewing the use of diary sheets in all neighbour disputes.	Achieved
2	SP 09 .2 - Work with Police and Partners to identify minimum standard service for victims of ASB	Mediation has been incorporated as a standard tool in dealing with some neighbour disputes. The policy revision delayed until 2014/15 due to a Home Office delaying the rolling out of their Tools & Powers and the introduction of new County wide ECINS performance management system in January 2014. These two things will shape the revised policy.	Abandoned
3	SP 09 .3 - Incorporate new Home Office Tools and powers into draft policy	As above	Abandoned
4	SP 09 .4 - Incorporate new ECINS (web based info sharing system) vulnerability matrix and daily taskings into the policy		

Outcome	Measure	Actual / Out turn 2012/13	Target Quarter 3 2013/14	Actual Quarter 3 2013/14	Quarter Status	Annual Target 2013/14	Predicted Out turn 2013/14	Predicted Status	Comments/ Remedial Action
LO 1- Deliver community based recreational & cultural activities that promote 'healthier lifestyles'.	LM 01 - Adult participation in sport (Proxy measure)	n/a	n/a	n/a	Proxy	n/a	n/a	Proxy	
	LM 02 - Number of leisure centre participations	726,054	183,328	n/a	Grey	733,314	733,314	Green	
	LM 03 - Number of sport, physical activity & health development participations	25,579	4,600	4,934	Green	21,650	21,650	Green	
	LM 04 - Number of play scheme participations	6,615	100	54	Red	6,500	6,500	Green	Some sessions didn't run this quarter due to inclement weather. Overall we have exceeded the target for the yr with the running total at 7955
	LM 05 - Number of cultural activity participations	8,119	1,836	3,004	Green	6,380	6,380	Green	New event at The Glade (The National Forest Food and Drink Fair) substantially boosted these figures for this quarter.

Outcome	Measure	Actual / Out turn 2012/13	Target Quarter 3 2013/14	Actual Quarter 3 2013/14	Quarter Status	Annual Target 2013/14	Predicted Out turn 2013/14	Predicted Status	Comments/ Remedial Action
LO 2 - Helping the community reduce its 'environmental footprint'.	LM 06 - Number of environmental learning activity participations	9,575	1,150	1,061	Green	3,840	3,840	Green	EEP 1061 - Zoe's figures to be added
	LM 07 - Energy Efficiency- average SAP (2009) rating of the Council's housing stock	60.91	62.00	62.00	Green	62.00	62.00	Green	
	LM 08 - Reduction in energy consumption from the Council's own operational centres	n/a	0.50%	n/a	Grey	0.50%	0.50%	Green	Data will be available 1st week of Feb

Outcome	Measure	Actual / Out turn 2012/13	Target Quarter 3 2013/14	Actual Quarter 3 2013/14	Quarter Status	Annual Target 2013/14	Predicted Out turn 2013/14	Predicted Status	Comments/ Remedial Action
SO 1 - Delivering a range of housing services that address community requirements.	SM 01 - Number of homes vacant for more than 6 months	347	n/a	n/a	Grey	344	344	Green	
	SM 02 - Number of affordable homes delivered (gross) (Proxy measure)	88	n/a	11	Proxy	n/a	n/a	Proxy	
	SM 03 - Average time (in working days) taken to re-let Council homes	17.40	20.00	22.00	Red	21.00	25.00	Red	There were a handful of properties in December which were difficult to let. New initiatives have been put in place by both the Repair & Allocations team to improve performance
	SM 04 - Proportion of repairs carried out 'first time' by the Council's Direct Labour Organisation	99.50%	95.00%	97.20%	Green	95.00%	95.00%	Green	
	SM 05 - Number of homeless presentations (Proxy measure)	224	n/a	60	Proxy	n/a	n/a	Proxy	
	SM 06 Average length of stay (weeks) of households which are unintentionally homeless and in priority need in Bed & Breakfast accommodation (Proxy measure)	3.30	3.00	3.1	Proxy	3.00	3.00	Proxy	
	SM 07 - Number of new completed applications to join the housing register (Proxy measure)	751	n/a	152	Proxy	n/a	n/a	Proxy	

Outcome	Measure	Actual / Out turn 2012/13	Target Quarter 3 2013/14	Actual Quarter 3 2013/14	Quarter Status	Annual Target 2013/14	Predicted Out turn 2013/14	Predicted Status	Comments/ Remedial Action
	SM 08 - Number of households on the housing register (Proxy measure)	2015	n/a	1951	Proxy	n/a	n/a	Proxy	
SO 2 - 'Safer' Communities	SM 09 - Effectiveness of Council actions to reduce fly tipping incidents (Grading 1 - 4) 1= Very Effective - 4 =Poor	Effective (Grade 2)	Effective (Grade 2)	Very Effective (Grade 1)	Green	Effective (Grade 2)	Effective (Grade 2)	Green	
	SM 10 - Reduce the number of Anti Social Behaviour (ASB) calls to service	3188	750	637	Green	3000	2,969	Green	Just on target, although ASB calls for 2013 are down 481 calls on previous year
	SM 11 - Number of acquisitive crime incidents per 1,000 population	6.95	1.62	1.45	Green	6.50	6.50	Green	On target, but higher than average burglary rates in October and December. Closer monitoring to undertaken
	SM 12 - Reduce the proportion of people who feel unsafe when outside in their neighbourhood at night time	n/a	n/a	n/a	Grey	10.60%	10.60%	Green	Data obtained from a Citizens Panel survey. To be undertaken by the County Council in February 2014.
	SM 13 - Reduce the proportion of people who feel unsafe when they are alone in their home at night time	n/a	n/a	n/a	Grey	10.60%	10.60%	Green	As above
	SM 14 - Increase the proportion of premises that	66% (National)	65.00%	71.50%	Green	65.00%	65.00%	Green	

Outcome	Measure	Actual / Out turn 2012/13	Target Quarter 3 2013/14	Actual Quarter 3 2013/14	Quarter Status	Annual Target 2013/14	Predicted Out turn 2013/14	Predicted Status	Comments/ Remedial Action
	meet the Food Hygiene Scheme rating of 5 Stars ('Scores on the Doors')	Av 50.2%)							
	SM 15 - Reduce the proportion of premises that meet the Food Hygiene Scheme rating of 0 to 2 Stars ('Scores on the Doors')	5% (National Av 7.9%)	5.00%	4.90%	Green	5.0%	5.0%	Green	
	SM 16 - Improved street and environmental cleanliness (litter, detritus, dog fouling and weeds)	92.00%	94.00%	94.00%	Green	94.0%	94.0%	Green	
	SM17 – Effectiveness of Council actions to combat noise and environmental nuisance	New	70.00%	82.00%	Green	70.00%	70.00%	Green	

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 10
DATE OF MEETING:	13TH MARCH 2014	CATEGORY: DELEGATED
REPORT FROM:	Director of Community & Planning Services / Director of Housing & Environmental Services	OPEN
MEMBERS' CONTACT POINT:	Stuart Batchelor (Ext. 5820) Bob Ledger (Ext. 5775)	DOC:
SUBJECT:	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 – 13th March, 2014
Work Programme 2013/14**

Work Programme Area	Date of Committee meetings	Anticipated completion date	Submitted to Council target date	Contact Officer (Contact details)
Quarterly performance	13 th March 2014 June 2014 August 2014 November 2014 March 2015			
Public Sector Disabled Persons Adaptation	13 th March 2014			Beverly Wagstaffe, Strategic Housing Manager (01283 228769)
Housing Revenue Account Business Plan Review - initiate	17 th April 2014			Bob Ledger Director of Housing and Environmental Services (01283 595775)
Rosliston Forestry Centre Vision and Strategy	17 th April 2014			Malcolm Roseburgh Cultural Services Manager (01283 595774)
Careline Consortium - Business Case	June 2014			Bob Ledger Director of Housing and Environmental Services (01283 595775)
Capital Development of Sports Facilities Update	June 2014			Malcolm Roseburgh Cultural Services Manager (01283 595774)

Work Programme Area	Date of Committee meetings	Anticipated completion date	Submitted to Council target date	Contact Officer (Contact details)
Active Nation Year 3 Report and Future Plans	June 2014			Malcolm Roseburgh Cultural Services Manager (01283 595774)
Private Sector Leasing Scheme	June 2014			Bob Ledger Director of Housing and Environmental Services (01283 595775)
Council Stock – Investment Programme progress	August 2014 February 2015			Gary Clarkson Improvements Manager (01283 595897)
Housing Revenue Account Business Plan Review - report	October 2014			Bob Ledger Director of Housing and Environmental Services (01283 595775)
Housing Revenue Account budget setting	February 2015			Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)

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