

Date: 22 February 2013  
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To: Members of the Housing Review Board  
Other Members of the Council for Information  
Members of the Tenant Scrutiny Panel  
Members of the Tenant Representative Group  
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**Meeting of the Housing Review Board**  
**Thursday, 7 March 2013 at 6.00 pm**  
**Council Chamber, Knowle, Sidmouth**

The above meeting will be held in the Council Chamber at East Devon District Council Offices, Knowle, Sidmouth, to consider the matters detailed on the agenda below.

Members of the public are welcome to attend this meeting.

- There is a period of 15 minutes at the beginning of the meeting to allow members of the public to ask questions.
- In addition, the public may speak on items listed on the agenda. After a report has been introduced, the Chairman (Leader of the Council) will ask if any member of the public wishes to speak and/or ask questions.
- All individual contributions will be limited to a period of 3 minutes – where there is an interest group of objectors or supporters, a spokesperson should be appointed to speak on behalf of the group.
- The Chairman has the right and discretion to control questions to avoid disruption, repetition and to make best use of the meeting time.

Should anyone have any special needs or require any reasonable adjustments to assist them in making individual contributions, please contact Alethea Thompson (contact details at top of page).

Councillors and members of the public are reminded to switch off mobile phones during the meeting. If this is not practical due to particular circumstances, please advise the Chairman before the meeting.

## **AGENDA**

### **PART A - Matters for Decision**

**Page/s**

- 1 **Public question time** – standard agenda item (15 minutes)  
Members of the public are invited to put questions to the Board through the Chairman.

## **PART A – Matters for Decision**

**Page/s**

Councillors also have the opportunity to ask questions of the Chairman and/or Portfolio Holders present during this time slot. Members of the public are given priority at this part of the agenda.

- |    |  |                                       |          |
|----|--|---------------------------------------|----------|
| 2  | To confirm the minutes of the meeting of the Housing Review Board held on 10 January 2013.   |                                       | 5 - 13   |
| 3  | To receive any apologies for absence.  |                                       |          |
| 4  | To receive any declarations of interests relating to items on the agenda.  |                                       |          |
| 5  | To consider any items which, the Chairman thinks, should be dealt with as matters of urgency because of special circumstances.<br>(Note: such circumstances need to be recorded in the minutes; any individual wishing to raise a matter under this item is requested to notify the Chairman before the meeting).  |                                       |          |
| 6  | To agree any items to be dealt with after the public (including the press) have been excluded. There is one item which Officers recommend should be dealt with in this way.  |                                       |          |
| 7  | Housing Review Board forward plan.   | Head of Housing                       | 14 - 15  |
| 8  | Changes to support services and contracts.<br><a href="#">Annex 1 – Spot contract</a> is available online.   | Landlord Services<br>Manager          | 16 - 23  |
| 9  | Final report of the Sheltered Housing Task and Finish Forum  | Landlord Services<br>Manager          | 24 - 30  |
| 10 | Home Safeguard equipment upgrades.   | Landlord Services<br>Manager          | 31 - 41  |
| 11 | Safeguarding Vulnerable Adults Policy.   | Landlord Services<br>Manager          | 42 - 54  |
| 12 | Tenancy Policy amendments.<br><a href="#">Annex 2 – Secure Tenancy Agreement</a> is available online.<br><a href="#">Annex 3 – Flexible Tenancy Agreement</a> is available online.   | Housing Needs and<br>Strategy Manager | 55 - 69  |
| 13 | Get Digital project report.  | Support Services<br>Manager           | 70 - 74  |
| 14 | Housing Revenue Account budget monitoring report.  | Housing Accountant                    | 75 - 83  |
| 15 | Fire Risk Assessment progress report.  | Housing Needs and<br>Strategy Manager | 84 - 88  |
| 16 | Housing Service Quarterly Performance Indicator report.  | Housing Needs and<br>Strategy Manager | 89 - 105 |
| 17 | <b>The Vice Chairman to move the following:-</b><br>“that under Section 100(A) (4) of the Local Government Act 1972 the public (including the press) be excluded from the meeting as exempt information, of the description set out on the agenda, is likely to be disclosed and on balance the public interest is in discussing this item in private session (Part B).” |                                       |          |

## **PART B - Matters for Decision**

18	Housing Management software system procurement	Para 3 Schedule 12A information relating to the financial or business affairs of any particular person (including the authority holding that information).	Head of Housing	106 - 112
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### **Decision making and equality duties**

- The Council will give due regard under the Equality Act 2010 to the equality impact of its decisions.
- An appropriate level of analysis of equality issues, assessment of equalities impact and any mitigation and/or monitoring of impact will be addressed in committee reports.
- Consultation on major policy changes will take place in line with any legal requirements and with what is appropriate and fair for the decisions being taken.
- Members will be expected to give reasons for decisions which demonstrate they have addressed equality issues.

### **Members and co-opted members remember!**

- You must declare the nature of any disclosable pecuniary interests. [Under the Localism Act 2011, this means the interests of your spouse, or civil partner, a person with whom you are living with as husband and wife or a person with whom you are living as if you are civil partners]. You must also disclose any personal interest.
- You must disclose your interest in an item whenever it becomes apparent that you have an interest in the business being considered. Make sure you say what your interest is as this has to be included in the minutes. [For example, 'I have a disclosable pecuniary interest because this planning application is made by my husband's employer'.]
- If your interest is a disclosable pecuniary interest you cannot participate in the discussion, cannot vote and must leave the room unless you have obtained a dispensation from the Council's Monitoring Officer or Standards Committee.

## Getting to the Meeting – for the benefit of visitors



The entrance to the Council Offices is located on Station Road, Sidmouth. **Parking** is limited during normal working hours but normally easily available for evening meetings.

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The following buses all terminate at the Triangle in Sidmouth. From the Triangle, walk up Station Road until you reach the Council Offices (approximately ½ mile).

**From Exeter – 52A, 52B**

**From Honiton – 52B**

**From Seaton – 52A**

**From Ottery St Mary – 379, 387**

Please check your local timetable for times.

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The Committee Suite has a separate entrance to the main building, located at the end of the visitor and Councillor car park. The rooms are at ground level and easily accessible; there is also a toilet for disabled users.

**For a copy of this agenda in large print, please contact the Democratic Services Team on 01395 517546**

## **EAST DEVON DISTRICT COUNCIL**

### **Minutes of a meeting of the Housing Review Board held at Knowle, Sidmouth on 10 January 2013**

**Present:**

Councillors:

Pauline Stott (Chairman)  
Christine Drew  
Douglas Hull  
Jim Knight

Co-opted Tenant Members:

Victor Kemp  
Sally Lancaster  
Sue Saunders

Co-opted Independent Community Representative:  
Rob Finch

Officers:

Polly Anderson, Community Development Worker (Youth)  
Dennis Boobier, Housing Needs and Strategy Manager  
Simon Davey, Head of Finance  
John Golding, Head of Housing  
Andrew Hancock, Street Scene Manager  
Mark Pollard, Parks Development Officer  
Jane Reading, Tenants & Communities Manager  
Victoria Robinson, Community Development Worker (Youth)  
Alethea Thompson, Democratic Services Officer  
Mandy White, Housing Accountant

**Also Present:**

Councillors:

Jill Elson - Portfolio Holder for Sustainable Homes and Communities  
Tony Howard  
Phil Twiss – Deputy Portfolio Holder for the Environment

**Apologies**

Co-opted Tenant Members:

Christine Morrison  
Pat Rous

Co-opted Independent Community Representative:  
Julie Adkin

Councillors:

Stephanie Jones – Deputy Portfolio Holder for Sustainable Homes and Communities  
Steve Gazzard

Giles Salter, Solicitor

The meeting started at 6.00pm and ended at 8.00pm.

**\*45 Public question time**

There were no questions raised by members of the public.

Sally Lancaster, tenant member of the Board gave those present an update on Christine Morrison (tenant Board member). Her husband was gravely ill, but she was receiving a lot of support. However, she didn't anticipate returning to the Housing Review Board in the near future. The Chairman sent the Board's best wishes to Christine Morrison and her husband.

**\*46 Minutes**

The minutes of the meeting of the Housing Review Board held on 8 November 2012, were confirmed and signed as a true record.

**\*47 Declarations of interest**

<b>Board Member</b>	<b>Minute number</b>	<b>Type of interest</b>	<b>Nature of interest</b>
Jim Knight		Personal	His daughter lives in a Council owned property.
Jim Knight		Personal	Devon County Council Councillor
Douglas Hull		Personal	His sister lives in a Council owned property.
Sue Saunders		Personal	She is a sheltered housing tenant.

**\*48 Housing Review Board forward plan**

The Head of Housing presented the forward plan.

**RESOLVED:** that the forward plan be noted.

**49 Draft Housing Revenue Account 2013/14 and Service Plan**

The Housing Review Board (HRB) received the report of the Head of Housing which provided members with details of the draft Housing Revenue Account (HRA) for 2013/14. This account showed the main areas of anticipated income (rents) and expenditure (investment in stock, and staff/services) on landlord activities for the year ahead. Producing a Housing Revenue Account was a statutory requirement for Councils who managed and owned their housing stock, and therefore a key document for the Board to influence.

The Head of Housing reminded the Board that last year saw the major reform to social housing finance and a move to self-financing, which involved the Council taking on debt rather than paying a subsidy to Government from tenants' rents. As a result the accounts were showing a healthy HRA balance going into the new financial year. The budget had been produced in accordance with Housing Revenue Account Business Plan assumptions.

49 **Draft Housing Revenue Account 2013/14 and Service Plan (cont'd)**

The Council had a timetable for the production of its budgets for 2013/14, which involved the development of draft estimates and scrutiny by various member and officer groups. The draft HRA had been presented to Cabinet the night before. The Head of Housing's report presented an opportunity for the HRB to input into this process. Also included was a refresh of the Housing Service Plan which was updated annually and sat alongside the budget. This was consistent with the budget and the Homes and Communities Plan. The Service Plan would be considered by the Overview and Scrutiny Committee on 28 February 2013.

The draft HRA showed higher investment into housing stock, a greater provision made for bad debts, and that the surplus had significantly increased (£4.4million surplus projected for the end of 2013/14 financial year). The budget was cautious due to the unknown effects of Welfare Reform. Assurances were sought that any capital receipts from the sale of Council housing land would be used to fund the building of more affordable homes.

It was noted that the Tenant Representatives Group (TRG) were delighted with the budget provisions. The Chairman gave her heartfelt thanks to staff for all of the effort they had put in this year.

**RECOMMENDED:** that the 2013/14 Housing Revenue Account be approved by Council.

\*50 **HRA financial monitoring report 2012/13 – month 8, November**

The Board received a report from the Housing Accountant giving a summary of the overall financial position on the Housing Revenue Account (HRA), HRA Capital Programme and the Business Plan for 2012/13 at the end of month eight (November 2012). Regular monitoring would highlight any areas of concern or unforeseen expenditure in the HRA and associated capital programme and enable corrective action to be taken as required. Any significant variances would be reflected in the Business Plan.

Current monitoring indicated that:

- The Housing Revenue Account Balance would be maintained at or above the adopted level.
- The position on the HRA Business Plan had not changed significantly and remained in a healthy position.

It was noted that 11 Right to Buy sales were expected by the end of the financial year, compared with four in the previous year.

The Portfolio Holder for Sustainable Homes and Communities gave her thanks to tenants for paying their rents on time, but expressed her disappointment about the amount of money the Council had to give back to the Treasury from Right to Buy receipts. The TRG were also delighted with the report and gave their thanks to the officers involved for their hard work.

**RESOLVED:** that the variances identified as part of the HRA revenue and capital monitoring process up to month eight be acknowledged.

**\*51 Rent setting options for the future**

From April 2012 the Housing Service became self-financing and one of the advantages of this was that the Council had greater freedom to set its own future rent levels. Rents were currently influenced by the Government's rent restructuring scheme (based on RPI + 0.5%) which was due to complete in 2015/16. However, the Council could opt out of this at anytime if it wished to do so.

Rents were a vital source of income for the HRA Business Plan and essentially financed the debt that the Council had taken on, as well as housing management and maintenance activities

'Affordable' rents were very popular with tenants and were a high priority whenever satisfaction/preference surveys were undertaken, along with good repairs and maintenance. Discussions were underway with what would replace the current Government rent setting scheme from 2016/17. The Rental Manager's report set out the issues involved with the Council looking to adopt its own rent setting policy.

It was agreed that rent setting options should be considered again in the future, when the impact of the changes under Welfare Reform and the Universal Credit regime were known. It was an important issue for tenants to consider in the future. The TRG expressed its concerns about the ongoing affordability of rents and Welfare Reform.

**RESOLVED:** that the advantages and disadvantages of the Council having its own rent setting policy be noted, with a further report being brought to the Board later in the year.

**52 Community Development programme update**

The Chairman agreed for this item to be brought forward on the agenda.

Community Development Workers (Youth) Polly Anderson and Victoria Robinson presented their report to the Board on the Community Development work undertaken to date and discussed plans for future work.

The officers were currently engaging with communities in five main ways:

- The SWITCH project in Littleham, Exmouth and Millwey Rise, Axminster.
- Community Festivals and Fun Days across the district.
- Supporting and adding value to other departments, local groups and organisations.
- Recruiting and supporting community volunteers.
- Doing work over and above the ways mentioned above.

Details of these projects were contained in the report.

The Community Development Workers thanked the Board for the extra time and money that they had been allocated. This had allowed them to carry out more activities and provide more training. Due to the extra budget allocated, they did not have to spend any of their time this year fundraising.



52 **Community Development programme update (cont'd)**

The work undertaken meant that Housing was looking beyond its core landlord and housing management activities and was taking its corporate and social responsibilities seriously. The work involved a lot of linking up with other agencies and Council services. The Community Development Workers were getting involved with a wide variety of people, empowering them, and had gained the trust of residents. They had achieved great success at Millwey Community Centre in Axminster.

Councillor Douglas Hull requested that a virtual bouquet be presented in the next Team Brief to Victoria Robinson, Polly Anderson and Jane Reading for all the work that they had done to help turn the Millwey Rise estate around.

The Board thanked the Community Development Workers (Youth) for all their hard work.

- RECOMMENDED:**
- 1 that the Council continue to fund the community development work for youth within East Devon.
  - 2 that a virtual bouquet be presented in the next Team Brief to the Community Development Workers (Youth) and the Tenants and Communities Section Leader for all the work that they had done on the Millwey Rise estate, and their positive achievements.

53 **Welfare Reform and 'bedroom tax'**

The Head of Housing's report considered the impact of the 'bedroom tax' element of Welfare Reform on Council tenants and the measures that the Council had put in place to mitigate the effects on tenants and maintain its high levels of rent collection. Under-occupying tenants would see a reduction in their Housing Benefit if they under-occupied bedrooms and were of working age.

Under the Welfare Reform Act 2012 customers receiving Housing Benefit for social rented sector housing would have the maximum amount they could receive in Housing Benefit restricted, as it would be based on the number of bedrooms their household needed. Members noted the size criteria and restrictions which were listed in the report.

The changes would come into effect from 1 April 2013 for all new and existing customers for Housing Benefit. A 14% reduction would be made for those who under-occupied their home by a single bedroom, and a 25% reduction would be made for those who under-occupied their home by two bedrooms or more.

The options available for people to meet any shortfall were considered in the report and included:

- Moving to a smaller property (down-sizing).
- Taking in a lodger.
- Re-classification of rooms.
- Have family members contribute more.
- Move into work or increase the number of hours worked.
- Discretionary Housing Payments.

53 **Welfare Reform and 'bedroom tax' (cont'd)**

An analysis of EDDC properties showed that 316 households would be affected:

- 243 customers (77% of the total) under-occupied their homes by one bedroom and would receive a 14 % reduction in Housing Benefit.
- 73 customers (23% of the total) under occupied their homes by two or more bedrooms and would receive a 25% reduction.

Most customers (106) would have a reduction in maximum Housing Benefit of £10.01-£11.00 per week.

The Board considered the overall impact of the changes to the Council and its tenants, and the steps being taken to prepare the tenants for these changes. Provision had been made in the HRA Business Plan for increasing levels of bad debt rising from 1.5%-3% of the rent roll. Officers had accounted for a significant loss in rents, but were trying to minimise this by personal contact with affected tenants.

The TRG welcomed the report and voiced their approval of a welfare advice officer post.

The Board discussed the state pension credit age. The Head of Finance explained that this was complicated and that he would clarify the age following the meeting.

**RECOMMENDED:** that the Council consider the implications of Welfare Reform and prepare for the changes to minimise the impact of 'bedroom tax' on tenants and maintain rental income

54 **Resident involvement policy update**

Consideration was given to the report of the Housing Landlord Services Manager concerning the resident involvement strategy update. The Tenant Involvement Strategy Autumn 2010 had been updated to reflect the Housing Service's present position and aspirations. The name of the strategy was altered to encompass the service's work with leaseholders and to show its intention to offer access to a menu of opportunities to all customers of its services.

Effective customer involvement was seen as good practice in the housing sector and essential to co-regulation and the requirements of the Regulatory Framework governing Registered Providers. The recommended approach was to build on the improvements in tenant involvement over recent years and consolidate what worked well.

**RECOMMENDED:** that the Resident Involvement Strategy (Spring 2013) be agreed.

## 55 **Review of grounds maintenance**

Consideration was given to the report of the Housing Landlord Services Manager which set out the current position on grounds maintenance following concerns raised that the service may be in need of review. There was an indication that some residents who received this service would welcome an improvement from the one currently being offered. Consultation undertaken had revealed mixed views on the subject, and this was demonstrated within the report.

'Grounds maintenance' referred to the work undertaken on the Council's behalf (by Street Scene) to keep external communal areas clean and tidy (grass and hedges), including the communal gardens. It did not include the Individual Garden Maintenance Scheme or work involved in pursuing tenants to maintain their individual gardens in keeping with the obligations of their tenancy agreement. The contract for the housing grounds maintenance service was last put out to tender in July 1993. Street Scene updated their specification document in 2007, but the service received was still based upon the arrangements agreed under the 1993 documentation.

Overall the report concluded that the service provided reasonable value for money, but had not been market tested for a number of years, and there were some quality issues.

Street Scene Manager, Andrew Hancock was invited to attend the meeting and presented to the Board Street Scene's approach to grounds maintenance. He explained that there was no actual contract, but that Street Scene provided a service to Housing based on a Service Level Agreement and it was for officers to work together. He acknowledged that better monitoring could be undertaken and that the service had the software to be able to do this. The 2007 specification document was a guide and needed reviewing. Although Street Scene services had suffered funding cuts, the frequency of grass cutting for housing sites had been maintained, even though it had been reduced elsewhere.

The Street Scene Manager also explained the variable recharge costs of the grounds maintenance service, how some of the customer feedback could be rectified and that Street Scene fleet was replaced incrementally as it came up for renewal. Providing operatives with smart phones allowed mobile tracking and greater transparency. As a Council department Street Scene continually reviewed its services. The service had recently been through a Systems Thinking review. It would benefit from working and discussing with housing colleagues and tenants about how to improve transparency and service delivery.

The Board thanked Street Scene for their maintenance of housing areas, although felt that the removal of grass cuttings should be looked into. The main concern was areas where all/the majority of Council properties had been sold, but were still being maintained by Street Scene, with the HRA picking up the cost of this service. Generally communal areas remained in Council ownership and were not sold off with properties. The Parks Development Officer explained that E map was used to show Council deeds, and that the grounds maintenance schedule was based on this information. However, the accuracy was reliant on the Parks Development Officer being informed when areas of Council land, covered by grounds maintenance, were sold.

## 55 **Review of grounds maintenance (cont'd)**

It was suggested that a Task and Finish Forum (TaFF) be established to consider the work being undertaken by Street Scene Services to keep external communal areas clean and tidy (grass and hedges), including the communal gardens, and the expectations on the service. Some of the areas the TaFF would review included:

- The specification used by Street Scene.
- Monitoring of work undertaken.
- The levels of maintenance required, such as the frequency of grass cutting.
- Costs associated with work undertaken.
- Land classed as communal areas under the grounds maintenance scheme.
- Possible disposal of communal areas when selling Council properties.
- Service improvements that could be delivered.
- Tenant expectations.
- Market testing of the service.

The TRG supported a TaFF and the following Board member names were put forward:

- Tenant Sally Lancaster
- Tenant Pat Rous
- Councillor Douglas Hull
- Councillor Jim Knight
- Councillor Pauline Stott
- Councillor Chris Wale

**RECOMMENDED:** that a Task and Finish Forum be established to review current working practice and to consider ways forward for the grounds maintenance of external communal housing areas

## 56 **Respect agenda and anti-social behaviour policy**

The report of the Tenants and Communities Manager outlined the current work being undertaken to tackle antisocial behaviour (ASB). It explained the Respect ASB Charter for housing and recommended that EDDC now sign up to this approach.

The definition of ASB used by East Devon District Council was “antisocial behaviour is anything that causes fear, alarm or distress to one or more persons not of the same household”.

The aim of the Respect ASB Charter for housing was to improve ASB services and consisted of seven core commitments:

- Demonstrating leadership and strategic commitment.
- Providing an accessible and accountable service.
- Taking swift action to protect communities.
- Adopting a supportive approach to working with victims and witnesses.
- Encouraging individual and community responsibility.
- Having a clear focus on prevention and early intervention.
- Ensuring a value for money approach is embodied in the service.

56 **Respect agenda and anti-social behaviour policy (cont'd)**

A review of each commitment within the Respect Charter had highlighted areas where potential improvements could be made and the key issues were outlined in the report.

The report concluded that ASB was managed effectively with a high percentage of Council tenants satisfied with the service. However, some small changes would enhance the service already provided. An exercise over the next financial year to establish the cost of dealing with ASB would enable EDDC to benchmark fully in the future. Much of the good practice identified in the report would be adopted.

The TRG thanked officers and members of the Estate Management Service Review group for all their hard work.

**RECOMMENDED:** that EDDC signs up to the Respect Charter.

**RESOLVED:** that current work being undertaken regarding antisocial behaviour, and further work required be noted.

57 **Draft flexible tenancy agreement**

The Head of Housing's report presented the draft flexible tenancy agreement to the Board for consideration. The Board had approved a Tenancy Strategy and Tenancy Policy as required under the Localism Act in June 2012 and agreed to commence the use of flexible tenancies from April 2013 for general needs tenants.

Many of the features of the tenancy agreement were familiar, containing normal tenant and landlord obligations. The main changes were connected with the length of the tenancy and the review arrangements when the fixed term came to an end.

**RECOMMENDED:** that the draft flexible tenancy agreement be approved for use in accordance with the adopted Tenancy Policy.

58 **Review of drop in sessions and surgeries**

Consideration was given to the report of the Tenants and Communities Manager which outlined the current arrangements for housing and HRB drop in sessions. It explained the background to the sessions, highlighted officer concerns and recommended that the drop in sessions in their current format be discontinued. An alternative was proposed in the report and members discussed this.

Attendance at the drop in sessions had fallen dramatically over the last two years and it was suggested that they be stopped altogether. The Board discussed holding drop in sessions on an ad hoc basis if/when there was a problem in the area. It was suggested that estate walkabouts be maintained, with drop in sessions following these.

**RECOMMENDED:** that the housing and HRB drop in sessions be discontinued, but that ad hoc sessions be held as and when required.

Chairman ..... Date .....

## HOUSING REVIEW BOARD – FORWARD PLAN

This forward plan identifies reports and other agenda items for future meetings of the Housing Review Board. It is also intended to assist agenda management and act as a reminder of items to come forward to future meetings.

<b>Report title</b>	<b>Meeting date</b>	<b>Author</b>
Changes to support services and contracts	March 2013	Landlord Services Manager
Home Safeguard equipment upgrades	March 2013	Landlord Services Manager
Safeguarding Vulnerable Adults Policy	March 2013	Landlord Services Manager
Tenancy Policy amendments	March 2013	Housing Needs and Strategy Manager
Get Digital project report	March 2013	Support Services Manager
Housing Revenue Account budget monitoring report	March 2013	Housing Accountant
Fire Risk Assessment progress report	March 2013	Housing Needs and Strategy Manager
Performance digest – a dashboard of performance indicators	March 2013	Housing Needs and Strategy Manager
Telecare services	TBC	Home Safeguard Manager
Danby House/Exbank – DCC updated proposals	Reliant on DCC timetable	Head of Housing
<b>Quarterly performance reports and regular report</b>		
Responsive repairs	Quarterly report	Asset and Property Manager
Letting of Council homes/voids	Quarterly report	Housing Needs and Strategy Manager
Devon Home Choice	Quarterly report	Housing Needs and Strategy Manager
Rent management	Quarterly report	Landlord Services Manager
Systems Thinking leading & lagging measures	Quarterly report	Head of Housing
New Tenants Survey		
Forward Plan	Every meeting	Head of Housing

Formal Complaints	Annual report	Housing Needs and Strategy Manager
Evaluating the achievements of the Board	Annual report	Head of Housing

Board Members can propose agenda items during meetings/debates that can be included on the Forward Plan for future meetings, or outside the meetings with the agreement of the Chairman and Vice chairman.

Future HRB meeting dates: 9 May 2013.

## **Agenda Item: 08**

**Housing Review Board**

**7 March 2013**

**SB/AG**



### **Closing report and summary of the Sheltered Housing Task and Finish Forum**

#### **Summary**

This report brings members up to date with the work undertaken by the Sheltered Housing Task and Finish Forum. This includes an update on progress towards a new Targeted Support contract, which is due to commence in April 2013. It also outlines the progress towards a transformation of services in line with the new support based contract and the aspirations of the Support Service for the next 12 months.

#### **Recommendations**

- (1) To approve the commencement of the new Targeted Support Spot Contract from April 2013.**
- (2) To note the contents of the report which outlines the work of the Sheltered Housing Task and Finish Forum over the past 12 months.**
- (3) To approve the closure of the Sheltered Housing Task and Finish Forum.**

#### **a) Reasons for Recommendation**

To seek Board approval for the commencement of the new Targeted Support based contract due to start in April 2013.

To update the Board on the recommendations of the Sheltered Housing Task and Finish Forum and outline how officers will prepare the service for the transition of the new contract.

#### **b) Alternative Options**

Not to enter into a new contract and remain on existing Block Subsidy contracts. This will see an inability to grow the service and present limitations with regards to how the service can expand in the future.

#### **c) Risk Considerations**

Not meeting the criteria as set out in the new contract could risk the income from future Supporting People subsidy/grant, which in turn will risk the funding of frontline service delivery.



#### d) Policy and Budgetary Considerations

The Support Service receives in the region of £500,000 per annum to run the Sheltered Housing Support Services.

The budget for 2013/14 reflects a 10% reduction in income from Supporting People.

#### e) Date for Review of Decision

March 2014.

### 1. Introduction and current Supporting People Position

- 1.1 Members will recall that at its meeting on 3 May 2012 a series of recommendations were made around the future of Housing Support Services for older people in East Devon. A further report on the financial risks and service delivery impact for tenants in moving to spot contracts was presented to the June 2012 meeting, where the Board noted and discussed the mitigating actions put forward by the Landlord Services Manager.
- 1.2 Since then Officers have continued to work closely with members of the Sheltered Housing Task and Finish Forum to pave the way for a successful transition from the current support 'Supporting People' block contract scenario to the new 'targeted support for older people' spot contract that, with your approval will commence from 1 April this year.
- 1.3 Members may recall that previous reports had suggested we thought at that time that the reduction in our grant from Devon County Council under the new contract could be as much as 25%, but we have managed to successfully negotiate a reduction of around 10%, as a fixed price for an initial 12 month period.
- 1.4 The Housing Review Board requested that the draft agreement be brought back for its consideration prior to approval, and this is now provided at [Annex 1 – Spot contract](#), having been fully discussed and its contents checked by Housing Officers and our in house legal team.
- 1.5 Members will note that the agreement contains at Section D an unusually large amount of detail in terms of service specification, and is very specific both in terms of the outcomes our support service is expected to achieve, both for providers, but also importantly individual service users.

The Outcomes under the specification for individual users are:

- Improving physical health and wellbeing
- Improving emotional wellbeing and mental health
- Maintaining and developing activities of daily living
- Motivating and helping to maintain self care and personal hygiene
- Improving social wellbeing
- Managing medication
- Staying safe and reducing risk

- 1.6 The above outcomes are in line with those used by Social Care, which will be helpful as they will be our new budget

holders and will need to see us achieving outcomes that they see valuable to meet their own targets. The shift to Social Care has been a direct result of the removal of the ring-fence that protected the Supporting People subsidy for the purpose of financing support services.

- 1.7 The new contract requires us to deliver 483.2 hours of support per week, which translates into 6,281.6 hours per quarter in return for a payment of £130,982.25p per quarter. This is the equivalent to £20.85p per hour. As we have 1350 properties where we are currently providing support this only allows for an average of 20 minutes per client per week or £6.80p per client per week.

## **2. Developing and administering the principles of the new contract**

- 2.1 We have worked closely with the Devon Sheltered Housing Forum on key pieces of work such as the eligibility criteria for the support service, and also to source an appropriate client information management system so that our performance can be managed according to the new agreement/contract.
- 2.2 We have viewed several web based 'purpose built' solutions that are coming into the market, but come to the conclusion that the new 'networked' system we are sourcing for all our Housing Service work will be able to provide what is required. We will be able to use the 'outcomes' detail provided within the service specification to act as direct prompts to staff to always be providing support that has a specific outcome in mind.
- 2.3 The current reporting requirements of 4 weekly notifications and quarterly outcome reports relating to delivery of the service will cease at the end of March. It is noted though that due to the need to ensure we can continue to allocate subsidy, we will continue to hold information internally. Until the new Housing Management system is set up with an appropriate reporting system, there will be a period of time where such information will not be sent to Devon County Council, but will be available on request.

## **3. The transition of schemes onto the new contract and choices that will be offered to tenants**

- 3.1 The Sheltered Housing Task and Finish Forum studied information regarding problems faced with residents living in sheltered housing properties, but choose to not receive support services. Historically this problem has faced the service for some time, and along with many other providers in Devon, Devon County Council have made it clear that future provision of services should be based around known needs of individuals, hence the name of the new contract 'targeted support'.
- 3.2 EDDC believe in the principles of ensuring that support is going to where it is required and the past few years have seen higher expectations placed on Mobile Support Officers to ensure that residents are being correctly assessed, and that the correct level of support is being delivered.
- 3.3 As outlined in the report to the Board in May 2012, residents who fall under this criteria present various problems to the Service (often there is a refusal to engage) and valuable resource is being taken up within the service when higher

risk residents with more complex needs are requiring greater officer time.

- 3.4 Under the new contract an emphasis must be placed on targeting support where it is required and EDDC propose to ensure that scheme by scheme further choices are given to residents around this matter. The choice to opt out of a service will not necessarily see the decommissioning of the property, but it will (providing there are no concerns on the vulnerability of the client) mean that they can opt for the minimal or lower level of service. This will mean essentially an alarm only and will be reflected in a lower price.
- 3.5 Allowing tenants to opt out of the service completely will only be available on schemes that have been identified for Year 1 decommissioning, or where the tenant is under 55. This means that they will no longer have use of the sheltered housing equipment.
- 3.6 Although the majority of Year 1 properties for decommissioning is now complete, this move will compliment the work already undertaken on the decommissioning programme, and will ensure that schemes identified for Year 1 decommissioning will eventually turn into general purpose properties.
- 3.7 As part of the work of the Sheltered Housing Task and Finish Forum it has been acknowledged that due to the abolition of the Supporting People criteria for Sheltered Housing, EDDC should carefully consider the decision to decommission further properties as part of the 3 and 5 year plan. This is strengthened further by current financial pressures and the move towards targeting support to individuals that require it (not necessarily property linked).

#### **4. Retaining and protecting Sheltered Housing**

- 4.1 It has been recommended by the Sheltered Housing Task and Finish Forum that all sheltered schemes be placed in a programme of suitability which compares both information gained as part of the decommissioning project as well as the current take up levels of support across the scheme.
- 4.2 At the meeting of the HRB in June 2012, members approved a recommendation that proposed the development of criteria for sheltered housing in order to meet the needs of people with support needs. The table below gives an example of how we can now consider each scheme against criteria that will categorise how we allocate new tenants into the scheme in the future.

<p><b>Category 1:</b> Good Sheltered accommodation to retain</p>	<ul style="list-style-type: none"> <li>• Schemes not identified for 3 or 5 year decommissioning.</li> <li>• Schemes currently receiving high levels of support.</li> <li>• All tenants to receive at least minimal level of support.</li> <li>• Schemes attached to Community Centres with good facilities (lift, adaptations, level access)</li> <li>• Allocations should be made on high levels of support being required.</li> <li>• Eligibility criteria applied to receive services funded by SP.</li> </ul>
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<p><b>Category 2:</b> Sheltered Housing where support can be delivered as and when required</p>	<ul style="list-style-type: none"> <li>• Schemes that have been identified as part of year 3 and 5 decommissioning.</li> <li>• Tenants can opt out of service if assessed as being suitable to do so.</li> <li>• Allocations should be made on a range of support needs being required.</li> <li>• Eligibility criteria applied to receive services funded by SP.</li> </ul>
<p><b>Category 3:</b> Support to people who do not live in sheltered housing</p>	<ul style="list-style-type: none"> <li>• New model of support to be delivered to tenants living in general purpose properties/ private sector.</li> <li>• Support needs will fluctuate as outcomes are met with customers.</li> </ul>

## 5. Reshaping Support 2013

- 5.1. As part of the work to ensure a smooth transition onto the new contract, an Officer group has been set up to lead on actions as recommended by the Sheltered Housing Task and Finish Forum. Membership of this group includes the Landlord Services Manager, Support Services and Home Safeguard Manager, Senior Support Officer, Rental Manager and the Allocations Manager. The group have already started to work towards matters arising and will be giving a full update on matters that are being worked on up to the close of the Task and Finish Forum meeting on 15 February.
- 5.2. The group have approved and implemented the recently agreed eligibility criteria for sheltered housing in line with the new expectations as set out in the Targeted Support contract. This has also seen a review of the information collected as part of assessing whether or not a tenant is suitable for sheltered housing and whether their support needs can be met. The levels of support are being developed which will result in a menu of choices that tenants will be presented with as part of transition onto a new contract.
- 5.3. Factored into this piece of work is the price that will be charged for each option on the menu. It is noted that the number of tenants that pay this is minimal (currently 129 out of 1350) with the majority of tenants falling under the provision of Supporting People funding. Therefore, the only current tenants subject to this charge will be self-funders and anyone under the age of 55 wishing to access the service. This charge will be market tested and will see a consistent price across all schemes, which will be used when we launch the service into the private sector.
- 5.4. The menu of options will be based on the various levels of support that tenants can be offered by our team of Mobile Support Officers and through the Home Safeguard service. Currently these levels of support are categorised by a risk rating, the high risk tenants receiving the maximum number of calls and visits. The table below shows the categories that will be priced and how the costs of the service at each level will be charged.

<p><b>Low Level support</b></p> <ul style="list-style-type: none"> <li>• Alarm system</li> <li>• Completion of Support Plan</li> <li>• no set calls and visits but one off support can be required as and when</li> </ul>	<p>£?? Home Safeguard alarm monitoring price plus a retainer for the Support Plan and access to the service when required.</p>
<p><b>Medium level support</b></p> <ul style="list-style-type: none"> <li>• Alarm system</li> <li>• Completion of support plan</li> <li>• Minimum of 1 visit per week</li> <li>• Calls as and when required up to 5 per week</li> <li>• Reactive support as and when required</li> </ul>	<p>£??</p>
<p><b>High Level support</b></p> <ul style="list-style-type: none"> <li>• Alarm System</li> <li>• Completion of Support Plan</li> <li>• 2 visits per week minimum (or any more)</li> <li>• Calls as and when required up to 7 per week</li> <li>• Reactive support as and when required</li> </ul>	<p>£??</p>

5.5 As outlined at the meeting of the HRB in May 2012, our current approach to support charges is inconsistent and based on historic costs of providing the service. The new proposals ensure a fair approach is given regardless of what scheme the tenant resides on and will reflect the level of service received.

## **6. Tenants under the age of 55**

6.1 Over the past 12 months on numerous occasions we have been faced with uncertainty by Supporting People with regards to the position of tenants we support who are under the age of 55. It should be pointed out that for many years now we have received Supporting People funding to fund the support for these individuals who reside in sheltered housing, and we consider the support they receive as an integral part of how they manage their day to day lives.

6.2 As part of the transitional arrangements, tenants who are under the age of 55 and are in receipt of support will be transferred to the new contract (the new contract to reflect this understanding). Tenants who are not receiving support, under the age of 55 will be given the option to opt out of services.

6.4 As part of reclassification of the contract under the older persons' criteria, we have to ensure that any future allocation of our Supporting People subsidy is taken up only by tenants over the age of 55. We are not ruling out under 55's accessing support within our sheltered housing, but this will come at a cost to the tenant and this will be reflected within the new charging structure, in turn reflecting the level of support delivered. Evidence suggests that as we have already been applying this charge for the past 2 months, residents under the age of 55 who require support are willing to pay for the service out of benefits

already gained for the purpose of remaining independent, such as Disability Living Allowance.

- 6.5 Part of the reason why Supporting People have been reluctant to fund the under 55 age group is that many of these residents are already receiving Supporting People funding from other pots such as learning disability (enablement) or mental health. EDDC has not disputed this, but has continued to raise the profile of the need for such tenants to have the support that sheltered housing offers, in particular the alarm facility.

## **7. Conclusion**

- 7.1 Approximately 80-90% of our tenants who require support are part funded by the Supporting People subsidy grant. In order to protect services for current tenants as well as tenants in the future, we must ensure that funding is protected and the principles of the new contract are adhered to.
- 7.2 The Support Services Team will apply the criteria and choices available as outlined in this report to all current tenants to ensure a smooth transition onto the new contract, and that support is available and delivered to those that require it, and that the current waste in the system is minimal.
- 7.3 As part of changes required to enter into the new contract, the service will be re-launched under the targeting support name and tenants will be invited to a series of events that will attempt to communicate the future changes to them. Mobile Support Officers will be a key part of assessing the needs of current tenants and correct training against the eligibility criteria will be rolled out.
- 7.4 The Sheltered Housing Review Group have explored all of the issues in this report in great detail and as part of their work have looked nationally and indeed locally at changes being implemented by other Providers.
- 7.5 The changes outlined in this report are in line with the recently produced More Than Just a Few Kind Words document produced by the National Housing Federation and fit with many case studies as featured within it.
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### **Legal Implications**

The legal agreement under which the service is provided is attached to this report and requires no comment at this stage.

### **Financial Implications**

These are included in the report where known. The monetary values of the 3 tiers of support have not yet been quantified.

### **Consultation on Reports to the Executive**

None.

### **Background Papers**

- [Breaking the mould 'Re-visioning older peoples housing'](#)
- [More than Just a Few Kind Words, National Housing Federation](#)

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Amy Gilbert  
Support Services Manager

Housing Review Board  
7 March 2013

Sue Bewes  
Landlord Services Manager



# Sheltered Housing Task and Finish Forum

Final Report  
February 2013

Housing Review Board



# Preface



Councillor Jim Knight

Chairman of the Sheltered Housing Task and Finish Forum

Members: Cllr Douglas Hull, Christine Morrison, Sue Saunders, Cllr Pauline Stott

“Firstly may I thank the members of the Sheltered Housing Task and Finish Forum for the confidence they put in me to chair this Forum. Members of the Forum put their heart and soul into the long and arduous task put before them knowing that tough decisions would have to be made, with tenants living in sheltered properties being moved from sheltered housing into the everyday social housing property band. It was very important that residents were consulted about their homes and the reasons why the Forum was looking at sheltered housing that did not reach the standards expected for the Supporting People criteria.

“After one year we believe we got it right for everyone whose home came in as a property to be decommissioned. To this end the hard decision was made and a 1, 3 and 5 year plan was put into action to move them into the regular housing stock of our Council.

“Phase two of the Forum looked at putting the Council’s Home Safeguard, and all its services that people need to live in their own homes, out to all residents in Devon who may need that little bit of help to live a better life in their own home.

I would like to thank the staff who worked alongside us and gave that extra mile to enable the Forum to make the right decision”.

**Cllr Jim Knight**

**February 2013**

# Vision

**“To deliver outstanding support services to all residents of East Devon, regardless of housing tenure”.**

The Housing Review Board agreed this simple statement to clearly encompass the values and aspirations held for the future of support services in East Devon.

# Previous recommendations

The Forum recommended the following, based on their interviews, findings and consultation;

- (1) To decommission properties according to a three stage programme over 1, 3 and 5 years, with detail specified by the Forum.
- (2) That a single price support charge of £9.85 per week be introduced to all sheltered housing residents regardless of where they live, subject to prior consultation with the Tenant Representative Group. (This has now been superseded by recommendation 10 below and it is recommended that a three tiered support charge will be implemented.)
- (3) That the spot contracts route be agreed in principle, but that no decision be made until more was known about the eligibility criteria, longevity of the contract and the freedoms and flexibilities allowed.
- (4) That officers develop a separate support contract for customers who had a support need according to the eligibility criteria, subject to the following conditions:
  - a) That the Housing Review Board considers the draft agreement prior to approval;
  - b) That assurances are gained from Devon County Council that the money released from block contracts can be reinvested, before EDDC enters into spot contracts;
  - c) That sheltered housing continues to be used for those with support needs.
- (5) That officers run a pilot project for Mobile Support Officers to deliver support to tenants living within the authority's general needs accommodation. The costings and eligibility criteria for the pilot to be brought to a future Board meeting.
- (6) That the Board agree a vision, a simple statement to clearly encompass the values and aspirations held for the future of support services in East Devon. The vision would be "to deliver outstanding support services to all residents of East Devon, regardless of housing tenure".
- (7) That a risk/impact assessment be undertaken on recommendations 3 and 4 above and a report referred to the Board on the financial risks and service delivery impact on residents.
- (8) That the risks and impacts contained within the report be taken into consideration when deciding the future of support services for older people.

# Recommendations to the HRB

The Forum recommends the following, based on their interviews, findings and consultation;

- (9) That the Board approve the commencement of the new Targeted Support Spot Contract from April 2013.
- (10) That the Board note the contents of the report which outlines the work of the Sheltered Housing Task and Finish Forum over the past 12 months.
- (11) That the Board approve the closure of the Sheltered Housing Task and Finish Forum.

## Review Approach

How does the review relate to the Council Plan?

The Council Plan states that the Council wants to make good quality homes available to its residents. It aims to manage Council homes that offer excellent quality and value for money and to fund home adaptations so that elderly and disabled residents can stay in their own homes. It also states that a priority is to maintain residents' high satisfaction with their area and home as places to live.

A specific objective detailed in the Plan is to improve communications and knowledge of customers' needs.

Relating to the Council Plan objective of 'living in an outstanding place', is the Homes and Communities Plan. Section 6 of this Plan details what the Council aims to do to enable elderly people, disabled people, and people with special needs to live as independently as possible and remain in their own homes if they so wish. This includes:

- decommissioning some sheltered housing schemes to make sure we have the appropriate amount of good standard sheltered housing stock to meet need.
- the provision of the accredited Home Safeguard community alarm service for East Devon District Council tenants and over 3,600 private home owners.
- working with other partners who help people to continue to live independently, for example local occupational therapists.
- preparing an individual client based support plan with each resident to identify the correct level of support based on their individual needs, and undertaking quality control checks on these.
- educating tenants in digital technology – for example, through the Get Digital project.

- Working with Devon County Council to develop an extra care housing programme in East Devon. This will promote the health and well being of older people who wish to live independently and to provide an alternative to residential care.
- Moving to a fully-mobile housing-related support service and cluster office arrangement for Council tenants in sheltered accommodation.
- Working closely with Devon County Council Supporting People Team to look at ways of maintaining Supporting People Income and decommissioning sheltered housing that is not 'fit for purpose'.
- Expanding the use of Home Safeguard including lone worker monitoring and telecare opportunities to increase the Home Safeguard income.
- Providing state of the art technology to help elderly and vulnerable tenants and residents remain in their own home through the provision of telecare (assisted electronic devices such as fall detectors, epilepsy sensors).
- Exploring the provision of East Devon District Council support services to individuals in their own homes within the wider community and not just for those in East Devon District Council sheltered housing.

## Scope of the review

Scoping is purely a term to define how the review is to be undertaken. The Forum agreed the scope at their first meeting, making clear what was included; but also just as crucially, what was not. The terms of reference were then reviewed by the TaFF in September 2010 and July 2011. The agreed scope of the review is set out below:

Broad topic area:	Sheltered Housing and Supporting People
Specific areas to explore within topic area:	<p>To review the suitability of the Council's sheltered housing stock and make recommendations for the decommissioning of sheltered housing which is not 'fit for purpose'. The TaFF then continued to monitor the progress of the decommissioning of Sheltered Housing.</p> <p>To refine and implement the criteria for assessing the suitability of sheltered housing in East Devon.</p> <p>To identify sheltered housing suitable for investment and improvement.</p> <p>To have regard to the provision of housing related support and alarm services to residents of sheltered housing when reviewing 'bricks and mortar' facilities.</p> <p>To consider the options for alternative uses for sheltered housing, including extra care housing.</p> <p>To have regard to national policy and the local Supporting People</p>

	<p>position when considering the future expectations for sheltered housing.</p> <p>To explore the options to deliver a Housing Related Support Service to the wider Community, reaching residents in General Needs Council houses and private sector housing, and propose a preferred model of delivery.</p> <p>To examine business models to enable support services to maintain Supporting People income and expand, including assessing the value of Social Enterprise Agencies and working with neighbours/partners.</p> <p>To consider the threats and opportunities in relation to the Supporting People budgets and recommend action to safeguard services.</p> <p>To explore good practice in the delivery of support services and the options more applicable to East Devon District Council. Make recommendations to create a new support contract in addition to the tenancy agreement.</p> <p>To consider income generation opportunities through the application of support charges, equipment charges and service charges for services to residents in need of support.</p> <p>To examine the links between support services and Home Safeguard and propose improvements in service delivery.</p>
Areas NOT covered by the review:	Detailed financial analysis.
Desired outcomes of the review:	<p>To make decisions on the suitability of individual sheltered units and schemes to ensure provision remains fit for purpose.</p> <p>To propose a preferred contract type for receipt of Devon County Council's targeted support for older people.</p> <p>To make recommendations for inclusion in an Older Persons Strategy.</p>
Who should be consulted for evidence	<p>To consult with key agencies to ensure a multi-agency approach is adopted in providing support services to East Devon residents with the aim of encouraging people with support needs to live independently in their homes.</p> <p>Devon County Council  Devon Sheltered Housing Forum  Sheltered Housing tenants  Mobile Support Officers  Aster Living</p>

What evidence already exists (consultation, good practice examples)	Existing Sheltered Housing arrangements elsewhere nationally Devon Sheltered Housing Forum Good practice documents
What experts are needed to help with the review:	Landlord Services Manager Support Services & Home Safeguard Manager Housing Needs and Strategy Manager Mobile Support Officers Rental Manager Housing Accountant
What other resources are needed:	Democratic Services to service meetings Visits to Sheltered Housing units and community centres
Timescale including start date:	Start December 2008 Finish February 2013
Who are the recommendations being reported to:	Housing Review Board

## Evidence sources

Legislation and guidance

'More than a few kinds words' National Housing Federation good practice document

Aster Living/Flourish Homes

Other authority Sheltered Housing arrangements

Devon Sheltered Housing Forum

Max Sillars, Supporting People Manager, Devon County Council

## Acknowledgements

The Panel would like to thank:

Previous members:

Councillor John Humphreys

Councillor Peter Sullivan

Honorary Alderman Vivienne Ash

Tenant Ann Bickham

All EDDC officers involved with the TaFF over the years

## **Agenda Item: 10**

**Housing Review Board**

**7 March 2013**

**AG**



### **Sheltered housing equipment replacement and upgrade**

#### **Summary**

This report outlines the current position with regards to the Home Safeguard equipment installed in our sheltered housing. The recommendations are based around the current need to urgently upgrade some of the equipment in our properties due its age and proposes that we replace equipment in all sheltered housing schemes in an upgrade programme that will be rolled out over the next five years.

#### **Recommendations**

**(i) To approve the upgrade or replacement to scheme equipment in sheltered housing that is linked to Home Safeguard over the next 5 years.**

**(ii) To approve the decision for EDDC to work with the Northern Housing Consortium using their Procurement Framework solution.**

**(iii) To consider the provision of the future of smoke alarms in sheltered housing and whether we continue to monitor these through Home Safeguard.**

#### **a) Reasons for Recommendation**

To inform the Board of current position with regards to sheltered housing alarm equipment in our properties. To ensure that a robust plan to upgrade the equipment is in place in order to ensure the ongoing functionality of equipment that is supporting our most vulnerable residents.

#### **b) Alternative Options**

Not to create a programme of upgrades and leave current out dated equipment in place.

#### **c) Risk Considerations**

Not upgrading or in some cases replacing the equipment could result in failure of it to operate. This could ultimately result in the death of a resident if the equipment is required to be used for an emergency situation and does not function.

The contract was recently highlighted on an audit inspection as being in need of attention due to rolling nature of the contract that has been ongoing for several years.

#### d) Policy and Budgetary Considerations

The upgrade and replacement of equipment will result in an improved and reliable service for our Sheltered Housing residents; such funding has been secured through the capital programme (HRA) for the purpose of remodelling sheltered housing. These will be one off costs that will be funded through the annual capital programme over the next 5 years. The current maintenance contract for the equipment is part of the Home Safeguard budget, but is recharged into the HRA through an internal recharge to the Mobile Support Officers budget.

#### e) Date for Review of Decision

An annual review of progress is planned.

### 1. Introduction

- 1.1 As part of the Sheltered Housing Support service all sheltered properties are fitted with an emergency alarm system. The alarm system is connected to the Home Safeguard control centre and provides our residents with reassurance that 24 hours a day, 7 day a week, assistance can be accessed through the equipment.
- 1.2 In the majority of our properties the equipment consists of the following:
- Pull cord in each room.
  - Speech module box on wall in property (usually in hallway) that allows 2 way speech once equipment is activated.
  - The option of a pendant alarm that can be worn by resident at all times.
  - A smoke detector that when activated also links to Home Safeguard control to alert of possible emergency situation.
- 1.3 The equipment is maintained under a maintenance contract with Chubb Security and is a long standing agreement that has been in place for over 15 years. Chubb provide day to day response to faults on the equipment and the contract is managed in house by the Home Safeguard Team Leader.
- 1.4 Sheltered Schemes have been upgraded at different times in the past which has created a situation where some schemes are in more urgent need of an upgrade than others. It is estimated that the oldest equipment in situ is in the region of 20 years old and for the first time we have been given notification that some of our schemes will no longer be able to be maintained by the maintenance contract due to the age of the equipment. We were alerted to this in December 2012 with 12 months notice. These schemes are outlined in **Annex 1**.
- 1.5 Recent adverse weather conditions have placed further pressure on the ageing equipment, in some instances where equipment is operating through overhead cables, heavy rain has brought entire schemes down. This puts vulnerable residents at risk and causes considerable disruption in order to protect residents whilst works are carried out to repair the equipment (the need to install temporary dispersed alarm equipment).
- 1.6 In order to continue to provide excellent support services to our residents we need to address this as a matter of urgency. Recommendations have been set out in this report to look at the introduction of a 5 year programme of



upgrades, which in some instances will mean complete replacement of equipment.

## 2. Types of replacement equipment

2.1 Sheltered Housing alarm equipment is a specialist type of product that only a few contractors can supply and maintain. There are two types of alarm equipment that can be supplied by a few specialist providers, these are outlined in the table below.

<p><b>Hard wired equipment</b></p>	<p>Consists of a speech unit which is installed in the hallway in most of our properties with a pull cord in each room, properties are linked to 1 phone line which means individual lines are not required.</p> <p>Currently in place on the majority of our schemes. This is equipment that works currently on a loop system creating the risk that if a fault occurs in one property this could potentially bring all the other properties on the scheme down.</p> <p>This model incorporates the door entry systems to blocks of flats and gives the facility to open front doors from within their homes.</p>
<p><b>Dispersed equipment</b></p>	<p>Consists of a standalone speech unit which can be placed anywhere in the property providing there is a plug socket and a telephone line to connect it.</p> <p>This model is currently what we install in homes of our Private Sector customers and can be linked to all types of Telecare such as fall detectors, movement sensors and epilepsy triggers. Over the years where we have seen the breakdown of some hardwired equipment we have installed a dispersed alarms as a replacement.</p> <p>Dispersed alarms can be maintained by our team of private sector Mobile Support Officers when faults occur. Over the past 12 months we have also trained Mobile Support Officers in how to manage dispersed equipment.</p> <p>We do have some installed alarms already installed in sheltered</p>

	properties where we have seen a breakdown of hard wired equipment that sometimes has not been able to be fixed.
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- 2.2 The current market place for hardwired and dispersed equipment is a growing one and there are many advances in technology which ensures the reliability of both types of product. There are a number of providers of this equipment who will supply and fit the equipment and provide a maintenance contract to maintain it. Our current providers are keen to continue maintaining the equipment as well as assisting us with an upgrade, but this will be subject to further competition as part of the buying process.
- 2.3 Advances in hardwired equipment mean that most products no longer operate on a loop system therefore this stops the risk of a fault on one unit affecting the rest of the scheme. Interlinked equipment (hardwired) is necessary when door entry systems are provided in order to allow tenants to answer the communal front door through their Home Safeguard speech box. The option of a standalone door entry system, which is not interlinked through the Home Safeguard equipment, will be explored as part of this project.
- 2.4 New equipment (hardwired and dispersed) also incorporates the facility to add the provision of Telecare which could be of great advantage to our more vulnerable residents.
- 2.5 East Devon has continued to support the Telecare agenda and the upgrade of the equipment will ensure that our residents can benefit from Telecare products if required. A handful of our sheltered residents have been assessed as requiring such products from the referral team at Care Direct. In order to provide this and due to the fact that this equipment will not operate on our current hardwired system, we have had to install dispersed equipment into these properties. We are continuing to see such cases arise and as nationally the Telecare agenda is promoted we would like to be in a position where Mobile Support Officers could identify such cases where Telecare would be of benefit to our most vulnerable residents, and this could form part of our future model of sheltered housing.
- 2.6 Due to the differences in some of our sheltered housing (blocks of flats with high number of units compared to smaller schemes of bungalows) the solution to an equipment upgrade will differ from scheme to scheme. Each scheme is in the process of being assessed to establish the best solution as well as a timeframe for when the scheme will be upgraded. This will be produced in a 5 year plan with the schemes in need of an urgent upgrade being part of the first year.
- 2.6 It is noted that in some instances, particularly where decommissioning has taken place, dispersed alarms will be the most cost effective option. A dispersed alarm unit will be a 'one off' cost that will then not require an ongoing maintenance contract as faults or replacements of equipment will be able to be dealt with by the Private Sector Home Safeguard team who manage the replacement and installation of alarms in the private sector.
- 2.7 A Dispersed Unit can be purchased for a price in the region of £100.00. This includes in most cases a 5 year guarantee, which would see no further costs for a period of 5 years. This



would ultimately save on any maintenance contract for such properties, but would require a price to be factored in once the guarantee had ended. It is noted that this price would be based on battery replacement (recommended for change every 7 years).

- 2.8 In order for dispersed alarms to function there is a requirement to have a telephone line and an electronic plug socket nearby in order to connect the unit. Problems can arise when tenants do not have a telephone line in the property. In the past the Council have funded the cost of the telephone line in order for a dispersed alarm to be fitted. We are however looking to reduce the number of lines we fund and would not consider funding telephone lines for multiple properties as this will obviously see an increase in the cost. With hardwired equipment individual telephones are not required per property, instead one telephone line per scheme is required to run all of the alarms. These are funded by the Council.
- 2.9 Schemes that are recommended for dispersed alarm equipment would be placed into an ongoing replacement programme that would see battery replacement on a rolling basis, which would be managed by Home Safeguard.
- 2.10 For schemes that are recommended for hardwired equipment (mainly schemes with door entry, or multiple connections in one place where more units can see a better price) a price for upgrade will be factored into the negotiation stage with the new contractor. It is our intention to ensure clarity on the life of the equipment and such detail will be built into the new contract. The failure to do this at the commencement of the current contract has seen a disjointed approach to maintenance of the equipment in recent years.
- 2.11 It should be noted that the Mobile Support Officers' check the functionality of the equipment as part of the day to day support service. We have a process for dealing with any faults immediately with a requirement for Chubb to respond within 4 hours. If we are dealing with the fault in-house we would be looking at the same timescale.
- 2.12 Due to the age of the equipment, in recent years we have seen a steady increase in the number of faults reported with the equipment, many of which have been outside the criteria of the maintenance equipment, which again has led to further costs. Information is being collated as to what schemes report the most faults, this will be used to ensure that such schemes are in the upgrade plan sooner rather than later.
- 2.13 Following the need to disconnect hardwired equipment from a previous Wardens property, the Home Safeguard/ Sheltered Housing team have recently been running a project to install dispersed equipment into a small scheme in Exmouth. The project is being carefully co-ordinated by the Home Safeguard Team Leader with consideration to co-ordinate the project and learn how best to roll out the process in the future.
- 2.14 **Annex 2** sets out a SWOT analysis of the many issues that will need to be considered whilst managing this project. **Annex 3** sets out a further SWOT analysis that summarises the pros and cons of both dispersed and hard wired equipment.

### **3. Purchasing the equipment**

- 3.1 Due to the sum of a potential upgrade/ replacement programme and the specialist nature of the project, the Support Services Manager has been working with the Councils Procurement Officer to source a suitable buying

solution that will ensure all tender restrictions are addressed without being subject to EU requirements. Such assistance has been sourced through the Northern Housing Consortium (NHC) who run a framework agreement for Assisted Living (product, Installation, Maintenance and monitoring).

- 3.2 Following the purchase of the Abrittas system for Devon Home Choice, which was purchased through NHC, EDDC is already a member of the Northern Housing Consortium therefore services can be accessed with no fee.
- 3.3 A representative from the NHF will guide the Authority through the process and expenditure will be closely monitored by the Procurement Officer.
- 3.4 Following the release of a specification, all providers on the NHC list of suppliers will be able to submit a bid. Submissions will then be scored on the suitability against EDDC's requirements as set out in the Specification. Shortlisting will take place and the final two providers will be subject to a final round of scrutiny. At this point both suppliers can be invited to the Authority to present their product.
- 3.5 It is noted that the winning contractor will take over day to day maintenance and management of all equipment as it currently stands regardless of what equipment is part of the 5 year upgrade plan. Our current supplier of this equipment is on the approved list of contractors held by the Northern Housing Consortium.
- 3.6 It is proposed that as well as the Managers within the Sheltered housing service, representatives from the Sheltered Housing Review group will also form part of the Evaluation Panel to ensure views and input from tenants are taken into account from the very start.
- 3.7 At the November meeting of the Sheltered Housing Review Group, feedback was sought on the project and the Home Safeguard Team Leader and Senior Support Officer talked through the details of the project. Issues raised were around what disruption would there be to the tenant if works are taking place in their property? How Telecare could be attached to the equipment? If tenants could opt for pendants instead of pull cords in each room?
- 3.8 Tenant choice and input will be a critical part of this project to ensure we opt for a product that meets the needs of our tenants both now and in the future, the Sheltered Housing Review Group will be a platform for these discussions, which at times will result in wider scheme consultation.
- 3.9 It should be noted that in order to keep costs to a minimum, there will be the need to look at the standard of basic equipment provision in each property. This will ensure consistency across the housing stock, but as noted above this may or may not come in the form of hardwired equipment. There will however be elements of choice and we will be looking to see what further choices suppliers can offer us as part of a new contract. Such choices may include design of pendants for ease of pressing and whether pull cords should be replaced with just a pendant. This question was posed to the Sheltered Housing Review Group and the group are looking at ways of sourcing such information.

## 4. The Specification

- 4.1. The Home Safeguard Manager is currently working on drawing up a specification that will take into account the following points:

The age and type of current equipment in properties: a full audit on equipment currently in situ has taken place over the last few months

Schemes that are low in numbers where dispersed equipment may offer a more cost effective solution to hardwired that will not need to be included in a maintenance contract. Savings will include the yearly cost of maintenance contract as well as the ability to deal with faults 'in house'.

The age and functionality of smoke alarms in schemes and the cost of continuing to have these connected to Home Safeguard.

Schemes that are considered to be in urgent need of an upgrade to the age of equipment and the ability for current supplier not to maintain after September 2013.

- 4.2 It is noted that our current set up includes a link with all smoke alarms in sheltered properties to Home Safeguard. This ensures that on activation of an alarm, Home Safeguard are aware and can assess emergency services on behalf of the tenant when they may not be able to do so. Budget pressures over the past few years have seen a step away from this model due to cost, EDDC are now only one of a handful of providers who operate this system. The additional costs are set out below:

Approximate reduction in maintenance contract to sheltered housing properties to maintain smoke alarms	£4500- £5000 per year on a maintenance contract which currently stands at £78,000.
Approximate cost of installing a mains wired smoke detection system within a property	£150 per property
One off cost to install above alarms that will no longer see connection between Home Safeguard	Estimated figure for total of Sheltered properties  150 x 1200 (approximate current number of sheltered properties) = £180.000 as a one off cost to install  Additional costs would include the need to remove the current smoke alarms and make good where required.

- 4.3 The Board are asked to consider such savings with regards to whether EDDC continue to offer this model or consider the alternative which will be the same as offered in our general purpose properties.

4.4 We have a budget provision in the HRA Capital Programme of £200,000 per annum for remodelling of sheltered housing. This can pay for the works required in this programme.

## **5. Conclusions**

- 5.1 The implementation of this project will see a major improvement to our sheltered housing services and will ensure tenants continue to feel safe and re-assured that help can be assessed 24 hours a day. The Home Safeguard service is a lifeline for many of our most vulnerable residents and every care will be taken to ensure we make informed decisions about the future purchase of equipment.
- 5.2 Ensuring that the equipment is updated and fit for purpose will save on additional costs being paid to our current contractor for maintaining old equipment that we continue to see breakdown.
- 5.3 The upgrade will ensure that further savings can be made on schemes that have formed part of the Decommissioning programme. Such schemes will be recommended for a dispersed upgrade which will mean as properties become void and become decommissioned, the equipment can simply be removed with no further costs incurred.
- 5.4 Attached to this report are the details of the schemes that we have currently been served notice on, this means that equipment is so old that our contractor is unable to guarantee the upkeep of the scheme past November 2013, without an upgrade. It is proposed that these schemes will form the first year of the project.
- 5.5 With the recent pilot project to consider turning a small scheme in Exmouth to a dispersed model, we are learning important lessons and having a trial run at how this will work in practice, if a decision is made to operate dispersed equipment on schemes that will be maintained in house.
- 5.6 The Support Services Manager will consult with members of the Devon Sheltered Housing Forum on areas of risk relating to this project, as a number of service providers in Devon have recently been through this process.

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## **Legal Implications**

The Procurement implications of the system are set out within the report and require no further comment.

## **Financial Implications**

These are indicated in the report.

## **Consultation on Reports to the Executive**

None.

## **Background Papers**

Minutes of the Sheltered Housing Review Group

Amy Gilbert  
Support Services Manager

Housing Review Board  
7 March 2013



## Sheltered Housing Equipment and Upgrade

### **Annex 1**

List of Schemes that will no longer be maintained under current contract from December 2013

Clayton House, Exmouth
Halsdon Avenue, Exmouth
Jarvis Close, Exmouth
Millwey Rise, Axminster
Arcot Park, Sidmouth

## SWOT Analysis for Sheltered Housing Equipment Replacement/ Upgrade Project

<b>Strengths</b>	<b>Weakness</b>
<ul style="list-style-type: none"> <li>• Works will ensure reliability of system in the future</li> <li>• New equipment will allow us to promote telecare agenda</li> <li>• Fits with need to ensure properties are fit for purpose- needs of supported housing clients in the future</li> <li>• Buying solutions available to purchase contract/ equipment (Northern Housing Consortium)</li> <li>• Knowledge available through colleagues of Devon Sheltered Housing Forum, neighbouring authorities have been through recent upgrade</li> <li>• Funding allocation through capital grant to fund upgrade for improvement to sheltered housing</li> <li>• Fits with Decommissioning agenda and will enable old equipment to be removed from previously sheltered properties</li> </ul>	<ul style="list-style-type: none"> <li>• Such an upgrade has not been undertaken for many years</li> <li>• Current contract for equipment has been on a rolling basis and requires attention</li> <li>• Some current equipment is still looped through previous warden properties (hard wired) this requires attention</li> <li>• Current equipment breaking down on a regular basis requires urgent attention</li> <li>• Programme of maintenance for upkeep of smoke alarms requires attention</li> <li>• Current system has audio problems where speech is not always clear (this will be improved with upgrade)</li> <li>• Pull cords that currently exist can cause problems, for example they are only beneficial if tenants fall underneath them. Many of our residents find pull cords a hindrance due to where they are located.</li> </ul>
<b>Opportunities</b>	<b>Threats</b>
<ul style="list-style-type: none"> <li>• Telecare that can be connecting to new equipment, growing market</li> <li>• Giving tenants choice about equipment that suits them</li> <li>• Broadband opportunities on scheme, many equipment providers have indicated they could offer this</li> <li>• Improved equipment could present opportunities for better kit for Mobile Support Officer's to communicate with residents</li> <li>• Ability to manage upgrades in house (dispersed equipment) in the future</li> </ul>	<ul style="list-style-type: none"> <li>• New technology outdating equipment purchased</li> <li>• Some schemes are in need of an urgent upgrade, current suppliers have indicated that they cannot maintain after November 2013</li> <li>• Failure to upgrade curre equipment could result in failure of equipment working risking tenants life's</li> <li>• Disconnecting the smoke alarms from Home Safeguard will step away from a service and advantage that our equipment has always had</li> </ul>



## SWOT Analysis for Sheltered Housing Equipment

### Dispersed alarm equipment v Hard Wired

<p style="text-align: center;"><b>Strengths</b></p> <ul style="list-style-type: none"> <li>• Hard Wired equipment can be cost effective if purchased through multiple connections (for example our blocks of sheltered housing)</li> <li>• Hard Wired equipment does not require individual phone lines in properties but can work through one central line</li> <li>• Dispersed alarm equipment can be maintained in house, therefore does not require an ongoing maintenance contract</li> <li>• Both types of equipment can meet the requirements of telecare</li> <li>• Providers can offer advantages such as free broadband when new hard wired equipment is being installed</li> <li>• We have a great deal of experience in installing dispersed equipment ourselves</li> <li>• Dispersed alarms can be placed anywhere in the property, hard wired units have to be fixed to one place</li> <li>• Both systems offer better speech clarity than currently exists</li> </ul>	<p style="text-align: center;"><b>Weakness</b></p> <ul style="list-style-type: none"> <li>• Dispersed alarms are easy to disconnect and more vulnerable/ confused tenants could do this</li> <li>• Dispersed Alarms will see greater up front costs, but savings longer term as there will not be a need for a maintenance contract. Although smoke detectors will be required to be inspected on a maintenance schedule as well as any other telecare provision that may be added.</li> <li>• Dispersed alarms must be placed in the correct position as environmental factors can affect the ability of the unit to work. An example would be placing a dispersed unit next to a microwave as the electrical frequency could cause the unit to dysfunction.</li> <li>• Dispersed alarm lines are subject to cold callers which can come via the alarm unit unless the user has put provisions on their phone line.</li> </ul>
<p style="text-align: center;"><b>Opportunities</b></p> <ul style="list-style-type: none"> <li>• Dispersed Alarms fit with the decommissioning agenda</li> <li>• Dispersed alarms are more flexible and can be taken in or out of properties which free up more stock</li> <li>• Better price competition for hard wired schemes</li> <li>• To lease out door entry systems to a third party, they do not need to necessarily form part of the sheltered housing equipment. This could see a cost saving</li> <li>• Dispersed alarms can move with technology quicker, better units can be installed.</li> </ul>	<p style="text-align: center;"><b>Threats</b></p> <ul style="list-style-type: none"> <li>• Non function of phone line will stop the dispersed alarm equipment working potentially putting people at risk.</li> <li>• New technology can quickly outdate both types of equipment</li> <li>• Dispersed equipment has the potential to get lost, hard wired equipment is part of the property</li> <li>• Both types of unit have a limited battery life is there is a mains failure in the property.</li> </ul>

## **Agenda Item: 11**

**Housing Review Board**

**7 March 2013**

**AG**



### **Safeguarding Vulnerable People Policy**

#### **Summary**

This report presents an update to the Board on the Safeguarding Vulnerable Adults Policy and the background to how the Policy is implemented on a day to day basis. In the light of increasing concerns nationally regarding this matter, this report will outline how the Housing Support Services manage the risks as part of the daily support service delivered to vulnerable adults who reside in the Council's sheltered housing.

#### **Recommendations**

- (i) To approve the updated version of the Safeguarding Vulnerable Adults Policy.**
- (ii) To note the progress being made in this area within our Housing Support Services.**

#### **a) Reasons for Recommendation**

To update the Board on progress in this area and present a refresh of the current Policy.

#### **b) Alternative Options**

Not to review the current Policy.

#### **c) Risk Considerations**

Many Sheltered Housing tenants and indeed general purpose tenants fall under the category of a vulnerable adult. The Council must ensure that we are pro-actively taking measures to protect these residents.

#### **d) Policy and Budgetary Considerations**

These are as set out in the report.

#### **e) Date for Review of Decision**

3 Years.

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## 1. Introduction

- 1.1 EDDC recognises the serious effect of abuse in relation to vulnerable adults and the need to ensure a robust, up to date Safeguarding Policy is in place. Safeguarding is defined as *the need to protect vulnerable adults against the risk of abuse. Abuse can occur in different forms and can be a spontaneous act of frustration to a systemic bullying of an elderly person.*
- 1.2 It is noted that this Policy is used Council wide, however with Support Services being provided to residents within our sheltered housing, we are in contact on a daily basis with adults who are classed as vulnerable adults.
- 1.3 Those at particular risk of being considered a vulnerable adult include people with:
- Poor mobility
  - Depression and mental health issues
  - Dementia
  - Sensory disabilities
  - Poor Communication skills
- 1.4 Through support delivered in sheltered housing, Mobile Support Officers are in daily contact with residents who meet the above criteria. The matter of Safeguarding against abuse is taken extremely seriously by the Support Services team and through the Policy. It is vital, that staff understand their responsibilities in relation to this matter.
- 1.5 In **Annex 1** there is a draft of the updated version of the Policy.

## 2. Training

- 2.1 All Officers who work within the Support Services (including the Home Safeguard team) complete mandatory training in this area of our work on an annual basis. The matter is also discussed at team meetings with real examples being used in order to raise the profile of the subject.
- 2.2 In a further attempt to raise the profile of the Policy, Safeguarding information is displayed in all of the Offices that Mobile Support Officers work from. This includes all relevant telephone numbers that Officers may need as well as advice and reminders about looking out for the signs of abuse.
- 2.3 There has been a steady rise in cases reported over the past few years, 2011/12 saw the highest number of cases ever reported nationally, with the figure standing at 133,000 alerts. (NHS, Abuse of Vulnerable Adults in England, 2011/12)
- 2.4 A number of particularly emotive cases have hit the headlines over the last six months and the continued rise in cases nationally, EDDC must ensure the principles of the Policy are in place. In an attempt to ensure tenants are also aware, Support Services will be pro-actively issuing an

advice leaflet to all tenants on the subject over the coming months. This will provide tenants with general advice on the matter and will outline the support available if tenants feel they are victims of abuse. It should be pointed out that in some cases tenants may not wish to speak to a Mobile Support Officer about matters that are classed as particularly sensitive, therefore we are empowering our tenants by ensuring they have access to this information.

- 2.5 The Telecare Services Association (TSA) who are the inspecting and accrediting body for Home Safeguard as a control centre take the matter of Safeguarding extremely seriously and in order to meet the code of practice, we must issue all Home Safeguard customers (alarm customers in the private sector) with information on the subject ensuring that they are aware of what they should do if they feel that they are a victim of abuse. This is issued in a fact sheet to customers when they become new customers of the service.

### **3. Process of reporting concerns**

- 3.1 As outlined in the Policy a robust reporting system must be in place to ensure that any concerns, however small are discussed so that a decision can be made on whether an alert to the Devon Safeguarding Adults Team will be activated.
- 3.2 The Support Services Manager works closely with the Devon Safeguarding Adults Team to pass referrals as and when appropriate. The team at Devon County Council provide a useful service that allows concerns to be discussed before the Authority decide whether to go ahead and raise an alert.
- 3.3 A great deal of sensitivity is required in the support delivered to a tenant once an alert has been raised. Often abuse allegations can be against members of the tenant's family and we have had cases within East Devon where the Police as well as Social Services visits have proved extremely difficult for tenants, therefore support has been increased and we have supported the victims through the entire process.
- 3.4 During 2011/12, the Housing Support Services Team and Home Safeguard made 4 alerts to the Vulnerable Adults team at Devon County Council. This compares to 3 alerts that were raised the previous year. The Support Services Manager holds all the relevant information on cases and monitors the number of alerts to compare East Devon's position both nationally and locally.
- 3.5 Referrals are dealt with immediately and **Annex 2** outlines this process. The Support Services Manager deals with concerns as soon as possible after they are reported.
- 3.6 It should be noted that Mobile Support Officers who may be in a difficult position when they are dealing with such cases are themselves supported, as it is recognised that dealing with this sensitive information can be emotive and pressurised.

### **4. Conclusion**

- 4.1. EDDC has a responsibility to ensure that we are 'living and breathing' the principles of the Safeguarding Vulnerable Adults Policy. As a provider of support to many vulnerable people, the Housing Support Services Team and Home

Safeguard team have a responsibility to ensure an awareness of the Policy amongst tenants so that a pro-active approach is being taken.

- 4.2 Cases of abuse against Vulnerable Adults are on the increase nationally and EDDC recognises the need to ensure it keeps up to date with developments in this field.
- 4.3 The Devon Safeguarding Adults team have recently launched a new website as part of their duty, which is designed to be a hub of information for both practitioners and victims. The website also contains the information relating to Safeguarding Children Policies in Devon. [www.devonsafeguarding.org](http://www.devonsafeguarding.org)

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### **Legal Implications**

The Council is required to have policies in place to ensure that all housing services have been critically assessed under the Vulnerable Persons Policy and that all employees are aware of the policy when dealing with vulnerable persons. This also fulfils our Equalities duties.

### **Financial Implications**

Financial implications are difficult to quantify but would mainly be in the form of staff time which can be met from existing budgets.

### **Consultation on Reports to the Executive**

None.

### **Background Papers**

None.

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Amy Gilbert  
Support Services Manager

Housing Review Board  
7 March 2013

# **East Devon District Council**

## **Safeguarding Vulnerable Adults Policy**

### **Reviewed**

February 2013

### **Policy Number**

### **Policy Approval**

### **Policy Statement**

East Devon District Council takes seriously the issue of safeguarding vulnerable adults. Within the course of providing our services, or contacting local residents, we have the opportunity to make positive impacts in improving vulnerable adults lives and also protecting them from illness, injury and abuse whether self inflicted or inflicted by others. We must not allow concerns about safety to stifle our positive impacts but we should follow simple guidelines to protect ourselves and vulnerable adults. There is a necessity for all agencies to be vigilant for abuse of vulnerable adults, to recognise our duty of care, and to ensure that any concerns are acted upon, recorded and followed through.

### **The Council's Commitments**

We will seek to tackle the following issues, as we have responsibilities:-

- We can influence other organisations to improve vulnerable adults' lives
- We might inadvertently employ people who are a risk to vulnerable adults
- We provide some services which could aggravate or resolve adult safety issues
- We have some opportunities to identify potential risks to vulnerable adults, and to directly influence their lives through the services the Council provides
- Our officers or members could be placed in situations where they may be accused of inappropriate behaviour towards vulnerable adults
- We need to ensure that our concerns and warnings to other agencies do not go unheeded
- We need to ensure strong links with Devon Safeguarding Adults Team

### **How will we go about it?**

- Have clear policies and procedures for employees and Members.
- Communicate these policies
- Check awareness of these policies
- Ensure that other Council policies reflect processes and sanctions related to abuse of vulnerable adults
- Have (and promote to staff and Members) clear communication channels in case of suspicions about abuse, or other risks
- Appreciate, and advise officers and Members, that we can be held to account for safety issues
- Engage with the issue, and also engage with local/County arrangements (e.g. a Local Safeguarding Adults Board)

- Reflect issues about vulnerable adults in our Risk Management approaches
- Have a formal process for notifying and recording warnings to other agencies about potential abuse

### **Who is a vulnerable adult?**

A vulnerable adult is someone over the age of 18 who is, or may be, in need of community care services because of mental or other disability, age, or illness and is unable to effectively guard themselves against harm, or exploitation.

### **How might EDDC become involved in vulnerable adults' issues?**

- Providing homes (e.g. Housing provision, adaptation, and allocation)
- Providing a day to day Support service through our Sheltered Housing Service. Mobile Support Officers are in daily contact with vulnerable adults.
- Home Safeguard Alarm Service is a service directly linking with vulnerable adults both in Sheltered Housing and customers in the private sector. Matters may arise that can be heard via the alarm system.
- Running services that assist or intervene in household matters (e.g. Benefits, Environmental Health, Housing allocations)
- Letting or operating public venues where vulnerable adults will visit (e.g. leisure venues and museums)
- Providing specific services or facilities (e.g. benefits support)
- Officers or Members visiting homes under any circumstances (e.g. Planning enforcement, Environmental Health, waste collection, rent collection, housing repairs, canvassing, responding to complaints, conducting surveys or inspections)
- Inspecting, Licensing or auditing of other agencies who may come into contact with vulnerable adults (e.g. Environmental Health, Building Control, Safety Officer, Contract Managers, Licensing)
- Monitoring Officer roles, Disciplinary or Grievance roles, legal reviews

### **What is the legal and national guidance framework?**

- Public Sector Data Sharing: Guidance on the law
- Data Protection Acts
- Human Rights Act
- Department of Health/Home Office Guidance "No secrets"
- 'Safeguarding Adults' National Framework of good practice

### **Who are we safeguarding and what are we safeguarding against?**

Who are we safeguarding?

- Anyone over the age of 18 who could be targeted or who may self neglect due to their needs, disability, ill health or circumstances
- Young adults over the age of 18 who cannot protect themselves against harm or exploitation
- Older people who through physical or mental limitations or reliance on support could be abused or exploited or could neglect themselves.

Against What:

- Physical Abuse
- Sexual Abuse
- Neglect by others and acts of omission
- Bullying (including psychological abuse)
- Risk of injury
- Financial and material exploitation
- Discrimination
- Illness
- Self neglect
- Disrespect or lack of dignity

### **Steps for officers and Members to follow to avoid putting themselves or vulnerable adults at risk**

#### **We must**

- Ensure that all officers who may deal with a particularly vulnerable people in any capacity are CRB (Criminal Records Bureau) checked, and aware of our policy.
- Ensure that all staff that come into contact with vulnerable adults has completed the e-learning module 'Safeguarding Adults'. Such staff should also be given regular reminders of their responsibilities in accordance with this Policy. Reminders should be on display in Offices to ensure the profile of the matter is kept high priority.
- Staff who are likely to be in contact with vulnerable adults at risk of abuse will be offered further training in the subject in order to ensure a good knowledge of the subject. Such training could be sourced through the Devon Safeguarding Board training network.

Home Safeguard customers should be issued with advice and guidelines on Safeguarding matters and help and advice on support if they feel they are affected by the matter. It is in accordance with the TSA (Telecare Services Association) mandatory requirements to issue this information to all customers. Consideration should be given to such information also being cascaded to residents of Sheltered Housing.

- Avoid working or being alone with a vulnerable adult in a private or unobserved situation (especially if this relates to a sensitive issue, if there is a risk of your actions being misconstrued, or if the person is prone to make allegations). If this is unavoidable ensure that the line manager is informed, or that it is part of a documented support plan and the visit and actions are recorded.
- Avoid unnecessary physical contact with a child, young person or vulnerable adult.
- Ensure information from, or about vulnerable adults cannot be misused.
- Ensure that our contractors adhere to similar policies to our own.
- Assess risks to vulnerable adults for any service or activity involving this group.
- Maintain facilities which may be used by vulnerable adults in a safe and serviceable condition.
- Record any concerns even if these are too slight to be reported
- Engage in any Serious Case Review

#### **Advice on avoiding problems**

- Do not use verbal or physical chastisement that could be classified as abuse, (including shaking, hitting, shouting, swearing, or humiliating behaviour).



- Maintain a safe and appropriate physical distance.
- Do not allow a vulnerable adult to make close physical contact with you.
- Ensure that if any form of a manual/physical support is required it should only be provided when absolutely necessary in relation to the activity and preferably in the sight of another adult.
- Do not take a vulnerable person to their home or in a vehicle without informing your line manager.
- Do not do things of a personal nature for a vulnerable adult that they are able to do themselves.
- Do not use physical restraint except as a last resort to prevent the vulnerable adult causing damage or injury to themselves or another person.
- Do not publish information about vulnerable adults that could lead to them being identified or traced.

### **Action to be taken by employees if they feel that a vulnerable adult is at risk**

- Appendix 1 in conjunction with this Policy sets out a simple diagram that can be followed if Officers are concerned about potential abuse to a vulnerable adult.
- In most working circumstances within the Council it is possible that employees will be in a position to assess whether or not a vulnerable adult is at risk. However in certain areas, there is closer working with them (e.g. housing support/ Home Safeguard) and it is possible that abuse or neglect may be suspected. In general terms employees should be alert to any suspicion of abuse or neglect, and raise concerns with their line manager. It is possible to get informal advice on whether a formal referral is required by contacting Devon County Council's Care Direct Service 0845 1551 007.
- The Safeguarding Devon website: [www.devonsafeguarding.org](http://www.devonsafeguarding.org) is an excellent source of information aimed to advise and locate key points of contact if cases are suspected.
- Members and Line Managers should liaise with Head of Housing (or in his absence the Housing Support Services Manager) if there is suspicion of neglect or abuse which is to be formally referred. These officers have proper recording forms (sample attached Appendix 1) and points of communication (local assessment teams) and escalation procedures with Social Services and the Police.
- We will normally use Head of Service's, name as the referrer although the Housing Support Services Manager is also a key point of contact in cases and can also refer cases to the Safeguarding adult team when deemed appropriate. Once referred we need to ensure that we get feedback on the actions taken. Reporting will be to the Care Direct Service 0845 1551 007 (Duty Officer in emergencies – 0845 6000 388)
- If an employee or Member suspects another employee or Member of inappropriate behaviour towards a vulnerable adult, it should be reported immediately to the line manager (employees), Chief Executive and or Deputy Chief Executive (Members). The Council has 'whistleblowing' arrangements in place.

### **Providing services for vulnerable adults**

Where we provide services that come into contact with vulnerable adults or their families we will comply with legal requirements but also will co-operate, so far as is reasonable, with other partners to help them to discharge their duties.

### **Risk Assessment**

Wherever an event or service is proposed for vulnerable adults, the risks must be assessed in advance, and "safeguarding" issues and relevant matters addressed.

We need to ensure correct supervisors at events, and that suitable safety, security and sanitary facilities etc are available.

All Council initiatives and facilities shall be designed and risk assessed to ensure low risk of injury.

### **Inspecting and auditing other agencies who will deal with vulnerable adults**

Where the Council audits, inspects or contract manages others, we should, where appropriate, ensure that their safeguarding policies are robust, as their future activities may also reflect on the Council.

EDDC's Safeguarding Vulnerable Adults Policy may be used as a basis for external contractors etc unless their work involves, or could involve close physical contact (e.g. sports training and management).

### **Support for Employees and Members**

All employees and Members will receive information on the corporate Safeguarding Vulnerable Adults policy. Employees working closely with vulnerable adults will receive more detailed training as part of their service induction process.

Employees who have occasion to deal with incidents of abuse will be offered access to the counselling service.

### **Allegations against Employees or Members**

If there is an allegation that an employee or Member has not followed this policy and therefore may have put themselves, the Council or a vulnerable adult at risk it will be dealt with in accordance with the disciplinary procedure, or code of conduct procedure for Members.

If there is an allegation that an employee has abused a vulnerable adult in the course of their employment the County arrangements for "Allegations against Professionals" shall be instituted via , the Head of Housing. The employee may be suspended immediately from activities involving vulnerable adults while an investigation takes place. There may be three types of investigation carried out:

- Criminal Investigation
- Adult Protection Investigation
- Disciplinary Investigation (Code of Conduct procedure for Members)

Irrespective of the findings of other investigations, if following any disciplinary action, the Council has a reasonable belief that an employee did abuse a child, young person or vulnerable adult then this may be regarded as gross misconduct, and it will be necessary to consider reporting this to the Independent Safeguarding Authority.

### **Outcomes**

- Safer, assured working for Council officers and Members
- Clarity of approach and procedures
- Improved, and sensitive, service delivery
- Improved outcomes for adults at risk
- A further line of defence against adult abuse being perpetuated

### **Who is responsible for delivery?**

- All officers
- All Members
- A particular role for line managers (induction, advice, providing a communication channel and checking awareness of the policy)
- A particular communication role for 'Head of Housing

- A particular role for 'Head of Organisational Development' (allegations against staff)
- A particular role for the Deputy Chief Executive (allegations against Members)

## **Performance Monitoring**

- The effectiveness of this policy will be monitored through the formal County review process
- South West Audit Partnership will plan appropriate reviews of this system to ensure it is known and operated.

## **Policy Consultation**

This policy has been reviewed with the help of staff, Members, and the Adult and Community Services Directorate of Devon County Council.

## **Policy Review**

This policy will be reviewed by January 2014 by the Head of Housing.

## **Related Policies and Strategies**

Acceptable behaviour policy  
Safeguarding People from Domestic Violence Policy  
Employment Screening Policy  
Data Protection policies  
Equality and Diversity Policies  
Financial Standing Orders  
Devon Safeguarding Board Annual Report 2011/12



# Adult Protection Incident Reporting Form

All information will be treated in strict confidence

Date Time Venue

Name of Adult

Address

Postcode

Telephone Number

Any known illness or disability?

Any suspected reason for neglect or abuse

Are you reporting your own concerns or passing on those of someone else? Give details

Brief description of what has prompted the concerns: include dates, times of any specific Incidents

Any physical signs? Behavioural signs? Indirect signs?

Have you spoken to the vulnerable adult? If so, what was said?

Have you spoken to the carers? If so, what was said?

Has anybody been alleged to be the abuser? If so, give details?

Have you consulted anybody? Give details

Your name:

Position

To whom reported

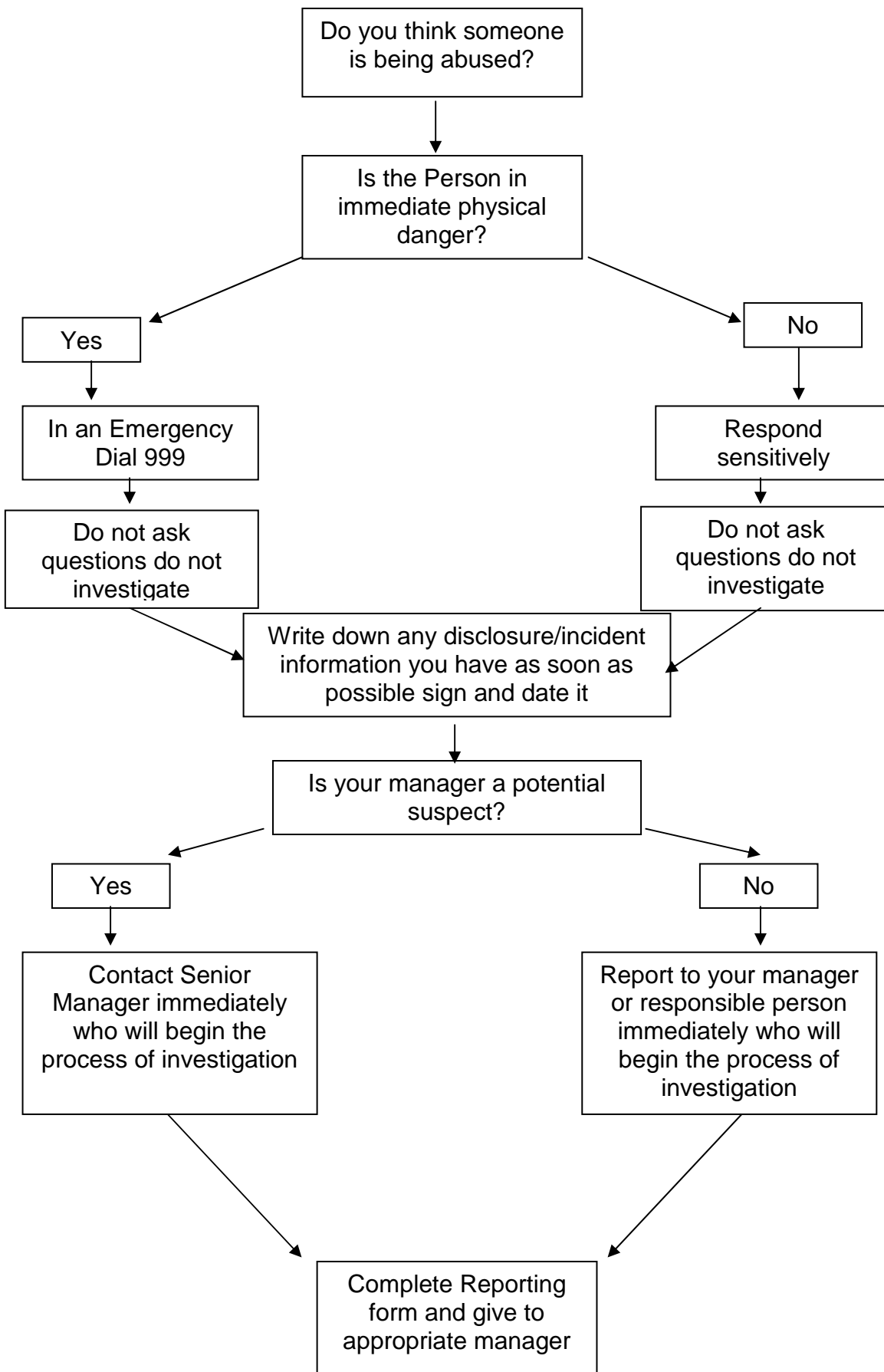
Date of reporting

Signature

Date

This form should now be given to a Service Designated Person by hand in a sealed envelope marked confidential.

# Procedures for Recording and Reporting Abuse



## **Agenda Item: 12**

**Housing Review Board**

**7 March 2013**

**DB/EC**



### **Amendments to the EDDC Tenancy Policy and changes to the secure tenancy agreement from April 2013**

#### **Summary**

The Housing Review Board approved the draft Tenancy Policy at your meeting on 21 June 2012. It was recommended that this was reviewed prior to implementation in April 2013. This paper requests that the Board agree to some minor changes to the policy.

The Board also agreed to changes to rules on succession for Secure Tenancies being brought in from 1 April 2013. One further minor amendment to the Secure Tenancy agreement is now proposed.

At your meeting on 10 January 2013 the Board approved the draft Flexible Tenancy agreement. The final version is attached for information.

#### **Recommendation**

- a) To agree the changes to the Tenancy Policy, and
- b) For Flexible Tenancies and Secure Tenancies granted after 1 April 2013 to agree to reduce the length of time we will store any items left at the property from 3 months to 28 days, and
- c) To note that from 7 November 2012 Introductory Tenants going into general needs properties have been told that they will go onto Flexible Tenancies after the initial introductory period.

#### **a) Reasons for Recommendation**

To ensure that each new tenant is given the correct type of tenancy agreement for their needs.

#### **b) Alternative Options**

Not to change the policy as described.

#### **c) Risk Considerations**

That the changes proposed are controversial with tenants.

#### **d) Policy and Budgetary Considerations**

These are set out in the report.

#### **e) Date for Review of Decision**

April 2014.

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## 1 Background

- 1.1 The Housing Review Board (HRB) considered a paper on the new Tenancy Policy and Tenancy Strategy at the meeting on 21 June 2012. This included the recommendation to introduce a Flexible Tenancy and to change the rules regarding succession from 1 April 2013. This was permissible under the Localism Act 2011.
- 1.2 The HRB approved the draft Flexible Tenancy agreement at their meeting on 10 January 2013.

## 2 Proposed changes to the Tenancy Policy

- 2.1 Clause 3.3.3 of the draft Tenancy Policy stated that all tenants going into sheltered accommodation will be granted Secure Tenancies. However, following discussion with frontline staff it has been recognised that in a few situations it will be more appropriate for a Flexible Tenancy to be given.
- 2.2 These circumstances would cover situations where one tenant requires sheltered housing, but where the spouse or civil partner is under 55 and has no such requirement.
- 2.3 If the wording is not amended, should the tenant requiring sheltered housing pre-decease their partner, then the partner would succeed to a Secure Tenancy agreement, even though their own circumstances may mean that we would normally grant a Flexible Tenancy.
- 2.4 It is therefore proposed to amend Clause 3.3.3 to read:  
*In most circumstances* tenants going into sheltered accommodation will be granted Secure Tenancies as it is felt that their circumstances are less likely to change over time. Sheltered accommodation is accommodation which we deem to be suitable for persons **over 55 years of age or with a disability**. (*Exceptions may include situations where one tenant requires sheltered housing but where the spouse or civil partner is under 55 and has no such requirement*).
- 2.5 Having reviewed the legislation and guidance about a tenant's right to review the decision to issue a Flexible Tenancy, we are also proposing changes to Clauses 3.3.16 and 3.3.17.
- 2.6 Tenants have a right to request a review of the decision to offer a Flexible Tenancy, but only as to the length of the fixed term being offered and only if they believe the offer does not accord with our published Tenancy Policy.
- 2.7 Tenants have the right to request a review of the decision not to renew a Flexible Tenancy only if they believe this does not accord with our published Tenancy Policy.
- 2.8 The attached revised draft (**Annex 1**) has updated clauses 3.3.16 and 3.3.17 to reflect this.

## 3 Proposed change to length of time we store tenants' items

- 3.1 The current secure Tenancy agreement states that we will store tenants' items left in the property at the end of the



tenancy for three months. However, this has proved to be expensive and impractical.

- 3.2 The HRB are asked to agree that this is reduced to 28 days.
- 3.3 This will apply to the new Flexible Tenancy agreement and to the new Secure Tenancy agreement from 1 April 2013.
- 3.4 The Secure Tenancy agreement from 1 April 2013 will also include the new rules on succession approved by the Board at their meeting on 21 June 2012.
- 3.5 Our Legal team has advised that we do not need to go out to formal consultation to make these changes to the Secure Tenancy agreement.
- 3.6 The new Secure Tenancy agreement to be used after 1 April 2013 is attached for information ([Annex 2 – Secure Tenancy Agreement](#)).
- 3.7 Tenants on the old Secure Tenancy agreement will not be affected by these changes.

#### **4 Introducing the flexible tenancy**

- 4.1 At the meeting on 21 June 2012 the HRB agreed to the introduction of Flexible Tenancies from 1 April 2013.
- 4.2 All new tenants go on to an initial one year Introductory Tenancy. Before they are given this they have to be told the type of tenancy they will be given at the end of this time.
- 4.3 From 7 November 2012 we have notified those tenants going into general needs properties that they will have a Flexible Tenancy at the end of their Introductory Tenancy. Up to 21 January 2013 twenty-one tenants have taken up Introductory to Flexible Tenancies, compared to eleven taking up Introductory to Secure Tenancies.
- 4.4 Of these four tenants going into general needs properties will go onto Secure Tenancies because they are transferring from an existing tenancy.
- 4.5 With reference to Section 2 above, it has already been decided to offer one person going into sheltered accommodation a Flexible Tenancy due to his personal circumstances.
- 4.6 The copy of the Flexible Tenancy agreement presented to the Board on 10 January 2013 still required some finalising. The revised flexible tenancy agreement is now attached for reference ([Annex 3 – Flexible Tenancy Agreement](#)).

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#### **Legal Implications**

Legal Services has worked closely with the housing officers in drafting and reviewing the flexible tenancy agreement so that it is in line with the statutory regime and government guidance. The report clearly states what these requirements are and there is no further comment needed.

## **Financial Implications**

The financial implications cannot be quantified but flexible tenancies should contribute to maximising rental income. The reduction in storage time for tenants' property will also reduce costs.

## **Consultation on Reports to the Cabinet**

None.

## **Background Papers**

- Housing Review Board reports on [21 June 2012](#) and [10 January 2013](#).
- [Localism Act 2011](#).

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Dennis Boobier  
Housing Needs and Strategy Manager

Housing Review Board  
7 March 2013

## EDDC Housing Service Tenancy Policy

### 1. Purpose

It is good practice for all Registered Providers (of social housing) to have in place a tenancy policy which sets out the type of tenancies that the provider uses, the circumstances in which each will be used, and other aspects of managing tenancies. This policy sets these out for East Devon District Council (EDDC) as a landlord of social housing. It has been written with reference to the EDDC Tenancy Strategy.

It will be used to ensure that the right type of tenancy is allocated to each tenant, that the underoccupation of properties is addressed effectively and that we can provide family and/or adapted housing where this is required. It also sets out the circumstances in which we will charge affordable rents.

The ways in which each type of tenancy can be let and brought to an end are set out in law (Housing Acts 1985 and 1996, and the Localism Act 2012.)

### 2. Affordability and Affordable Rent

2.1 Definition of affordability: A household can be considered able to afford market house renting in cases where the rent payable is up to 25 per cent of their gross household income (Communities and Local Government). The Housing Review Board has recognised the use of the Local Housing Allowance as a standard definition of affordability. However our preferred base-line is that rents should be set at the level of social rent. Service charges, if applicable, will be additional and reflect the cost of the service provided to each tenant.

2.2 Definition of social rent: The level of rent that EDDC charge for the majority of its properties (excluding those charged at 'affordable rent').

2.3 Affordable Rent: This is defined as 80% of market rent. Housing Review Board has taken the view that affordable rents will only be considered for any Council new build schemes and acquisitions. It will not be charged on re-lets of existing stock (stock built before April 2012). EDDC will charge affordable rent at levels no higher than the relevant Local Housing Allowance at the time.

### 3. Tenancy types and conditions

Currently we have five different types of tenancy.

#### 3.1 Introductory tenancy

3.1.1 Generally all tenants new to EDDC are initially given an introductory tenancy. However tenants transferring from another social landlord may go onto either a secure or flexible

tenancy. This does not apply to tenants given temporary accommodation who will be given a non secure tenancy.

- 3.1.2 Introductory tenancies usually last for twelve months from the tenancy start date but in certain circumstances (see 3.1.5 below) an introductory tenancy can be extended.
- 3.1.3 Before the start of the introductory tenancy, tenants will be told which kind of tenancy (secure or flexible) they will be granted at the end of the introductory period.
- 3.1.4 After the introductory period the tenancy automatically becomes either a secure tenancy or a flexible tenancy, unless we have begun proceedings to end the tenancy (served notice) due to a breach of the tenancy agreement.
- 3.1.5 Breaches of the tenancy conditions, and reasons why an introductory tenancy may be extended for a period, include:
- rent arrears
  - antisocial behaviour
  - damage to the property
  - noise nuisance
  - failure to maintain gardens.
- 3.1.6 Introductory tenants have most of the same rights as secure or flexible tenants but there are some rights that they do not have. They do not have right to:
- take in lodgers
  - sublet part of the home
  - make any improvements to the property
  - be compensated for any improvements to the property
  - exchange their home with another tenant
- 3.1.7 Introductory tenants do not have the Right to Buy their property, but the period spent as an introductory tenant will count towards the qualifying period for the Right to Buy.

## **3.2 Secure tenancy**

- 3.2.1 Most of our tenants will have a secure tenancy. To end this type of tenancy we must get a possession order from the courts.
- 3.2.2 The reasons why we may seek to get a possession order would include:
- the tenant refusing to pay rent or accruing large rent arrears
  - misuse of the property by either the tenant, a member of their family, or visitors
  - the tenant not living in the property as their principal home.
- 3.2.3 Under the Housing Act 1985 secure tenants have a number of rights which include:
- the right of succession
  - the right of assignment in certain cases
  - the right to take in lodgers and sublet part of the property

- the right to request a transfer to alternative accommodation
- the right to exchange their home with another council or housing association tenant
- the right to information
- the right to be consulted and involved
- the right to make improvements to their home
- the right to compensation for improvements
- the right to repair
- the Right to Buy in certain cases.

### **3.3 Flexible tenancy**

- 3.3.1 Introduced through the Localism Act, a flexible tenancy is one that is offered for a specific period of time, as opposed to the traditional 'lifetime tenancies'. The period of time is known as the 'fixed term'.
- 3.3.2 From 1 April 2013 the Housing Review Board have agreed that certain groups of tenants will be given a flexible tenancy, rather than secure tenancy, after the introductory tenancy has ended.
- 3.3.3 **In most circumstances** tenants going into sheltered accommodation will be granted secure tenancies as it is felt that their circumstances are less likely to change over time. Sheltered accommodation is accommodation which we deem to be suitable for persons over 55 years of age or with a disability. **(Exceptions may include situations where one tenant requires sheltered housing but where the spouse or civil partner is under 55 and has no such requirement.)**
- 3.3.4 In most circumstances tenants going into general needs properties will be given flexible tenancies as it is felt possible that their circumstances (family make up, financial standing or need for adapted accommodation) may change during the course of the flexible tenancy, and so change their housing needs.
- 3.3.5 However there may be some circumstances where it is judged that, due to their individual circumstances, a tenant going into a general needs property should be granted a secure tenancy. These circumstances may include learning disability, chronic physical disability, severe sight impairment, and those with a severe and enduring mental health problem. The Housing Needs and Strategy Manager will decide if particular tenants should be given a secure tenancy.
- 3.3.6 The length of the flexible tenancy will be for five years in almost all cases (see 3.3.7 below). But the tenancy can be reissued for another fixed term at the end of this period. The first five year period will commence at the end of the introductory tenancy.
- 3.3.7 In exceptional circumstances we will consider offering a flexible tenancy on less than five, but more than two, years. The decision to do so will be made on a case by case basis by the Housing Needs and Strategy Manager.

- 3.3.8 The length and terms of the flexible tenancy will be explained to all tenants concerned before they take on the introductory tenancy.
- 3.3.9 We will begin the review period of all flexible tenancies at least 12 months prior to the end of the fixed term. We will write to tenants to tell them the outcome of the review. Where the tenant(s) circumstances have not changed significantly (see 3.3.10) over the course of the fixed term we will renew the flexible tenancy for a further fixed term.
- 3.3.10 We will renew the flexible term tenancy unless:
- The property has become larger than the tenant and their current family require.
  - The property has become overcrowded.
  - The income of the household has risen to above the income limit as set out in the Devon Home Choice Policy.
  - The property has adaptations which are no longer required by the current tenant or a member of their family.
  - The rent account is in arrears at the time of the review or has been in arrears for at least six out of the last twelve months. Exceptions can be made for tenants getting assistance with their rent from Housing Benefits, those who we consider to have only minor rent arrears, or those who have made an agreement to pay by instalments and have kept to this agreement.
  - There has been a breach of tenancy conditions and a notice seeking possession has been served.
  - We intend to demolish, redevelop or dispose of the property within the next five years. In these situations we will consider offering a short term tenancy of the property or suitable alternative accommodation.
- 3.3.11 When considering whether to renew a flexible tenancy we will take into account:
- circumstances where there is a clear need for the household to remain in the same location and other suitable accommodation is not available locally. This will usually only apply in our rural areas
  - circumstances where the property has had to be adapted to meet the needs of a particular tenant or member of their household and this work would have to be duplicated in a new property.
- 3.3.12 In cases where the flexible tenancy is not being renewed, we will give at least six months notice that the fixed term is coming to an end, and a formal notice seeking possession will be served at least two months prior to the end date. We will make it clear that we do not propose to grant another tenancy and the reason for that decision.
- 3.3.13 To end the flexible tenancy we must apply to the court for a possession order.
- 3.3.14 Tenants on a flexible tenancy have the Right to Buy their property (after a qualifying period). However they do not have the right to make improvements to the property or to be compensated for any improvements.

3.3.15 Flexible tenancies are subject to the same grounds for possession (see 3.2.2) and succession (see Section 8) as secure tenancies.

3.3.16 Tenants have the right to request a review of the decision to offer a flexible tenancy within 21 days of our decision but only as to the length of the fixed term being offered and only if they believe the offer does not accord with the Council's published Tenancy Policy. Such a request should be made in writing to the Housing Needs and Strategy Manager.

3.3.17 Tenants have the right to request a review of the decision not to renew a flexible tenancy within 21 days of the notice only if they believe this does not accord with the Council's published Tenancy Policy. Such a request should be made in writing to the Housing Needs and Strategy Manager. The tenant can request an oral hearing and the review will be conducted by someone senior to the maker of the original decision and not involved in that decision. The review must be carried out prior to possession proceedings being issued.

### **3.4 Demoted tenancy**

3.4.1 Where there have been incidents of antisocial behaviour we will go to court to obtain a demoted tenancy. Demoted tenancies will usually last for one year.

3.4.2 Where a secure tenancy is demoted and the demotion period completed successfully, the demoted tenancy will automatically become a secure tenancy.

3.4.3 Where a flexible tenancy is demoted and the demotion period completed successfully, the demoted tenancy will also automatically become a secure tenancy. If a flexible tenancy is required, we must serve a notice on the tenant prior to the end of the demotion period, informing them that the tenancy is to be a flexible tenancy and specifying the length of the fixed term and other express terms of the tenancy. The length of the fixed term after the demotion period has ended will be determined as set out in 3.3.7.

3.4.4 Demoted tenants do not have the same rights as secure tenants.

For example they do not have:

- the right to exchange
- the right to succession
- the right to take in lodgers
- the right to sublet.

3.4.5 Also the Right to Buy is suspended until the tenancy is no longer demoted. The time spent as a demoted tenant does not count towards any discount.

### **3.5 Non secure tenancy**

3.5.1 Very few of our tenants will have a non secure tenancy. These tenancies are only given to tenants living in temporary accommodation, such as private sector leased accommodation.

3.5.2 These tenancies do not have the same security of tenure or rights as secure tenants, but are similar to introductory tenancies.

## **4 Tenancy Agreements**

- 4.1 Our tenancy agreements will be written in plain English, in a style easily understood by tenants. They will set out the rights and obligations of both the tenant and the landlord.
- 4.2 Tenants will be given a copy of the tenancy agreement at the start of the tenancy and will have the terms explained to them at the sign up meeting.

## **5 Sustaining our tenancies**

- 5.1 We are very keen that tenants are able to manage their tenancies properly, that they do not get into rent arrears or carry out acts of antisocial behaviour.

### **5.2 Helping new tenants:**

- 5.2.1 We carry out an in-depth sign up interview with all new tenants. This covers:
- ensuring the tenant understands the terms and conditions of the tenancy agreement
  - methods and frequencies for paying their rent and accessing benefits
  - checking if they have any particular support needs
  - highlighting opportunities to get involved
  - explaining how to report repairs and our service standards.
- 5.2.2 We aim to visit or telephone all new tenants between four to eight weeks of moving into their property to check that everything is going well for them. We will check whether they are paying their rent regularly, whether they are receiving their benefits, and that they are keeping to the terms of their tenancy conditions.
- 5.2.3 When tenants move into one of our sheltered properties we discuss with them the level of individual support they need, for example whether it is a visit every other day, or a phone call once a week.

### **5.3 Help for existing tenants**

- 5.3.1 We will visit or telephone any tenants who are identified as having problems managing their tenancy, such as rent arrears or antisocial behaviour issues. We will discuss the problems with them. We will explain that it is important that they stick to the terms of the tenancy agreement and pay their rent regularly.
- 5.3.2 For tenants who are struggling to pay their rent we will discuss what options are available to help them, and put them in touch with other agencies that may also be able to help.
- 5.3.3 With any reminder notices, or when notices for rent arrears are served, we send out details regarding Citizens Advice Bureau, dates and times of Housing Benefits surgeries, and contact details of debt advice agencies.



- 5.3.4 Our newsletters contain regular articles stressing the importance of contacting us as early as possible if a tenant is having difficulty in paying their rent.
- 5.3.5 Where we identify that a tenant needs particular support to manage in their home we will put them in touch with the relevant agencies such as social services.
- 5.3.6 Where there are issues of neighbour nuisance or conflict we will offer the use of mediation services (paid for by EDDC) to try to help the tenants concerned resolve their differences.

## **6. Tackling tenancy fraud**

- 6.1 It is important that the people living in our properties are those that need them most. We take various steps to ensure that this is the case, from ensuring we allocate the property to the most appropriate person, to following up allegations of alleged misuse.
- 6.2 For all new tenants we take copies of photo identification such as passport or driving licence. Where there is no available photo ID we will take a photograph of each tenant.
- 6.3 We have started a regular series of in depth estate inspections where we visit each property and where possible speak to the tenant about any issues affecting them. We take the opportunity to check identification to ensure that they are indeed the tenant. We are rolling these estate inspections out across the district and aim to do at least three different areas each year.
- 6.4 We follow up any reports of unoccupied properties or sub-letting of properties and take action if cases of abuse are discovered. As well as this we carry out tenancy checks when visiting some of our properties.
- 6.5 We issue press releases about tenancy fraud and have articles in our newsletters and have information on our website.
- 6.6 We have a policy on tackling tenancy fraud. We encourage staff and tenants to report any suspected incidents of tenancy fraud and have a confidential fraud line available.

## **7. Ending the tenancy**

### **7.1 When the tenant gives notice or dies**

- 7.1.1 We carry out pre-termination visits with all our tenants, or with the next of kin. During this visit we:
- check the condition of the property and garden
  - ensure the rent account is up to date
  - agree with the outgoing tenant which items can be left in the property and which must be removed
  - ensure that the outgoing tenant is aware that the property must be left in a good and clean state, and all rubbish and personal items (except those agreed above) must be cleared from the property

- read the meters
- request a forwarding address, contact details and phone numbers
- determine any recharges that may be due.

7.1.2 If there is any rent due to the end of the tenancy we will inform you and expect the amount due to be paid in full before your tenancy ends.

7.1.3 We have a leaflet for relatives of deceased tenants explaining to them the steps that need to be gone through to end the tenancy and the information we require from them.

## **7.2 Advice and assistance at the end of a flexible tenancy**

7.2.1 All tenants whose flexible tenancies are not going to be renewed can contact the Housing Options and Advice service for assistance if required.

7.2.2 If the tenancy is not being reissued because the property is going to be underoccupied, we will assist the outgoing tenant to access other suitable accommodation and this may well be by moving to smaller council or other Registered Provider accommodation. In these cases tenants will be eligible for assistance from our downsizing scheme (see Section 8).

7.2.3 We will give at least six months notice that the tenancy is coming to an end, and a formal notice seeking possession will be served at least two months prior to the end date.

7.2.4 At the end of the tenancy we will carry out a pre-termination visit as outlined in 7.1.1 above.

7.2.5 We will give advice and assistance in line with our current policies and procedures.

## **8 Succeeding to a tenancy**

### **8.1 For our secure tenancy agreements that commenced before 1 April 2013:**

8.1.1 The following people can succeed to the tenancy, if they have been living in the property as their principal home:

- a. the tenant's spouse or civil partner
- b. another member of the tenant's family that has lived with the tenant throughout the period of twelve months ending with the tenant's death.

Only one succession is allowed by the Housing Act 1985.

8.1.2 If more than one person is eligible to succeed then we will give preference to the tenant's spouse or partner. Where a joint tenant becomes a sole tenant this counts as the one succession allowed.

8.1.3 If the property is not suitable for the relative, or it becomes underoccupied, we may request them to move to a more suitable property. We can only do this between six and twelve months after the previous tenant's death and only by court order.

### **8.2 For flexible tenancies and secure tenancies that commenced on or after 1 April 2013:**

- 8.2.1 From April 2012 the rules regarding succession have changed. For tenancies that start after this legislation there will only be a statutory right of succession to a spouse or civil partner or cohabitee. Legislation gives Local Authorities the power to grant additional succession rights. However the Housing Review Board has chosen not to grant additional rights and will adopt the changes in the Localism Act.
- 8.2.2 From 1 April 2013 for all new EDDC secure and flexible tenancies there will be only a statutory right to succession to a spouse, civil partner or cohabitee.
- 8.2.3 The rights for tenants with tenancy agreements which started prior to 1 April 2013 will not be changed.

## **9 Tackling underoccupation**

- 9.1 We recognise that we have a large number of family properties, particularly three bedroom properties, which are underoccupied.
- 9.2 Possible changes to Housing Benefit regulations where properties are underoccupied could see restrictions to levels of housing benefit, resulting in tenants having a greater rent burden.
- 9.3 We have a downsizing scheme which provides financial assistance to people who move to a smaller property and so free up a family sized property. We intend that in the near future this scheme will also provide help and support with moving arrangements.
- 9.4 We will give priority on Devon Home Choice to people wishing to downsize. Anyone wishing to downsize by two bedrooms or more will be placed in Band B, and anyone wishing to downsize by one bedroom in Band C.

## **10 Adapted properties**

- 10.1 Under our current secure tenancy agreement, if a tenant is living in a property which has been built or adapted for a person with a disability, and the tenant or their family no longer need that type of home, we may take steps through the Courts to end the tenancy.
- 10.2 We will try as far as possible to offer the tenant and/or their family members other suitable accommodation.
- 10.3 For tenants on a flexible tenancy living in a property which has been built or adapted for a person with a disability, we will only renew the tenancy if there is still a requirement within the family group for that kind of property, and where none of the other conditions under 3.3.10 apply.

## **11 Transfers**

- 11.1 For secure tenants who transfer to another property, we will ensure that they are given another secure tenancy.
- 11.2 This does not apply to tenants who choose to move to accommodation let on affordable rent terms. In these circumstances existing tenants may be offered a flexible tenancy.
- 11.3 However Clause 11.1 will apply if tenants are required by us to move to a property on affordable rent, for example as a result of demolition.

## **12 Mutual Exchanges**

- 12.1 Mutual exchanges usually take place via a deed of assignment where each tenant steps into the other's shoes and takes over the other tenant's tenancy type and terms. New tenancies are not signed.
- 12.2 Under the Localism Act if at least one of the tenants has a secure tenancy begun before April 2012 and at least one of the tenants is on a flexible tenancy, then such exchanges must be done by surrender and granting of new tenancies.
- 12.3 In these circumstances, we will grant the tenant whose secure tenancy predated April 2012 a secure tenancy. This will ensure that existing tenants (before April 2012) retain similar security of tenure to that of their original tenancy.
- 12.4 As a landlord we can still refuse an exchange of this nature. We have 42 days to make that decision.
- 12.5 We subscribe to Home Swapper, an internet based mutual exchange service.

## **13 Outcomes**

- 13.1 This policy aims to ensure that:
- The right people are living in the right property on the right type of tenancy
  - Certain groups of tenants can be moved from properties which are no longer suitable for their needs
  - Tenants will be encouraged to move to more suitable accommodation if the property becomes too big or if their needs or circumstances change
  - Tenants will be helped to sustain their tenancies for the long term, but where problems occur, particularly at the start of the tenancy, action can be taken quickly
  - Tenancy fraud is identified and tackled.

## **14 Responsibility**

- 14.1 The Housing Needs and Strategy Manager will be responsible for ensuring that the right people are placed in the right property on the right type of tenancy.

14.2 The Landlord Services Manager will be responsible for ensuring that tenants are given support to maintain their tenancy and that action is taken where problems occur and where tenancy fraud is suspected.

14.3 The Housing Review Board will be responsible for sanctioning any changes to this policy.

## **15 Performance monitoring**

We will review the number of each type of tenancy annually. In the future we will review what happens at the end of a flexible tenancy, how many are terminated and for what reasons. We will also review the assistance given to these tenants.

## **16 Policy consultation**

EDDC has taken part in the Devon-wide consultation regarding Tenancy Strategy. The Tenant Representative Group has been consulted about the proposed policy and the policy has been agreed by the Housing Review Board.

## **17 Equality Impact Considerations**

We will carry out an equality analysis of this policy.

## **18 Policy Review**

The policy will be reviewed at least every three years or sooner if new guidance or legislation is published.

## **19 Related Policies and Strategies**

The EDDC Tenancy Strategy  
The EDDC Allocations Policy

Approved by the Housing Review Board on 21 June 2012

## Agenda Item: 13

**Housing Review Board**

**7 March 2013**

**AG**



### Update on Get Digital project in Sheltered Housing

#### Summary

This report updates the Board on progress made over the past few years by the Housing Support Services Team to ensure we maximise opportunities for tenants to become digitally educated. Work has been undertaken to embed such principles as part of the core service offered to sheltered tenants due to the proven benefits that the digital agenda can bring in ensuring residents are living as independently as possible. This report will attempt to demonstrate how this has been done so far and our aspirations for the future.

#### Recommendations

(i) To note the contents of this report.

**a) Reasons for Recommendation**

To update the Board on progress in this area of work.

**b) Alternative Options**

Not to update our position.

**c) Risk Considerations**

Not being aware of reasons behind project and how this links with day to day support and Community Development activities within the Housing Service.

**d) Policy and Budgetary Considerations**

These are set out in the report.

**e) Date for Review of Decision**

Annual review.

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## 1. Introduction

1.1 In 2009, the EDDC sheltered housing team successfully bid and won a funding grant through Digital Unite, a government body whose aim is to encourage and expand the use of the internet amongst elderly people. The grant was specifically targeted to Sheltered Housing schemes nationally and applications

were based on how the authority could demonstrate maximising the funding available to reach as many older people as possible.

- 1.2 Based on having the luxury of community centres as central hubs for getting people together, two bids were successful and we received £6,000 in total in order to set up and roll out opportunities to tenants in an attempt to educate as many tenants as possible in the use of the internet and the benefits it can bring to them.
- 1.3 As well as laptop computers, the grant was used to purchase various pieces of equipment to assist older people with the internet such as larger key pads with enhanced and brailled keys, an easy to operate mouse for residents with arthritic fingers. The grant funded a broadband connection for two Community Centres, Clayton House, Exmouth and Churchill Court, Lympstone that were both successful in receiving funding. With the left over funds, we purchased interactive games equipment (Nintendo wii and Nintendo Kinnect) with the intention of offering tenants opportunities to get fit as well as socialise within the Community Centres.
- 1.4 With no idea how we would initially roll the project out and little idea how to go about getting 'buy in' from tenants. With the specialised guidance of Digital Unite we launched a campaign to get as many sheltered housing residents as interested as possible. We soon realised that we need not worry, within a few weeks we were already creating a waiting list for sessions due to how many people were already interested.
- 1.5 We set up sessions 2 days a week, in Clayton House, and in Churchill Court, with a simple introduction course designed to familiarise tenants with a computer and the internet. The sessions were led by an IT Coach who was provided to us from Digital Unite, who specialised in teaching the older client group. We had the services of the tutor for 2 days a week for a period of 6 weeks. As well as the coach running the session, the Housing Support team were heavily involved in the weekly sessions ensuring everything from accompanying more nervous tenants to get started as well as on occasions actually transporting residents to and from the sessions.
- 1.6 In the first 3 months of the project we trained 56 tenants. Many of whom had not even seen a computer before. With the expertise of the IT tutor, we were able to place tenants in groups from complete beginners to more advanced users with the benefit of providing 1:1 sessions with tenants in order for the pace of what was being learnt to be set by the individual user.
- 1.7 The course was designed around ensuring the basics were covered, this included switching the computer on, setting up and using an email address, internet security, using search facilities as well as the benefits of social networking. We also introduced the ability for tenants to tell us exactly what they wished to get from the sessions, for example there was a large demand to learn how to internet shop. In supporting tenants to do this, we are encouraging independent living in this scenario an older person who may struggle with a weekly grocery shop can shop online and benefit from door to door delivery of a weekly grocery shop.

## 2. Case Studies

2.1 The following examples are two actual cases of residents residing in Sheltered Housing who are excellent examples of how Get Digital has benefited them.

<p><b>Tenant A</b> Age 84 Limited contact with friends and family Identified through Support Plan as requiring better Social Involvement (socially isolated)</p>	<p>After some encouragement from Mobile Support Officer, tenant agreed to come along to get Digital as an afternoon out each week. After talking with an MSO about experiences in his life, the MSO sighted an opportunity for the tenant to find old friends he once served in the war with. Through the Social Network 'friends re-united' the MSO and the tenant made contact with previous companions which went as far in tenant A meeting up with old friends for coffee. Tenant A now meets an old friend once a month for coffee, they talk about old times and memories from the past. This social interaction has improved the quality of life for this tenant and the MSO recognises a transformation in this tenant generally through the benefits of this social interaction.</p>
<p><b>Tenant B</b> Age 92 Deaf and with a reluctance to wear a hearing aid, tenant suffers from lack of ability to communicate. It is almost impossible for tenant to speak on the phone, family (who live abroad) often contact MSO to check on tenant as they find it difficult to communicate</p>	<p>Tenant keen to come along to Get Digital in order to learn how to email and communicate with family living abroad. Email account was set up and tenant was supported to use this. Subsequently email exchanges take place daily as part of contact with Mobile Support Team, daily emails are in place instead of calls as welfare checks. Following the decision of tenant B to purchase a laptop, the family and tenant B now SKYPE each other once a week. They find the ability to actually see each other a lifeline and this has improved the day to day life of Tenant B and reassured the family that tenant B can cope. The daily email that Mary sends to the MSO team indicates to the team that she is fine and solves the problem of trying to welfare check call via telephone when speech is almost impossible.</p>



2.2 The above two examples are similar to many of the success stories that the Housing Support Services are finding through the continued progression towards embedding these principles within the day to day service of offering support.

### **3. Rolling out the success of the Get Digital programme**

3.1 The past 3 years has seen a new intake of residents starting the get digital programme approximately every 6 months. Many tenants who have completed the Get Digital training have gone on to purchase a computer and are using skills learnt on a daily basis with elements of their everyday life.

3.2 Following the resource of an IT Tutor for the first 6 weeks of the project, the Mobile Support Officer Team have taken on the running of the sessions, led by the Senior Support Officer. This has also led to the recruitment of two volunteers to also become part of the training team. Recruitment of the volunteers is an excellent opportunity for the Council to encourage this type of work as well as ensuring Mobile Support Officers are supported with extra resources to be able to continue the success of the sessions.

3.3 As well as regular Get Digital sessions held twice a week (next one due to start at the beginning of March 2013) the team have rolled out various pro-active events that have enhanced the work that we do in these areas. This has included:

- Mobile telephone workshops in the Community Centres. On these days we encourage tenants to bring along mobile phones and offer advice and support with how to use them.
- Brixington Primary School have opened up the schools ICT Suite on various occasions and tenants benefited from IT sessions in state of the art facilities as well as children to support with tutoring. This went some way in meeting community cohesive targets for the school as well as the Community Development agenda within our Housing Service.
- Various 'interactive games' sessions when the team set up equipment within a Community Centre and get as many tenants along as possible to have an opportunity to exercise as well as socialise. A recent example was an afternoon session at Lymebourne Community Centre where tenants from the scheme and schemes nearby competed on interactive bowling.
- An annual celebration of Silver Surfer Days which is a national celebration of older people becoming digitally educated, each year we attempt to put on an event for all sheltered housing tenants bigger and better. In 2012 we hosted an Olympic themed celebration where schemes competed against each other on interactive games events such as bowling and golf.

3.4 Opportunities that this work provides for tenants directly links to how we support them on a day to day basis and we are fast becoming leaders in the Devon of how to incorporate these principles in day to day service delivery.

3.5 As part of the up and coming new contract for targeted support, the specification links to the following criteria: *Enabling individuals to use equipment in their own home, including IT and other technology that supports friendships and relationships, and maintains their home environment.* The Get Digital work is delivering this outcome.

#### **4. Future Plans**

- 4.1. The Housing Support Services Team have various aspirations for 2013 to continue the success of the programme. This work will be based on ensuring all of our tenants have access to this type of support and ensuring that the service is in a position to deliver it.
- 4.2 Further training will be rolled out to Mobile Support Officers to ensure staff are empowered to link such initiatives with day to day support delivered and that such outcomes are being met as part of the contractual obligations of the targeted support contract.
- 4.4 The team intend to work closely with colleagues in the Community Development Team to look at starting a monthly session in Axminster (Millwey Community Centre) as we have recognised the need to ensure opportunities are available across the entire District. Although tenants from any scheme can attend the current sessions and we ensure we assist to get them there whenever we can, we intend to offer tenants opportunities nearby where they live and we recognise the need to expand further east of the district currently.
- 4.5 We intend to continue with recruitment of volunteers to assist with running the projects and hope to recruit further across the district to open up more opportunities for tenants.
- 4.6 The team are constantly looking for grants available that can continue to support the principles of this project in order to secure the resource for the future. To date all opportunities in this project have been provided to tenants at no charge as we see this is a crucial part of the support service they receive.

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#### **Legal Implications**

There are no legal implications requiring comment.

#### **Financial Implications**

Of the original £6,000 grant received, there is currently £341 left. Further funding will need to be identified to continue the project or the costs will fall to the HRA.

#### **Consultation on Reports to the Executive**

None.

#### **Background Papers**

None.

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Amy Gilbert  
Support Services Manager

Housing Review Board  
7 March 2013



## Agenda Item: 14

**Housing Review Board**

**07 March 2013**

**MW**



### **HRA Financial Monitoring Report 2012/13 – Month 10 January**

#### **Summary**

This report gives a summary of the overall financial position on the Housing Revenue Account, HRA Capital Programme and the Business Plan for 2012/13 at the end of month ten (January 2013).

Regular monitoring will highlight any areas of concern or unforeseen expenditure in the HRA and associated capital programme and enable corrective action to be taken as required. Any variances will be reflected in the Business Plan.

Current monitoring indicates that:

- The Housing Revenue Account Balance will be maintained at or above the adopted level.
- The position on the HRA Business Plan has improved and is in a healthy position.

#### **Recommendation**

**That the variances identified as part of the HRA revenue and capital monitoring process up to month ten be acknowledged.**

#### **a) Reasons for Recommendation**

The report updates the Board on the overall financial position of the Housing Revenue Account and Business Plan following the end of each month and includes recommendations where corrective action is required for the remainder of the financial year.

#### **b) Alternative Options**

To disagree with the recommended actions proposed.

#### **c) Risk Considerations**

Current monitoring indicates that the HRA and Business Plan balances are being maintained at or above the adopted levels.

In compiling this report we have looked at all large, high risk and volatile budget areas. Predicted spending patterns have been linked to operational activity and all material budgets have been subject to thorough risk assessments by operational managers and finance staff. Any continuing variances in spending patterns will be considered and incorporated into the Business Plan.

#### d) Policy and Budgetary Considerations

This report highlights all budgetary variances and then comments on the level and adequacy of balances.

#### e) Date for Review of Decision

Updated positions are to be presented to future meetings of the Board.

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## Financial Monitoring Report 2012/13 – To Month 10 January

### 1. Introduction

1.1.1 The purpose of this monitoring report is to update members of the Board on the overall financial position of the Housing Revenue Account and Business Plan following the end of month ten.

### 2. Housing Revenue Account Position

2.1 A summary of the predicted over and under spends to the year end is shown below:

	Variation at Month 10 £	Predicted Outturn Variation £
Housing Subsidy adjustment re 2011/12	(96,192)	(96,000)
Additional saving on salaries & travelling in Asset & Property Team due to vacancies (£25k already reported to HRB 06/09/12)	(46,226)	(20,000)
Supporting People income higher than anticipated	(54,912)	(50,000)
Additional day to day repairs overspend due to backlog of contractors' invoices (£100k already reported to HRB 10/01/13)	(41,494)	100,000
Servicing of gas appliances	57,404	50,000
Adaptations for disabled (revenue)	(67,860)	(80,000)
Dampness and Condensation	12,822	10,000
Carbon Management Programme	8,663	10,000
Schemes to align with Stock Condition Survey	(429,700)	(515,660)
Electrical Updating	(122,679)	(125,000)
Door replacements	(260,429)	(250,000)
Modernisation (contingency budget)	(355,564)	(430,000)
Change of Tenancy expenditure including electrical works	144,710	300,000
River Otter flood protection scheme (capital)	(114,780)	(114,000)
Major improvements, etc to existing dwellings (capital)	(157,773)	(100,000)
Remodelling of sheltered schemes (capital)	(118,704)	(100,000)
Social Services Adaptations (capital)	(175,036)	(100,000)
Variations from previous report (month 8)		(359,500)
<b>Total variations</b>		<b>(1,870,160)</b>

- 2.2 The following table shows the original budget surplus set for the year and the total variations as identified above, which are likely to affect the budget to give a revised budget surplus for the year.

	£	£
<b>Budget surplus (set 22/02/12)</b>		<b>(1,733,760)</b>
Month 10 predicted net (under)/overspend to year end	(1,870,160)	(1,870,160)
<b>Predicted Budget Surplus</b>		<b>(3,603,920)</b>

**Appendix A** gives a more detailed breakdown of the HRA budgets and actual expenditure and income to date.

- 2.3 These variations will have the following effect on the Housing Revenue Account Balance:

	£	£
<b>Housing Revenue Account Balance (01/04/12)</b>		<b>(623,967)</b>
Predicted budget surplus as above		(3,603,920)
<b>Predicted HRA Balance (31/03/13)</b>		<b>(£4,227,887)</b>

The recommended level for the HRA balance has been agreed at £2.1m (£500 per property). The current balance is well above the recommended level and will be carried forward into 2013/14 to be used for further investment in the housing stock, to offset any adverse effects of Welfare Reform and to ensure sufficient funds are available to make the first repayment of principal on the self-financing loans due in 2014/15.

### **3. Capital Programme Position**

- 3.1 The following table shows the revised HRA Capital Programme totalling £1.370m, which takes into account the savings totalling £414,000 reported in table 2.1, and the expenditure to date. Capital receipts and a Section 106 receipt will be used to fund part of this sum with the balance to be met by a revenue contribution from the HRA.

<b>HRA Capital Programme Summary</b>	<b>Revised Budget £000</b>	<b>Spend to date £000</b>
17 new build homes (retention)	0	5
River Otter flood & erosion protection scheme	151	150
New Housing IT System – slipped to 2013/14	0	0

Major improvements/extensions/loft conversions to existing dwellings	75	12
Off street car parking	50	32
Re-modelling of sheltered schemes	100	81
Non feaseance road repairs	10	1
Social Services Adaptations	100	27
Purchase of 11 houses Morton Way Axminster	884	879
<b>Total Programme</b>	<b>1,370</b>	<b>1,187</b>

- 3.2 This table shows the capital receipts received in the year to date and how those receipts must be allocated.

<b>Capital Receipts</b>	<b>£000</b>
Sale of council houses/flats	(857)
Sale of land	0
<b>Total capital receipts received</b>	<b>(857)</b>
Allocation of receipts:	
Retained for repayment of debt	(166)
Retained for provision of new social housing	(245)
Retained for funding other HRA capital expenditure	(142)
Paid to HM Treasury	(304)
<b>Total capital receipts allocation</b>	<b>(857)</b>

There have been 12 Right to Buy sales completed under the new legislation so far this year compared to 4 last year.

#### 4. HRA Business Plan

- 4.1 **Appendix B** shows the Business Plan Operating Account which reflects the above changes in 2012/13 and the subsequent impact on balances for future years.

#### **Legal Implications**

There are no legal implications identified.

#### **Financial Implications**

Details are contained within the report.

#### **Consultation on Reports to the Cabinet**

Not applicable.

#### **Background Papers**

- HRA budget monitoring statement
- [HRA Business Plan](#)

Mandy White (HRA Accountant) Ext 2357

**EAST DEVON DISTRICT COUNCIL  
REVENUE BUDGET MONITORING 2012/2013**

**SUMMARY OF HOUSING REVENUE ACCOUNT  
Period to 31 January 2013**

2012/2013			Service	2012/2013	2012/2013
Budget				Actual	Variance
Original	Revised	Year to Date		£	£
£	£	£			
			<b>INCOME</b>		
1	(16,318,000)	(16,398,000)	Gross Property Rent including Garages	(13,648,529)	(93,132)
2	(89,000)	(89,000)	Other Rents & Income	(59,891)	25,209
3	<b>(16,407,000)</b>	<b>(16,487,000)</b>	<b>Total Income</b>	<b>(13,708,420)</b>	<b>(67,923)</b>
			<b>EXPENDITURE</b>		
			<b>Repairs &amp; Maintenance</b>		
4	2,110,710	2,260,710	General	1,792,621	(91,349)
5	876,660	301,000	Special Works	220,401	(30,499)
			<b>Supervision &amp; Management</b>		
6	2,420,510	2,392,010	General	2,033,890	(27,627)
7	846,030	776,030	Special	696,504	(38,613)
8	225,700	225,700	Other Expenditure	153,624	(39,096)
9	6,479,610	5,955,450	<b>Total Management &amp; Maintenance</b>	<b>4,897,040</b>	<b>(227,184)</b>
10	0	0	Adjustment to Bad Debt Provision	0	0
11	0	(96,000)	Housing Subsidy - 2011/12 adjustment	(96,192)	(192)
12	4,140,000	3,635,000	Major Repairs Account	2,349,761	(679,206)
13	<b>10,619,610</b>	<b>9,494,450</b>	<b>Total Expenditure</b>	<b>7,150,609</b>	<b>(906,581)</b>
14	<b>(5,787,390)</b>	<b>(6,992,550)</b>	<b>NET COST OF SERVICE</b>	<b>(6,557,811)</b>	<b>(974,505)</b>
15	(12,360)	(12,360)	Interest on Balances	0	0
16	3,316,150	2,569,150	Principal & Interest Payable (PWLB loans)	1,256,870	(27,700)
17	(160)	(160)	Interest on Council House Sales	(76)	24
18	<b>3,303,630</b>	<b>2,556,630</b>		<b>1,256,794</b>	<b>(27,676)</b>
19	<b>(2,483,760)</b>	<b>(4,435,920)</b>	<b>NET OPERATING EXPENDITURE - Deficit / (Surplus)</b>	<b>(5,301,017)</b>	<b>(1,002,181)</b>
20	750,000	832,000	Revenue Contribution to Capital Expenditure	0	0
21	<b>(1,733,760)</b>	<b>(3,603,920)</b>	<b>Deficit / (Surplus) for the Year</b>	<b>(5,301,017)</b>	<b>(1,002,181)</b>
			<b>BALANCES</b>		
22	(1,235,911)	(623,967)	Balance b/f	(623,967)	0
23	(1,733,760)	(3,603,920)	Deficit / (Surplus)	(5,301,017)	(1,002,181)
24	<b>(2,969,671)</b>	<b>(4,227,887)</b>	<b>Balance C/F</b>	<b>(5,924,984)</b>	<b>(1,002,181)</b>

(2,149,500) required balance: £500 per property

(2,078,387) (over)/under required balance





EAST DEVON DISTRICT COUNCIL  
REVENUE BUDGET MONITORING 2012/2013

HOUSING REVENUE ACCOUNT - DETAILED STATEMENT

	2012/2013			Service	2012/2013		
	Budget				Actual	Variance	Committed
	Original	Revised	Year to Date				
	£	£	£	£	£	£	
				<b>SUPERVISION &amp; MANAGEMENT</b>			
				<b>Supervision &amp; Management - General</b>			
1	1,473,980	1,445,480	1,204,197	Employees	1,208,700	4,503	
2	100,190	100,190	53,290	Premises	31,993	(21,297)	
3	106,250	106,250	89,840	Transport	85,633	(4,207)	
4	144,740	144,740	118,440	Supplies & Services	113,723	(4,717)	
5	1,029,350	1,029,350	1,029,350	Support Services	1,029,350	0	
6	2,854,510	2,826,010	2,495,117	Total Expenditure	2,469,399	(25,718)	
7	(2,500)	(2,500)	(2,100)	Income	(4,009)	(1,909)	
8	2,852,010	2,823,510	2,493,017	Net Expenditure before Recharges	2,465,390	(27,627)	
9	(431,500)	(431,500)	(431,500)	Recharges	(431,500)	0	
10	<b>2,420,510</b>	<b>2,392,010</b>	<b>2,061,517</b>	<b>Net Supervision &amp; Management - General</b>	<b>2,033,890</b>	<b>(27,627)</b>	<b>0</b>
				<b>Net Expenditure Analysis by Cost Centre</b>			
11	563,840	563,840	514,600	JG General Operational Management	487,843	(26,757)	
12	188,050	188,050	169,540	JG Head of Housing	167,880	(1,660)	
13	744,950	758,950	650,983	SB Landlord Services	651,926	943	
14	612,330	614,830	533,793	DB Housing Needs & Strategy	537,103	3,310	
15	676,450	631,450	564,680	DB Asset & Property	559,601	(5,079)	
16	2,750	2,750	2,650	SB Council House Sales	4,959	2,309	
17	3,450	3,450	3,360	DB Sewage Treatment Works	3,350	(10)	
18	60,190	60,190	53,410	SB Communal Areas Cleaning	52,728	(682)	
19	2,852,010	2,823,510	2,493,017	Net Expenditure before Recharges	2,465,390	(27,627)	
20	(431,500)	(431,500)	(431,500)	Recharges	(431,500)	0	
21	<b>2,420,510</b>	<b>2,392,010</b>	<b>2,061,517</b>	<b>Total Analysis by Cost Centre</b>	<b>2,033,890</b>	<b>(27,627)</b>	<b>0</b>
				<b>Supervision &amp; Management - Special</b>			
22	42,500	42,500	36,880	SB Community Centres	26,899	(9,981)	
23	5,000	5,000	4,200	DB Choice Based Lettings	7,788	3,588	
24	323,470	323,470	321,470	SB Maintenance of Grounds	311,470	(10,000)	
25	66,770	66,770	62,590	SB Play Areas	49,011	(13,579)	
26	0	0	0	SB Caretaking & Window Cleaning	305	305	
27	29,380	29,380	24,500	SB Communal Areas Lighting	20,391	(4,109)	
28	12,000	12,000	10,000	SB Communal Areas Heating	23,637	13,637	
29	5,000	5,000	5,000	SB STAR Survey	8,255	3,255	
30	3,240	3,240	3,240	SB Tenants' Conference	2,294	(946)	
31	0	0	0	DB New Build Feasibility	330	330	
32	15,000	15,000	15,000	JG ASW Procurement	14,074	(926)	
33	10,000	10,000	8,300	SB Decommissioning Costs	6,107	(2,193)	
34	10,300	10,300	5,150	JG Business Plan Update	5,299	149	
35	5,670	7,170	7,100	SB District Offices running expenses	14,548	7,448	
36	317,700	246,200	231,687	SB Mobile Support Officers	206,096	(25,591)	
37	<b>846,030</b>	<b>776,030</b>	<b>735,117</b>	<b>Total Supervision &amp; Management - Special</b>	<b>696,504</b>	<b>(38,613)</b>	<b>0</b>

**EAST DEVON DISTRICT COUNCIL  
REVENUE BUDGET MONITORING 2012/2013**

**HOUSING REVENUE ACCOUNT - DETAILED STATEMENT**

	2012/2013			Service	2012/2013		
	Budget				Actual	Variance	Committed
	Original	Revised	Year to Date				
	£	£	£	£	£	£	
				<b>OTHER EXPENDITURE</b>			
1	13,850	13,850	11,850	DB Sewerage - Repairs, Maintenance & Emptying	8,561	(3,289)	
2	36,070	36,070	30,400	SB Tenant Participation	21,276	(9,124)	
3	5,150	5,150	4,300	SB Tenant Scrutiny	4,032	(268)	
4	2,060	2,060	1,700	SB Storage	1,341	(359)	
5	2,000	2,000	1,700	SB Honiton -38 St Pauls Road Heathpark	793	(907)	
6	6,000	6,000	5,000	SB Community Development Work	1,962	(3,038)	
7	2,000	2,000	1,700	SB Minor Management Schemes	4,221	2,521	
8	10,000	10,000	8,300	DB Road Repairs	10,611	2,311	
9	1,000	1,000	800	SB Signs on Estates	1,040	240	
10	3,000	3,000	2,500	DB Off Street parking - Grants to Tenants	1,021	(1,479)	
11	10,000	10,000	8,300	DB Other Expenses (pest control, eviction expenses)	4,968	(3,332)	
12	0	0	0	DB Gully Cleansing	2,747	2,747	
13	37,170	37,170	33,870	DB Tree Felling and Planting	20,667	(13,203)	
14	5,000	5,000	4,200	DB Landscaping	3,962	(238)	
15	75,000	75,000	62,500	DB Removal Expenses (downsizing)	47,167	(15,333)	
16	500	500	400	DB Private Water Supplies - Service & Maintenance	220	(180)	
17	10,000	10,000	8,300	SB Removal of Rubbish	11,830	3,530	
18	6,900	6,900	6,900	SB Best Value - Housemark	7,205	305	
19	<b>225,700</b>	<b>225,700</b>	<b>192,720</b>	<b>TOTAL OTHER EXPENDITURE</b>	<b>153,624</b>	<b>(39,096)</b>	<b>0</b>
				<b>MAJOR REPAIRS ACCOUNT</b>			
20	500,000	500,000	416,600	DB Central Heating	250,310	(166,290)	183,329
21	0	0	0	DB Gas Appliance Replacement	66,361	66,361	
22	150,000	25,000	20,833	DB Electrical Updating	2,321	(18,512)	
23	250,000	250,000	208,300	DB Re-roofing	125,638	(82,662)	124,362
24	1,000,000	1,000,000	833,300	DB Kitchens and Bathrooms	507,661	(325,639)	492,339
25	600,000	350,000	291,667	DB Doors	239,571	(52,096)	110,429
26	0	0	0	DB Water Heater Replacement	0	0	
27	10,000	10,000	8,300	DB Flat Roof Repairs	8,897	597	
28	10,000	10,000	8,300	DB Chimney Repairs	15,685	7,385	
29	15,000	15,000	12,500	DB Fence Programme	15,268	2,768	
30	0	0	0	DB Renewal of Walls	0	0	
31	20,000	20,000	16,700	DB Replacement Floors	6,929	(9,771)	
32	250,000	350,000	291,633	DB Electrical Works on COT	294,259	2,626	
33	900,000	1,100,000	916,667	DB COT: Other Expenditure	813,411	(103,256)	
34	435,000	5,000	4,167	DB Modernisation	3,450	(717)	
35	<b>4,140,000</b>	<b>3,635,000</b>	<b>3,028,967</b>	<b>TOTAL MAJOR REPAIRS ACCOUNT</b>	<b>2,349,761</b>	<b>(679,206)</b>	<b>910,459</b>

**East Devon DC  
Business Plan  
Operating Account - Programme**  
(expressed in money terms)

		Income					Expenditure										Net Operating (Expenditure) £,000	Provision for repayment of external loans £,000	Transfer from / (to) MRR £,000	RCCO £,000	Surplus (Deficit) for the Year £,000	Surplus (Deficit) b/fwd £,000	Interest £,000	Surplus (Deficit) c/fwd £,000
Year	Year	Net rent Income £,000	Other income £,000	Misc Income £,000	HRA Subsidy Receivable £,000	Total Income £,000	Managt. £,000	Depreciation £,000	Responsive & Cyclical £,000	Other Revenue spend £,000	Cost of Rent Rebates £,000	Misc expenses £,000	HRA Subsidy Payable £,000	Total expenses £,000	Capital Charges £,000									
1	2012.13	15,947	451	185	0	16,583	(3,168)	(4,375)	(3,928)	(226)	0	0	0	(11,697)	(2,564)	<b>2,323</b>	(5)	3,005	(1,737)	<b>3,586</b>	<b>623</b>	<b>19</b>	<b>4,228</b>	
2	2013.14	16,506	693	65	0	17,265	(3,488)	(4,532)	(6,639)	(243)	0	0	0	(14,902)	(2,564)	<b>(201)</b>	(5)	3,005	(1,138)	<b>1,661</b>	<b>4,228</b>	<b>35</b>	<b>5,924</b>	
3	2014.15	17,163	713	0	0	17,875	(3,592)	(4,640)	(4,059)	(249)	0	0	0	(12,540)	(2,563)	<b>2,772</b>	(580)	3,005	(32)	<b>5,166</b>	<b>5,924</b>	<b>128</b>	<b>11,218</b>	
4	2015.16	17,648	732	0	0	18,381	(3,700)	(4,752)	(4,178)	(256)	0	0	0	(12,886)	(2,559)	<b>2,936</b>	(1,029)	3,005	(8,012)	<b>(3,100)</b>	<b>11,218</b>	<b>145</b>	<b>8,263</b>	
5	2016.17	18,212	753	0	0	18,965	(3,810)	(4,868)	(4,302)	(262)	0	0	0	(13,242)	(2,548)	<b>3,175</b>	(1,490)	3,005	(3,535)	<b>1,155</b>	<b>8,263</b>	<b>133</b>	<b>9,550</b>	
6	2017.18	18,775	774	0	0	19,548	(3,925)	(4,986)	(4,429)	(269)	0	0	0	(13,608)	(2,529)	<b>3,411</b>	(1,310)	3,005	(3,575)	<b>1,530</b>	<b>9,550</b>	<b>155</b>	<b>11,235</b>	
7	2018.19	19,341	795	0	0	20,136	(4,042)	(5,107)	(4,559)	(275)	0	0	0	(13,984)	(2,509)	<b>3,643</b>	(1,587)	3,005	(3,617)	<b>1,443</b>	<b>11,235</b>	<b>179</b>	<b>12,858</b>	
8	2019.20	19,915	817	0	0	20,733	(4,163)	(5,231)	(4,694)	(282)	0	0	0	(14,370)	(2,481)	<b>3,881</b>	(1,917)	3,005	(3,661)	<b>1,308</b>	<b>12,858</b>	<b>203</b>	<b>14,368</b>	
9	2020.21	20,502	840	0	0	21,342	(4,288)	(5,358)	(4,832)	(289)	0	0	0	(14,768)	(2,443)	<b>4,132</b>	(2,259)	3,005	(3,706)	<b>1,171</b>	<b>14,368</b>	<b>224</b>	<b>15,763</b>	
10	2021.22	21,104	863	0	0	21,968	(4,417)	(5,488)	(4,975)	(296)	0	0	0	(15,176)	(2,392)	<b>4,399</b>	(2,619)	3,005	(3,874)	<b>911</b>	<b>15,763</b>	<b>243</b>	<b>16,918</b>	
11	2022.23	21,723	887	0	0	22,611	(4,549)	(5,621)	(5,122)	(304)	0	0	0	(15,596)	(2,329)	<b>4,685</b>	(2,889)	3,005	(3,927)	<b>875</b>	<b>16,918</b>	<b>260</b>	<b>18,053</b>	
12	2023.24	22,361	912	0	0	23,273	(4,685)	(5,758)	(5,273)	(311)	0	0	0	(16,028)	(2,255)	<b>4,990</b>	(3,288)	3,005	(3,982)	<b>725</b>	<b>18,053</b>	<b>276</b>	<b>19,054</b>	
13	2024.25	23,016	937	0	0	23,953	(4,826)	(5,898)	(5,429)	(319)	0	0	0	(16,472)	(2,166)	<b>5,316</b>	(3,718)	3,005	(4,040)	<b>563</b>	<b>19,054</b>	<b>290</b>	<b>19,908</b>	
14	2025.26	23,690	964	0	0	24,654	(4,970)	(6,041)	(5,589)	(327)	0	0	0	(16,928)	(2,060)	<b>5,666</b>	(4,180)	3,005	(4,100)	<b>391</b>	<b>19,908</b>	<b>302</b>	<b>20,600</b>	
15	2026.27	24,385	990	0	0	25,375	(5,119)	(6,188)	(5,754)	(335)	0	0	0	(17,397)	(1,938)	<b>6,041</b>	(4,675)	3,005	(7,169)	<b>(2,798)</b>	<b>20,600</b>	<b>288</b>	<b>18,090</b>	
16	2027.28	25,099	1,018	0	0	26,117	(5,273)	(6,338)	(5,925)	(344)	0	0	0	(17,879)	(1,797)	<b>6,440</b>	(2,427)	3,005	(7,322)	<b>(304)</b>	<b>18,090</b>	<b>269</b>	<b>18,055</b>	
17	2028.29	25,834	1,046	0	0	26,881	(5,431)	(6,492)	(6,100)	(352)	0	0	0	(18,375)	(1,722)	<b>6,783</b>	(2,710)	3,005	(7,481)	<b>(402)</b>	<b>18,055</b>	<b>268</b>	<b>17,921</b>	
18	2029.30	26,591	1,076	0	0	27,666	(5,594)	(6,649)	(6,281)	(361)	0	0	0	(18,885)	(1,637)	<b>7,144</b>	(3,081)	3,005	(7,644)	<b>(576)</b>	<b>17,921</b>	<b>264</b>	<b>17,609</b>	
19	2030.31	27,370	1,106	0	0	28,475	(5,762)	(6,811)	(6,467)	(370)	0	0	0	(19,410)	(1,537)	<b>7,529</b>	(3,483)	3,005	(7,814)	<b>(764)</b>	<b>17,609</b>	<b>258</b>	<b>17,104</b>	
20	2031.32	28,171	1,136	0	0	29,308	(5,934)	(6,976)	(6,659)	(379)	0	0	0	(19,949)	(1,423)	<b>7,936</b>	(3,915)	3,005	(6,117)	<b>908</b>	<b>17,104</b>	<b>263</b>	<b>18,276</b>	
21	2032.33	28,997	1,168	0	0	30,165	(6,112)	(7,145)	(6,856)	(389)	0	0	0	(20,503)	(1,293)	<b>8,369</b>	(6,063)	3,005	(6,244)	<b>(933)</b>	<b>18,276</b>	<b>267</b>	<b>17,610</b>	
22	2033.34	29,846	1,201	0	0	31,047	(6,296)	(7,319)	(7,059)	(399)	0	0	0	(21,072)	(1,090)	<b>8,884</b>	(6,735)	3,005	(6,375)	<b>(1,221)</b>	<b>17,610</b>	<b>255</b>	<b>16,644</b>	
23	2034.35	30,720	1,234	0	0	31,954	(6,485)	(7,496)	(7,268)	(409)	0	0	0	(21,658)	(862)	<b>9,434</b>	(7,413)	3,005	(6,511)	<b>(1,485)</b>	<b>16,644</b>	<b>239</b>	<b>15,397</b>	
24	2035.36	31,620	1,269	0	0	32,888	(6,679)	(7,678)	(7,483)	(419)	0	0	0	(22,260)	(613)	<b>10,016</b>	(8,137)	3,005	(6,652)	<b>(1,768)</b>	<b>15,397</b>	<b>218</b>	<b>13,847</b>	
25	2036.37	32,546	1,304	0	0	33,850	(6,879)	(7,865)	(7,705)	(429)	0	0	0	(22,879)	(334)	<b>10,637</b>	(8,911)	3,005	(8,392)	<b>(3,661)</b>	<b>13,847</b>	<b>180</b>	<b>10,366</b>	
26	2037.38	33,499	1,340	0	0	34,839	(7,086)	(8,056)	(7,933)	(440)	0	0	0	(23,515)	(27)	<b>11,297</b>	(225)	3,005	(8,590)	<b>5,487</b>	<b>10,366</b>	<b>197</b>	<b>16,050</b>	
27	2038.39	34,480	1,378	0	0	35,858	(7,298)	(8,251)	(8,168)	(451)	0	0	0	(24,169)	(19)	<b>11,670</b>	(20)	3,005	(8,794)	<b>5,860</b>	<b>16,050</b>	<b>285</b>	<b>22,195</b>	
28	2039.40	35,490	1,416	0	0	36,906	(7,517)	(8,451)	(8,410)	(462)	0	0	0	(24,841)	(18)	<b>12,047</b>	(21)	3,005	(9,006)	<b>6,025</b>	<b>22,195</b>	<b>378</b>	<b>28,598</b>	
29	2040.41	36,529	1,456	0	0	37,985	(7,743)	(8,657)	(8,659)	(474)	0	0	0	(25,533)	(17)	<b>12,435</b>	(22)	3,005	(9,225)	<b>6,193</b>	<b>28,598</b>	<b>475</b>	<b>35,267</b>	
30	2041.42	37,598	1,497	0	0	39,095	(7,975)	(8,867)	(8,916)	(486)	0	0	0	(26,243)	(16)	<b>12,835</b>	(23)	3,005	(9,451)	<b>6,366</b>	<b>35,267</b>	<b>577</b>	<b>42,210</b>	

## **Agenda Item: 15**

**Housing Review Board**

**7 March 2013**

**DB**



### **Fire Risk Assessment – Blocks of Flats**

#### **Summary**

This report sets out the progress we have made in undertaking Fire Risk Assessments (FRA) of blocks of flats in the housing stock. The FRA must comply with the requirements of the Housing Act 2004 and the Regulatory Reform (Fire Safety) Order 2005. The Council has a duty to ensure that appropriate fire precaution measures are in place to ensure the safety of residents who reside in 'blocks' of flats in our ownership.

The Council owns 225 'blocks' of flats and we are required to undertake an FRA for each block. A common assessment form has been prepared and approved to be used for the assessment of each block. The assessment will identify the fire precaution measures in place and recommend any further changes or improvements to the fire safety at individual blocks of flats. The assessment process is estimated to be completed within two years.

#### **Recommendation**

**Members are asked to note the progress made by Officers undertaking Fire Risk Assessments in our blocks of flats.**

#### **a) Reasons for Recommendation**

To ensure the Board is aware of progress of the Fire Risk Assessments of our blocks of flats.

#### **b) Alternative Options**

This is a statutory duty and there is no alternative option.

#### **c) Risk Considerations**

None identified.

#### **d) Policy and Budgetary Considerations**

Any significant budgetary implications are included in the report.

#### **Positive Impact Overall**

Affordable Homes.

Safe Environment.

Green Environment.

Excellent Customer Service.

Inspirational Council.

Providing same service at less cost.

## e) Date for Review of Decision

March 2014

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### 1 Background

- 1.1 The Regulatory Reform (Fire Safety) Order 2005 (FSO) places a duty on the responsible person to take general fire precautions to ensure as far as is reasonably practicable the safety of the people on the premises and in the immediate vicinity.
- 1.2 This means that in practice the Council is required to carry out a Fire Risk Assessment (FRA) for the purpose of identifying the general fire precautions to comply with the FSO. The FRA is primarily a review of the fire precaution measures we already have in place and to implement any changes to bring those measures up to date.
- 1.3 A report was presented to the Board in January 2012. This report set out the detailed work that was required and the funding that was needed to implement any improvements needed to signage or buildings to bring the block of flats up to the required standard. Members approved the recommendations.

### 2. Progress on Implementation of the Fire Risk Assessment (FRA) in our Blocks of Flats

- 2.1 The Council owns 225 'blocks' of flats, including sheltered schemes and community centres. The blocks of flats range from converted semi detached houses into four flats – two up and two down, to purpose built blocks of up to 28 Flats. These buildings have appropriate fire precaution measures that were in place at the time the property was built. If significant improvements/building works have been undertaken since the property was built additional fire precaution measures will have been put in place.
- 2.2 Each block of flats will have an assessment which will identify the fire precaution measures in place and recommend any further changes or improvements to the fire safety at individual blocks of flats and this may include:
  - Upgrade or provision of 'emergency' lighting;
  - Provide up to date Fire Action signs;
  - Provide additional signage to clearly show the exits and means of escape to residents and visitors;
  - Ensure doors and door closures are fit for purpose.
- 2.3 Of the initial 211 blocks of flats and 14 Community Centres that were identified as requiring an FRA, the Board should note the following:
  - 140 blocks of flats and Community Centres have communal areas and require a FRA.
  - 97 have had assessments, leaving 43 to be done.
  - 85 of our blocks of flats are self contained with their own separate entrances and private internal stairways. These blocks of flats have been visited and we have decided that a FRA is not required.

- Only 5 of our 225 properties have been provided with fire warning systems (Fire Alarms).
- Only 20 of our 225 blocks/Community Centres have emergency lighting.
- Only 26 of our 225 properties have been provided with fire extinguishers.

2.4 We have completed all of our Community Centres/sheltered schemes and over 700 of our flats have had a Fire Risk Assessment. As you can imagine, this project is proving to be both time consuming and costly, but through our actions we can now clearly demonstrate to the Devon and Somerset Fire and Rescue Service and our residents, that we take issues concerning fire safety very seriously.

2.5 We have agreed to a managed approach rather than a complete zero tolerance policy towards combustible materials in fire escapes. The Estate Management Officers are taking the appropriate action on the recommendations of the FRA. The majority of which are quite straight forward such as removing items stored, removal of plant pots, loose rugs and mats etc, but even these straight forward things have caused problems with some of the tenants and these are being managed. The more difficult to deal with are the storage of recycling bins, in some cases this has meant trying to find a suitable place for storage by working with Streetscene and in some cases it may necessitate a store of some sort being built to enable tenants to store items.

2.6 The other area of concern is storage of mobility scooters. We have undertaken some research and looked at what other providers do. Most have a policy that stops residents storing scooters in communal area, which is a major concern. Some landlords provide some sort of storage or lockable post outside the building for use by residents; others simply allow residents to park their mobility scooters in a suitable location outside the building. We are looking into the cost and viability of lockable posts with an electric point. We are considering this first as a pilot for Dray Court, that may be used as a way forward at other blocks of flats.

2.7 Our Repairs section has issued orders to contractors for the replacement or modification of doors and locks and arranging for the installation of emergency lighting and fire safety signage where this is recommended in the FRA, at the following locations.

Area 1:

- Yonder Close Community Centre, Ottery;
- Park Close Community Centre, Woodbury;
- Churchill Court Community Centre, Lypstone;
- Broadview Community Centre, Broadclyst.

Area 2:

- Nos.1 – 8, Block 1, Greenhaven Flats, Budleigh Salterton;
- Nos.3, 4, 5, 6, 7, 8, 9 and 10, Block 1, Queens Road Flats, Budleigh Salterton;
- Senate Court Flats, Exmouth;
- Dray Court Flats, Exmouth;
- Albion Court Sheltered Housing and Community Centre, Exmouth;
- Clayton House Community Centre;

- Morgan Court Sheltered Housing and Community Hall, Exmouth;
- Palmer House Community Centre, Exmouth;
- Bidmead Community Centre, Exmouth;
- Ratcliffe House Community Centre, Exmouth.

Area 3:

- Kendal House Flats, Honiton;
- Whitebridges Flats, Honiton;
- Dunning Court Community Centre, Honiton;
- Millwey Rise Community Centre, Axminster.

Area 4:

- Lymbourne Park community Centre;
- Trumps Court Sheltered Housing and Community Centre.

### **3.0 Issues of concern**

#### **3.1 What to do with Fire Extinguishers?**

The Council provides fire extinguishers in many of our blocks of flats. The HRB report in January 2012 recommended that we remove all fire extinguishers. The reason for this recommendation was that only those who are trained to operate such equipment should use it. The provision of fire extinguishers in untrained hands could actually put lives at risk and may give tenants a false sense of security, encouraging them to fight fires instead of making their escape. The LACORS guidance is clear:

“The provision of fire blankets and simple fire extinguishers can be useful in restricting the development and spread of small fires in their early stages. However, unless a fire is very small, the best advice is to evacuate the building to a place of safety and call the fire and rescue service. This is because for larger fires people need training to know what type of fire extinguisher can be safely used on, how to tackle a fire safely, and when to give up and get out. The installation of extinguishers can also lead to problems if they are not properly maintained or where equipment is discharged through malice or horseplay. For these reasons extinguishers are not recommended inside units of accommodation unless there are resident staff who are trained in their use (a caretaker, housekeeper, warden or similar).”

We are progressing the removal of the fire extinguishers, but before doing so we will be publicising this to all residents in those blocks of flats affected. At this stage we do not propose to remove the fire safety equipment such as fire extinguisher or fire blanket in the community centre kitchens. This will allow an immediate response to a small fire by those using the kitchen.

#### **3.2 Evacuate or stay put?**

This only applies to our sheltered housing schemes. All other blocks of flats are expected to evacuate in the event of a fire. Having consulted the Devon and Somerset Fire and Rescue service the advice is that we should only implement or retain a ‘stay put’ policy if we are sure the following measures are in place:

- All flat front doors must provide at least one hours protection.
- The level of compartmentalisation within the building must be sufficient to support a 'stay put policy'.
- Fire warning procedures/systems must be sufficient to support/retain a 'stay put' policy.

Our Senior Technical Officer has made it clear that the compliance with the above measures is an unavoidable consequence of a stay-put policy. This would mean that we would have to verify, without doubt, how fire resistant the doors in question actually are, including those of leaseholders, with supporting certification. We would need to provide safe refuge areas with appropriate warning signs, alarm sounders minimum half-hour to one-hour fire separation, depending upon the physical situation. There would need to be no combustion materials in the refuge area at any time and the area should be able to be reached safely by a Fire and Rescue Officer via a principal means of protected escape. We would need to be sure that all residents are fully briefed and trained in respect of that stay put policy.

It is not possible to confirm in every case whether individual sheltered housing scheme comply with this requirement. This can only be done with extensive research and possibly a structural survey. The only issue we can be clear about is whether the block has a fire warning system or not.

Therefore, it is proposed we adopt the appropriate evacuation /stay put policy to individual blocks depending on whether or not they meet the above criteria. We will be assessing each sheltered housing block and we will determine the appropriate policy to be implemented.

At this stage we do not propose to install fire warning systems in each block if this is currently absent. We will be ensuring residents understand fully the instructions they should follow and that they will have responsibility to raise the alarm in the event of a fire.

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### **Legal Implications**

Legal implications have been set out in the original report and no comment is necessary on the progress report set out.

### **Financial Implications**

£50,000 has been included in the 2013/14 budget for fire safety works.

### **Consultation on Reports to the Cabinet**

None.

### **Background Papers**

[LACORs Housing – Fire Safety](#)

[Local Government Group – Fire safety in purpose built blocks of flats](#)

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Dennis Boobier  
Housing Needs and Strategy Manager

Housing Review Board  
7 March 2013



# Housing Service

## Quarterly Performance Indicator Report

### Quarter 3 2012/13 Financial Year

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**0.0 Summary**

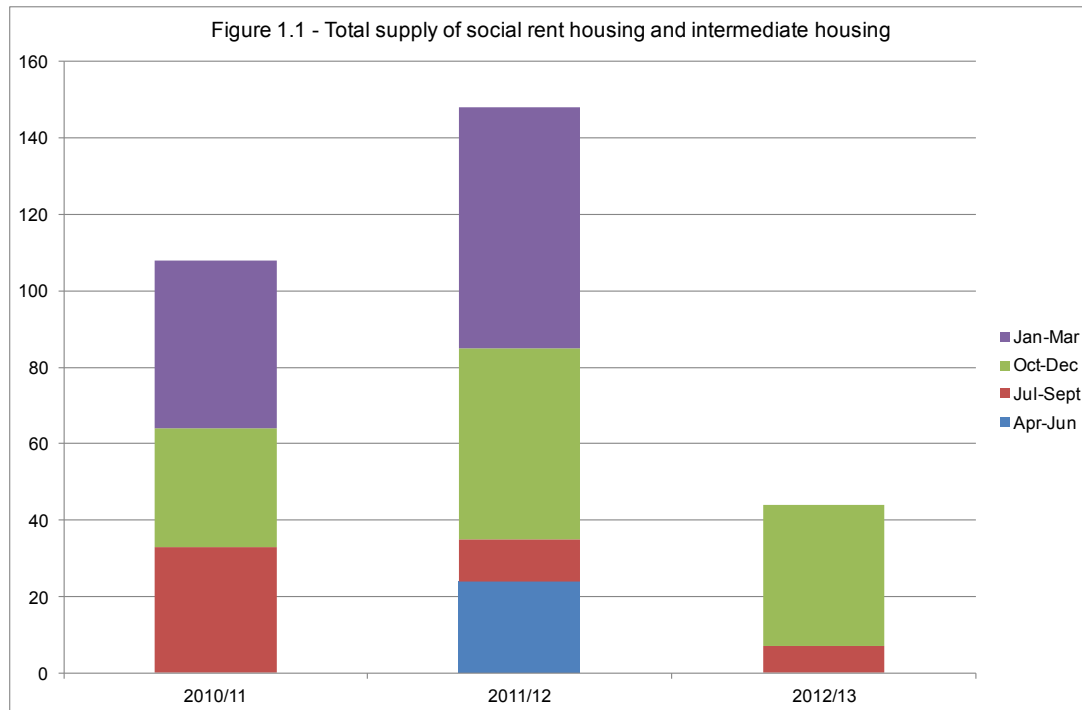
Description	2011/12	2011/12	2012/13				Progress against last quarter	
	Jan - Mar	Cumulative Total	Apr- Jun	Jul-Sep	Oct - Dec	Jan - Mar		Cumulative Total
Total supply of social rent housing and intermediate housing	63	148	0	7	37		44	
Total New ASB Cases	55	223	59	55	46		160	
No. of new stage 1 complaints	7	18	6	3	9		18	
Cost of temporary B&B accommodation (£)	£23,923	£77,230	£5,375	£16,251	£9,959		£31,585	
Calls answered under 1 minute	97.28%	97.69%	97.55%	98.16%	97.55%		To follow	
The average re-let time in days General Needs	31.97	25.91	21.79	21.67	17.09		To follow	

Description	2011/12	2011/12	2012/13				Progress against last quarter	
	Apr - Mar	Cumulative Total	Apr- Jun	Apr-Sep	Apr - Dec	Apr- Mar		Cumulative Total
% of rent collected from current tenants (incl. arrears bought forward but excl. service charges) - Year to date	99.65%	99.65%	98.95%	99.80%	99.41%		99.41%	
Percentage of emergency (immediate) repairs completed within target time - Year to date	90.9%	90.9%	88.7%	87.0%	85.7%		85.7%	

### 1.0 Affordable Housing Completions

Performance Indicator	2010/11			2011/12			2012/13						
	Cumulative Total	Target	% of target met	Cumulative Total	Target	% of target met	Apr-Jun	July-Sep	Oct-Dec	Jan-Mar	Cumulative Total	Target	% of target met
Number of affordable homes delivered (gross) (LAA)	108	100	108%	148	100	148%	0	7	37		44	100	44%

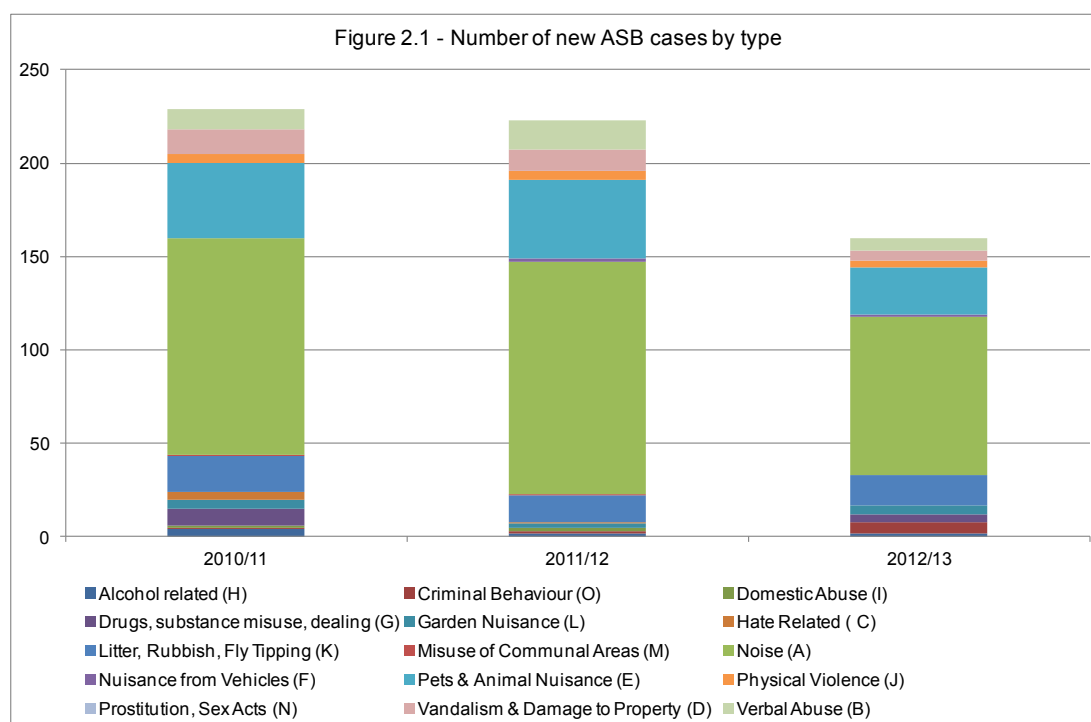
Source: SPAR.net



## 2.0 Anti-social behaviour

Performance Indicator	2010/11	2011/12	2012/13				Progress against last quarter
	Cumulative Total	Cumulative Total	April- Jun	Jul-Sep	Oct - Dec	Jan - March	
<b>No. of new ASB cases</b>							
Alcohol related (H)	4	2	0	1	1		2
Criminal Behaviour (O)	1	1	2	4	0		6
Domestic Abuse (I)	1	2	0	0	0		0
Drugs, substance misuse, dealing (G)	9	0	4	0	0		4
Garden Nuisance (L)	5	2	4	0	1		5
Hate Related (C)	4	1	0	0	0		0
Litter, Rubbish, Fly Tipping (K)	19	14	9	3	4		16
Misuse of Communal Areas (M)	1	1	0	0	0		0
Noise (A)	116	124	29	29	27		85
Nuisance from Vehicles (F)	0	2	1	0	0		1
Pets & Animal Nuisance (E)	40	42	7	10	8		25
Physical Violence (J)	5	5	0	3	1		4
Prostitution, Sex Acts (N)	0	0	0	0	0		0
Vandalism & Damage to Property (D)	13	11	3	2	0		5
Verbal Abuse (B)	11	16	0	3	4		7
<b>Total New ASB Cases</b>	<b>229</b>	<b>223</b>	<b>59</b>	<b>55</b>	<b>46</b>		<b>160</b>
Live Cases at End of Quarter		113	17	29	28		74
Resolved	165	195	63	49	48		160
Unresolved	86	23	1	0	0		1
% of closed cases that are resolved	66%	89%	98%	100%	100%		99%
Resolved by Early Intervention		218	64	49	48		161
Actions Taken by Early Intervention		222	56	58	46		160
Number of surveys received	71	49	13	20	33		66
How easy to report complaint - % positive rating	94%	86%	92%	95%	92%		91%
How quickly were you interviewed - % positive rating	92%	96%	100%	83%	93%		87%
Was staff member helpful - % positive rating	94%	93%	100%	88%	92%		93%
Overall satisfaction with way complaint was dealt with - % positive rating	78%	80%	92%	78%	69%		76%
Overall satisfaction with outcome of complaint - % positive rating	74%	73%	77%	65%	63%		66%

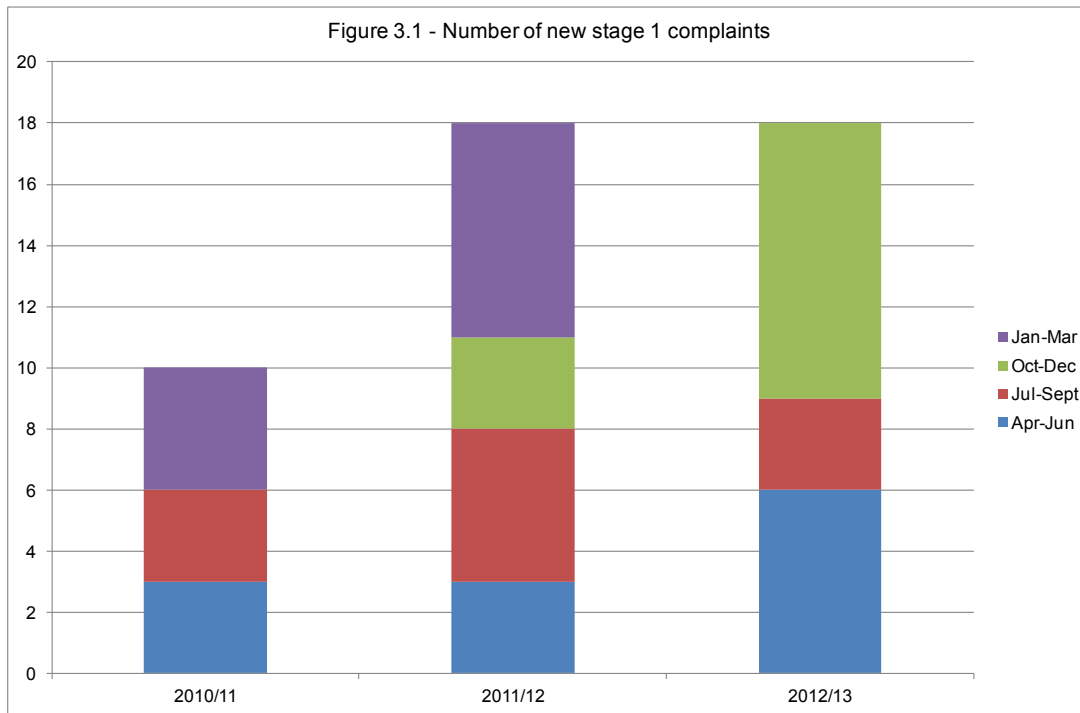
Source: Estate Management Customer Satisfaction Survey, Host Access



### 3.0 Complaints

Description	2010/11	2011/12	2012/13				Cumulative Total	Progress against last quarter
	Cumulative Total	Cumulative Total	April- Jun	Jul-Sep	Oct - Dec	Jan - March		
No. of new stage 1 complaints	10	18	6	3	9		18	
Average time in calendar days to issue full response to all Stage 1 complaints	9.2	14.0	10.6	16.0	22.6		12.6	

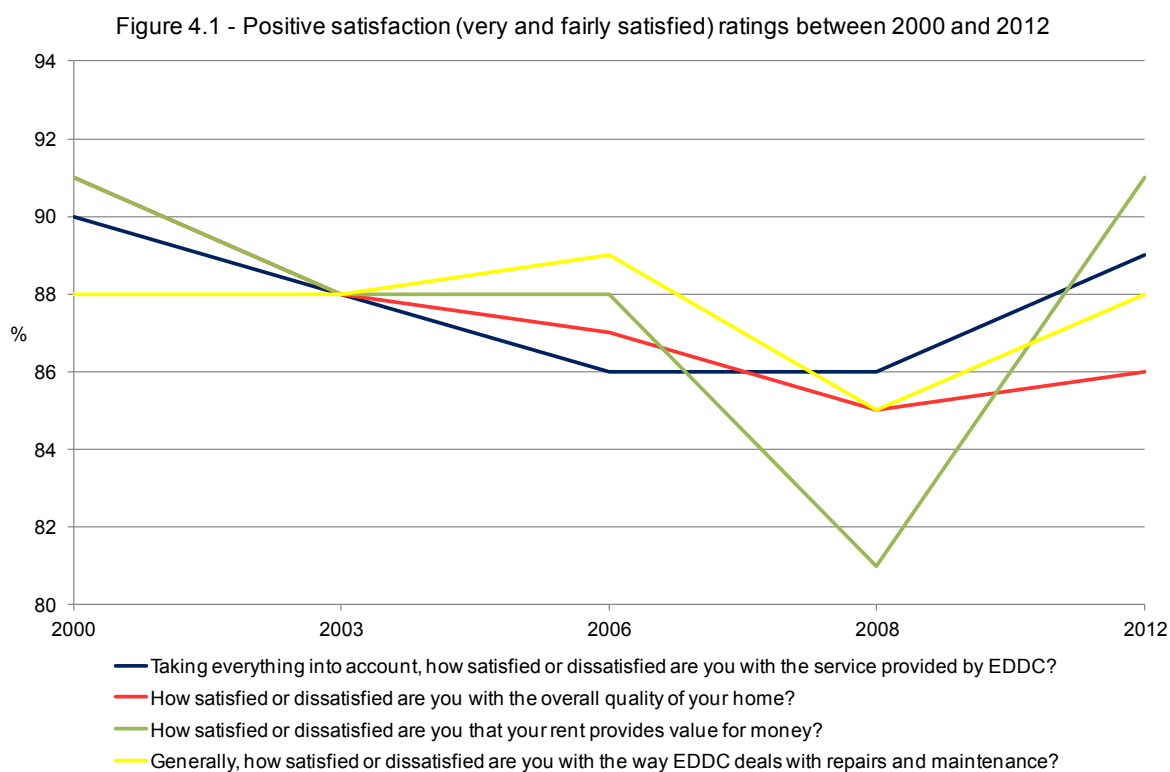
Source: Host Access Complaints Stage Report



### 4.0 Customer Satisfaction

Description	Tenant Group	2000 STATUS	2003 STATUS	2006 STATUS	2008 STATUS	2012 STAR
		Very & Fairly Satisfied	Very & Fairly Satisfied	Very & Fairly Satisfied	Very & Fairly Satisfied	Very & Fairly Satisfied
%						
Taking everything into account, how satisfied or dissatisfied are you with the service provided by EDDC?	General Needs	90	88	86	86	89
How satisfied or dissatisfied are you with the overall quality of your home?	General Needs	91	88	87	85	86
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	General Needs	#	#	#	82	89
How satisfied or dissatisfied are you that your rent provides value for money?	General Needs	91	88	88	81	91
Generally, how satisfied or dissatisfied are you with the way EDDC deals with repairs and maintenance?	General Needs	88	88	89	85	88
How satisfied or dissatisfied are you that EDDC listens to your views and acts upon them?	General Needs	#	#	#	64	73

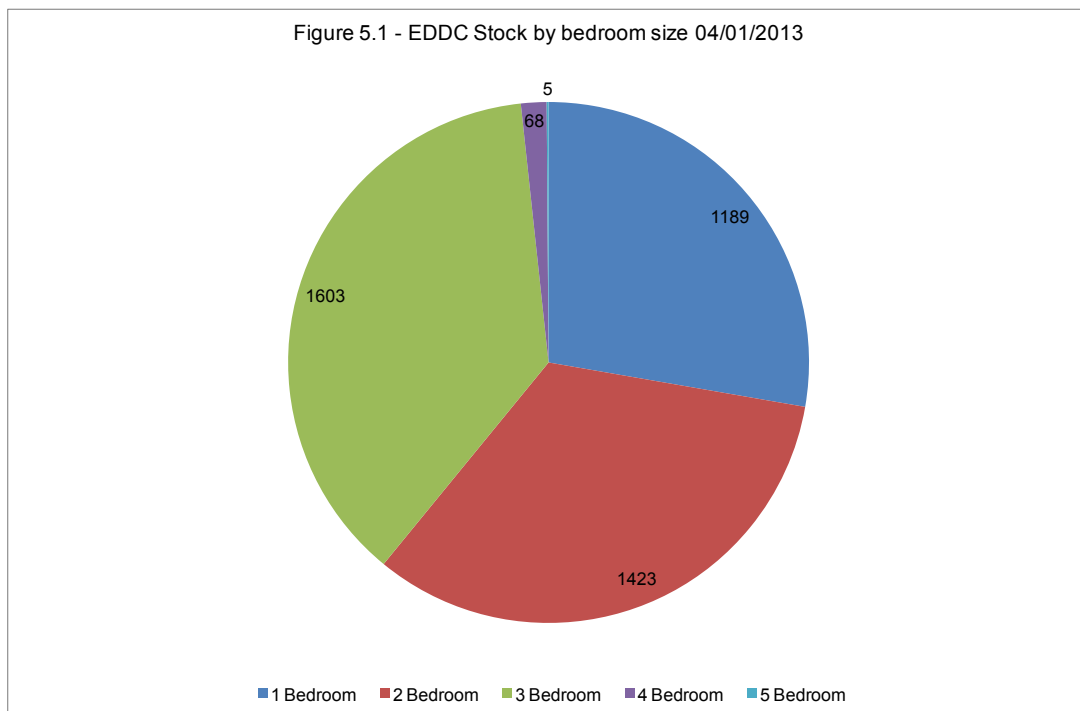
Source: STATUS and STAR surveys. NB: The STAR results are based on valid responses only, STATUS on non-valid and valid responses – they are therefore not directly comparable.



**5.0 EDDC Stock**

Date	1 Bedroom	2 Bedroom	3 Bedroom	4 Bedroom	5 Bedroom	Total
04/04/2011	1189	1428	1609	70	5	4301
15/06/2011	1188	1426	1609	70	5	4298
01/07/2011	1188	1426	1609	70	5	4298
01/08/2011	1188	1427	1609	70	5	4299
01/09/2011	1188	1427	1609	70	5	4299
03/10/2011	1188	1427	1609	70	5	4299
01/11/2011	1188	1427	1609	70	5	4299
01/12/2011	1188	1427	1609	70	5	4299
03/01/2012	1188	1427	1609	70	5	4299
01/02/2012	1188	1427	1609	70	5	4299
01/03/2012	1188	1427	1608	70	5	4298
30/03/2012	1188	1427	1607	70	5	4297
02/05/2012	1188	1427	1607	69	5	4296
01/06/2012	1188	1427	1607	69	5	4296
02/07/2012	1188	1427	1607	69	5	4296
28/11/2012	1190	1423	1605	68	5	4291
04/01/2013	1189	1423	1603	68	5	4288

Source: Host Access Bedroom Analysis

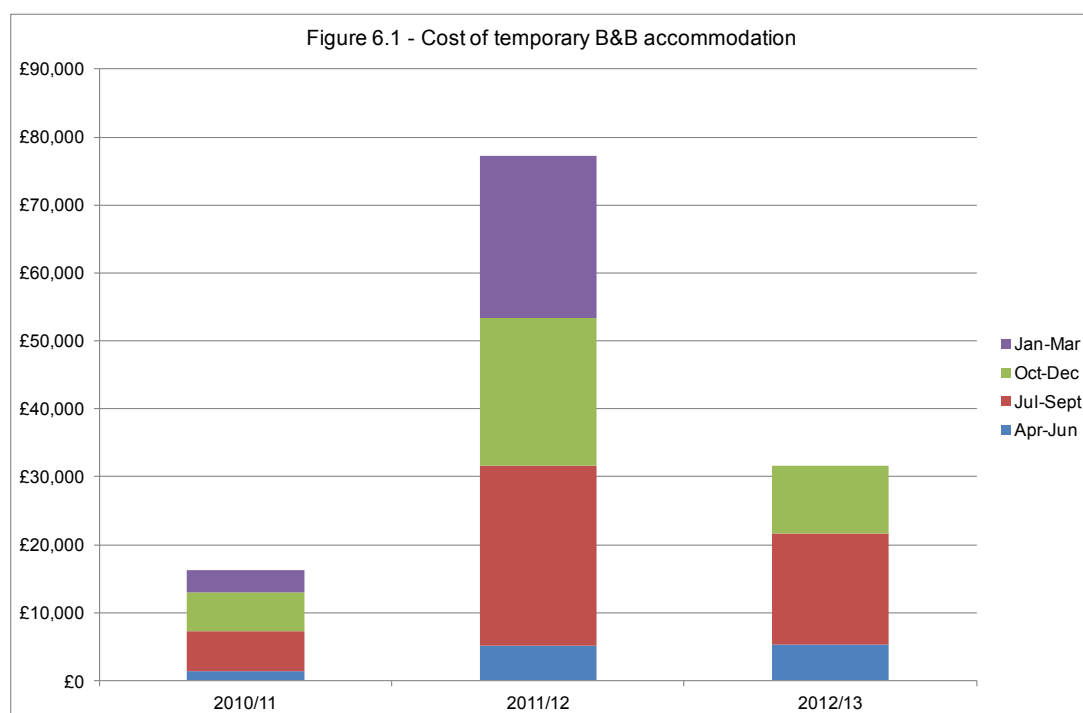




### 6.0 Homelessness

Description	2010/11	2011/12	2012/13				Progress against last quarter	
	Cumulative Total	Cumulative Total	April- Jun	Jul-Sep	Oct - Dec	Jan - March		Cumulative Total
Office Interviews: Number of people who come into EDDC office for housing/homeless advice	2915	2754	623	644	520		1787	
Approaches: Number of people who indicate that they are homeless or about to become homeless	659	651	139	116	84		339	
Acceptances: Number of people who EDDC have accepted as homeless	31	38	10	9	7		26	
Preventions: Cases EDDC have intervened to prevent homelessness	267	298	68	79	77		224	
Number of households in temporary B&B accommodation at end of quarter	*	*	1	4	2		*	
Number of days spent in temporary B&B accommodation	189	1539	82	291	234		607	
Cost of temporary B&B accommodation (£)	£16,203	£77,230	£5,375	£16,251	£9,959		£31,585	
Number of households living in temporary accommodation at end of quarter (not including B&B)	*	*	19	22	23		*	

Source: Homelessness & Housing Options Team & SPAR



### 7.0 Home Safeguard

Description	2011/12	2012/13				Progress against last quarter
	Cumulative total	Apr-June	July-Sept	Oct-Dec	Jan-March	
<b>Call Handling</b>						
Answered in under 1 Minute	97.69%	97.55%	98.16%	97.55%		
Answered in under 3 Minutes	99.77%	99.85%	99.89%	99.75%		
Answered in over 3 Minutes	0.23%	0.15%	0.11%	0.25%		
% of Operators Achieving Under 1 Minute KPI	64%	#	71%	71%		*
Operator quality checks (target 100%)	#	#	100.00%	100.00%		*
<b>Installations</b>						
Under 2 working Days (urgent) -	#	2	24	5		
Under 2 working Days (urgent) - % installed within target time	#	100%	100%	100%		
Under 5 working Days - Number	#	0	0	0		
Under 5 working Days - % installed within target time	#	0%	0%	0%		
Under 15 working Days (non urgent) - Number	#	112	96	117		
Under 15 working Days (non urgent) - % installed within target time	#	100%	100%	100%		
Under 20 working Days (non urgent) - Number	#	0	0	0		
Under 20 working Days (non urgent) -	#	0%	0%	0%		
<b>Repairs</b>						
Critical repaired within 48 hours -	#	27	32	33		
Critical repaired within 48 hours - % repaired within target time	#	96%	100%	98%		
Critical repaired within 96 hours - number	#	0	0	0		
Critical repaired within 96 hours - % repaired within target time	#	0%	0%	0%		
No critical within 10 working days - number	#	29	60	69		
No critical within 10 working days - % repaired within target time	#	100%	100%	100%		
No critical within 15 working days - number	#	0	0	0		
No critical within 15 working days - % repaired within target time	#	0%	0%	0%		
<b>Complaints</b>						
Total complaints	#	#	0	Awaiting info		
Response sent in under 5 days	#	#	0	Awaiting info		*
Response sent in under 20 days	#	#	0	Awaiting info		*
<b>Service User Satisfaction (target 5%)</b>						
Installations	#	#	#	#		*
Monitoring	#	#	#	#		*

Source: Homesafeguard Team

### 8.0 Lettings

Performance Indicator	2011/12	2012/13				Cumulative Total	Progress against last quarter
	Cumulative Total	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar		
Total number of units vacant at the end of the period	*	14	27	18		*	
Number of units vacant and available for letting at the period end	*	7	22	17		*	
Number of units vacant but unavailable (BVPI) for letting at the period end	*	7	5	1		*	
The average re-let time in days General Needs	25.91	21.79	21.67	17.09		To follow	
The average re-let time in days Sheltered Housing	16.51	17.45	13.00	13.00		To follow	
Total number of re-lets during the period benchmarked	232	55	42	64		161	*
The number of properties accepted on first offer GN	136	29	18	30		77	*
The number of properties accepted on first offer SH	96	15	14	27		56	*
The % of properties accepted on first offer GN	81%	88%	86%	86%		To follow	
The % of properties accepted on first offer SH	80%	68%	67%	93%		To follow	
Percentage of new tenants satisfied with the allocation and letting process	#	#	#	#		#	*
Percentage of dwellings that are vacant and available to let - GN and HFOP	*	0.16%	0.51%	0.40%		*	
Percentage of dwellings that are vacant but unavailable (BVPI) to let - GN and HFOP	*	0.16%	0.12%	0.02%		*	

Source: CORE, Anite (via Business Objects)

Figure 8.1: Housing Voids – Property Type Dwelling – Capability Chart – End to end times, start of void to keys to new tenant, 1st December 2012 to 31st December 2012

Housing Voids: Property Type=Dwelling  
 Capability Chart - End to End Times, Start of Void to Keys to New Tenant from 01-Dec-12 to 31-Dec-12

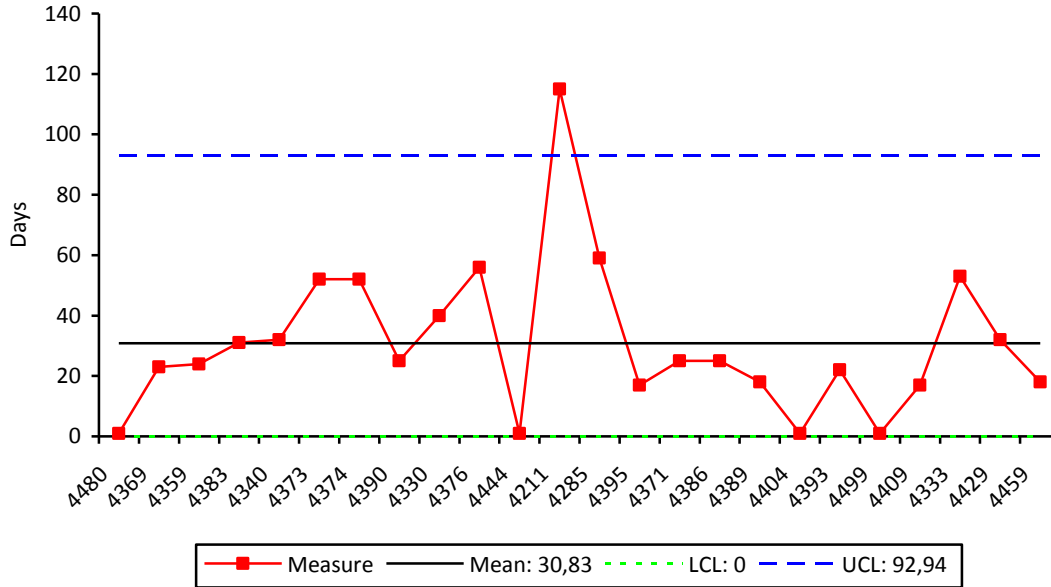
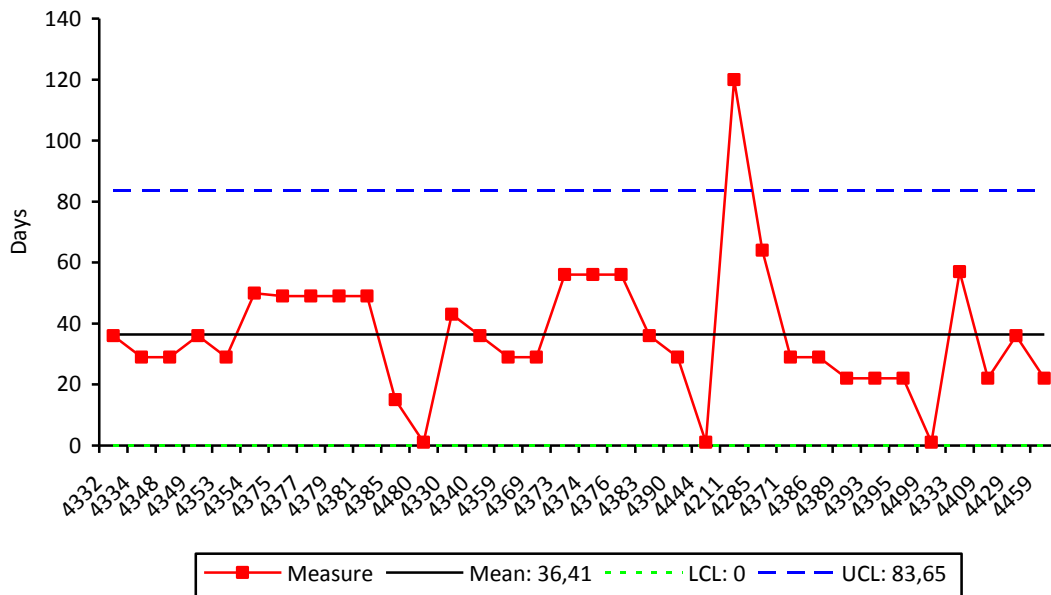


Figure 8.2: Housing Voids – Property Type Dwelling – Capability Chart – End to end times, start of void to start of tenancy, 1st December 2012 to 31st December 2012

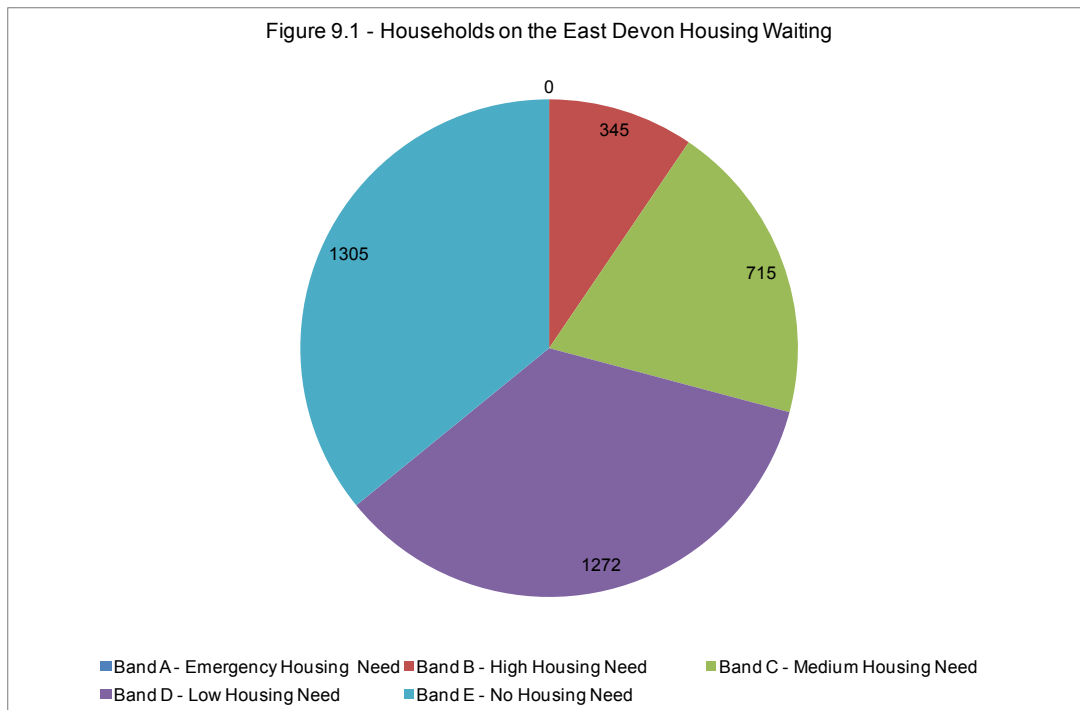
Housing Voids: Property Type=Dwelling  
 Capability Chart - End to End Times, Start of Void to Start of Tenancy from 01-Dec-12 to 31-Dec-12



### 9.0 Number of Households on the East Devon Housing Waiting List

Performance Indicator	2011/12				2012/13				% Change between Apr 11 & Jan 13
	Apr-11	Jul-11	Sep-11	Jan-12	Jul-12	Nov-12	Jan-13	Jan-Mar	
Band A - Emergency Housing Need	1	-	-	-	1	0	0		-100%
Band B - High Housing Need	189	208	227	228	205	331	345		83%
Band C - Medium Housing Need	657	723	789	822	862	709	715		9%
Band D - Low Housing Need	887	943	1,014	1,055	1200	1257	1272		43%
Band E - No Housing Need	1,317	1,443	1,559	1,635	1891	1797	1305		-1%
<b>Total</b>	<b>3,051</b>	<b>3,317</b>	<b>3,589</b>	<b>3,740</b>	<b>4,159</b>	<b>4,094</b>	<b>3,637</b>		<b>19%</b>

Source: Devon Home Choice



### 10 Private Sector Housing

Description	2011/12	2012/13				Progress against last	
	Cumulative Total	April- Jun	Jul-Sep	Oct - Dec	Jan - March		Cumulative Total
Empty homes investigated	*	45	62	58		*	*
Empty homes genuinely brought back into use	#	#	#	#		#	#
Non-exempt empty homes	*	501	549	544		*	
Disabled Facilities Grant Applications	76	25	16	17		58	
Disabled Facilities Grant Completions	91	27	23	20		70	

Source: Council Tax Return & Private Sector Team records

**11 Rental**

Performance Indicators	2011/12	2012/13				Progress against last quarter
	Apr-Mar	Apr-Jun	Apr-Sep	Apr-Dec	Apr-Mar	
Rent and service charges due for the period benchmarked (whether property is occupied or not & excluding all arrears brought forward)	£15,748,579	£4,080,950	£8,140,555	£12,217,686		*
Rent and service charges that could not be collected during the period benchmarked due to empty dwellings	£100,441	£32,170	£40,062	£75,611		*
Rent collected year to date from current tenants	£15,648,138	£4,043,692	£8,097,316	£11,905,173		*
% of rent due collected from current tenants	99.36%	99.09%	99.47%	97.44%		
Rent collected year to date from former tenants	£20,887	£7,412	£6,062	£10,703		*
Current tenant arrears - start of year	£171,362	£128,274	£128,274	£128,274		*
Current tenant arrears - end of period	£128,274	£142,258	£120,989	£165,536		*
Former tenant arrears - start of year	£102,115	£91,927	£91,927	£91,927		*
Former tenant arrears - end of period	£91,927	£77,751	£69,806	£64,400		*
Gross Annual Rent Roll	£15,748,579	£16,323,800	£16,281,110	£16,290,248		*
Annual rent and service charges due (excluding rent lost due to dwellings being vacant)	£15,648,138	£16,195,120	£16,200,986	£16,189,433		*
Total rent and service charges of current and former tenants, which were actually written off as unrecoverable year to date	£32,613	£12,055	£16,899	£29,712		*
Total number of evictions due to rent arrears year to date	10	0	0	1		*
Number of tenancies at the start of the period	4272	4257	4257	4257		*
Number of tenancies at the end of the period	4267	4254	4273	4241		*
Rent collected from current tenants as a percentage of rent owed (excluding arrears b/f) - GN & HfOP	100%	99.9%	100.0%	98.1%		
Current tenant arrears as a percentage of the annual rent debit (excluding HB adjustment) - GN & HfOP	0.65%	0.88%	0.75%	1.02%		
Former tenant arrears as a percentage of the annual rent debit - GN & HfOP	0.59%	0.48%	0.43%	0.40%		
Rent written off as a percentage of the annual rent roll - GN & HfOP	0.21%	0.07%	0.10%	0.18%		*
Percentage of all tenants who have been evicted for rent arrears - GN & HfOP	0.2%	0.0%	0.0%	0.02%		*
Percentage of rent lost through dwellings being vacant - GN & HfOP	0.64%	0.79%	0.49%	0.62%		

Source: Rental Team; HouseMark PI Tracking





**12 Repairs**

Performance Indicator	2011/12	2012/13				Progress against last
	Apr-Mar	Apr-Jun	Apr-Sep	Apr-Dec	Apr-Mar	
The total number of emergency (immediate) repairs completed year-to-date	3,243	698	910	1090		*
The total number of emergency repairs completed year-to-date that were completed within target	2,949	619	792	934		*
<b>Percentage of emergency (immediate) repairs completed within target time</b>	<b>90.9%</b>	<b>88.7%</b>	<b>87.0%</b>	<b>85.7%</b>		
The total number of urgent repairs completed year-to-date	3,528	753	1,992	3,401		*
The total number of urgent repairs completed year-to-date that were completed within target	3,192	692	1,772	3,019		*
<b>Percentage of urgent (urgent) repairs completed within target time</b>	<b>90.5%</b>	<b>91.9%</b>	<b>89.0%</b>	<b>88.8%</b>		
The total number of routine repairs completed year-to-date	2,179	349	860	1419		*
The total number of routine repairs completed year-to-date that were completed within target	1,997	327	792	1297		*
<b>Percentage of routine (priority &amp; non priority) repairs completed within target time</b>	<b>91.6%</b>	<b>93.7%</b>	<b>92.1%</b>	<b>91.4%</b>		
Total number of reactive repairs completed year-to-date	8,950	1,800	3,762	5,910		*
Total number of reactive repairs completed year-to-date that were completed on time	8,138	1,638	3,356	5,250		*
<b>Percentage of all reactive repairs completed within target time</b>	<b>90.9%</b>	<b>91.0%</b>	<b>89.2%</b>	<b>88.8%</b>		
The average number of calendar days taken to complete responsive repairs in the period	14.93	15.40	14.40	14.30		*
<b>The Percentage of repairs completed right first time in the period</b>	<b>87.0%</b>	<b>85.8%</b>	<b>86.9%</b>	<b>86.2%</b>		
<b>How was repair dealt with? % Indicating Reasonable</b>	<b>98.0%</b>	<b>95.7%</b>	<b>97.2%</b>	<b>97.3%</b>		
The percentage of properties, requiring a landlord gas safety record, that have a valid landlord gas safety record	99.9%	no info.	99.8%	99.7%		*
Overall gas safety check service rating - % positive satisfaction rating	99.0%	96.6%	100.0%	100.0%		
Gas safety check work finished in one visit - % positive rating	95.8%	96.6%	98.4%	95.6%		

Source: Host Access Housing Monitoring Report; RHH Online Live Reporting; Gas safety customer satisfaction survey

**Item 17****Exclusion of the Public**

The Vice Chairman of the Committee to move the following:-

“that under Section 100 (A) (4) of the Local Government Act 1972, the public (including the press) be excluded from the meeting as exempt information, of the description(s) set out on the agenda is likely to be disclosed and on balance the public interest is in discussing this item in private session (Part B)”.