

# Agenda for Housing Review Board

## Thursday, 6 November 2014; 6.00pm



### [Members of the Committee](#)

**Venue:** Council Chamber, Knowle, Sidmouth, EX10 8HL

[View directions](#)

**Contact:** [Debbie Meakin](#), 01395 517540 (or group number 01395 517546): Issued 24 October 2014

East Devon District Council

Knowle  
Sidmouth  
Devon  
EX10 8HL

DX 48705 Sidmouth

Tel: 01395 516551

Fax: 01395 517507

[www.eastdevon.gov.uk](http://www.eastdevon.gov.uk)

- 1 [Public speaking](#)
- 2 Minutes for 4 September 2014 (pages 3 - 9)
- 3 Apologies
- 4 [Declarations of interest](#)
- 5 [Matters of urgency](#) – none identified
- 6 To agree any items to be dealt with after the public (including press) have been excluded. There are 2 items that officers recommend should be dealt with in this way.

### **Part A Matters for Decision**

- 7 **Housing Review Board forward plan** (page 10)
- 8 **Financial Monitoring Report** (pages 11 - 19)  
Housing Accountant
- 9 **Review of Asbestos Procedures** (pages 20 - 41)  
Housing Needs and Strategy Manager
- 10 **Handy Person Scheme** (pages 42 - 44)  
Housing Needs and Strategy Manager
- 11 **Tenant Inspectors** (pages 45 - 46)  
Housing Needs and Strategy Manager
- 12 **Older Persons Targeted Support** (pages 47 - 49)  
Housing Landlord Services Manager
- 13 **Home Safeguard activity report** (pages 50 - 69)  
Housing Landlord Services Manager
- 14 **Right to Move consultation** (pages 70 - 82)  
Strategic Lead – Housing and Environment

- 15 **Tenants Leading Change** (pages 83 - 84)  
Strategic Lead – Housing and Environment

16 **The Vice Chairman 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 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**

- 17 **Danby House/Exebank – DCC updated proposals** (pages 85 - 87)  
Strategic Lead – Housing and Environment

Reason for consideration in Part B: Para 3 Schedule 12A Information relating to the finance or business affairs of any particular person.

- 18 **Manstone Depot** (pages 88 - 101)  
Strategic Lead – Housing and Environment

Reason for consideration in Part B: Para 3 Schedule 12A Information relating to the finance or business affairs of any particular person.

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Members of the public exercising their right to speak during Public Question Time, but do not wish to be recorded, need to inform the Chairman who will instruct those taking a recording to cease while they speak.

[Decision making and equalities](#)

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## **EAST DEVON DISTRICT COUNCIL**

### **Minutes of a Meeting of the Housing Review Board held at Knowle, Sidmouth on 4 September 2014**

#### **Attendance list at end of document**

The meeting started at 6.00pm and ended at 7.45pm.

#### **\*21 Public Speaking**

There were no questions raised by members of the public.

#### **\*22 Minutes**

The minutes of the Housing Review Board meeting held on 5 June 2014 were confirmed and signed as a true record.

#### **\*23 Declarations**

Mike Berridge

Personal Interest - Family member lives in a Council owned property; Housing tenant.

Douglas Hull

Personal Interest - Sister lives in Council owned property.

Jim Knight

Personal Interest - Daughter lives in Council owned property. He is also a Devon County Council Councillor and a Member of the Fire Authority

Pat Rous

Personal Interest - Housing tenant

#### **\*24 Exclusion of the Public**

##### **RESOLVED:**

That the classification given to the documents to be submitted to the Board be confirmed; there were two items that officers recommended should be dealt with in Part B.

#### **\*25 Housing Review Board forward plan**

The Head of Housing presented the forward plan and advised Members that the forward plan would help act as a reminder of agenda items to come forward to future meetings.

##### **RESOLVED:**

that the forward plan be noted.

#### **26 Housing Revenue Account business plan update**

The Board considered the report setting out the updated Housing Revenue Account (HRA) Business Plan. The Business Plan sets out the Council's known income and expenditure plans and included a series of assumptions projected over the next thirty years.

The Business Plan was originally produced to coincide with the reform of social housing finance and the introduction of self-financing. It had now been updated to include the latest developments and financial challenges likely to affect the HRA over the next few years.

**RECOMMENDED:**

that the contents of the draft Housing Revenue Account Business Plan 2014 be noted and recommended for approval.

**\*27 Financial Monitoring report**

The Board was presented with a summary of the overall financial position on the Housing Revenue Account, HRA Capital Programme and the Business Plan for 2014/15 at the end of month four (July 2014).

Regular monitoring highlighted any areas of concern or unforeseen expenditure in the HRA and associated capital programme, enabling corrective action to be taken as required. Any 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 remained healthy.

Discussions included the following:

- Funding for improvements in the Housing Revenue Account was referred to in the HRA Business Plan Operating Account.
- Figures were based on projected Right to Buy sales which had increased in recent months.

**RESOLVED:**

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

**28 Rent Restructuring Scheme**

The Board received a report from the Rental Manager, which set out the Government's policy on rents for social housing and the rents for social tenants with high incomes from April 2015 onwards. This guidance replaced the "Guide to Social Rent Reforms", published by the Department of Environment, Transport and the Regions in 2001, and "A Guide to Social Rent Reform in the Local Authority Sector", issued in February 2003; and any other guidance on rents issued in relation to those documents.

The Government's aims for this new rent policy were to:

- Ensure that rents for social housing remain affordable in the long term.
- Protect social tenants from excessive increase in rents.
- Ensure rents take account of local conditions.
- Provide long-term certainty and stability to social tenants, social landlords and their funders, in order to:
  - Enable tenants to understand their future housing costs better;
  - Enable landlords to plan for future investment better;
  - Encourage landlords to invest in new affordable housing, helping more people in need;
  - Support landlords to drive value for money; and
  - Give investors confidence in social housing.

- Give landlords significant income to invest in the maintenance and improvement of existing homes, the provision of new affordable homes, and in providing good services to their tenants.
- Control public expenditure – principally, housing benefit costs.
- Support landlords to charge a fairer rent to those social tenant households with high incomes.

Discussions included the following:

- Joint income would only include spouse or partner and not include adult children living in the property.
- Income would be assessed on an annual basis and obtained by written communication.
- Expenditure would not be taken into account.
- Previous year's income would determine how much rent tenants would pay.

**RECOMMENDED:**

- 1) that the Government's guidance on rents for social housing and social tenants with high incomes be adopted from April 2015 onwards;
- 2) that, in addition to the guidance on rents, the proposals for increasing social rents for tenants with high incomes be adopted;
- 3) that a framework for the introduction of service charges be created where new or extended services are provided to some tenants.

**\*29 Draft Annual Report to Tenants**

The Board was informed that this year a shorter, more concise, summary report would be produced. This would be available on the council's website in October and sent out to all tenants in December with the Housing Matters magazine. The Board was invited to comment on the draft text of the report and suggest any amendments.

**RESOLVED:**

1. that the draft of the Annual Report to tenants 2013/2014 be noted;
2. that the Board's suggested changes be incorporated into the report before being published.

**\*30 Tenant Profile report**

The Board was presented with a report on key and interim statistical information on tenants using data gathered from a variety of different sources. This information was a valuable source of insight into the demographic profile of EDDC's tenants. It would be used to support the work of the service and help it to be more tailored and personalised.

The new housing software system would have the facility to store all sorts of different data against the individual, such as attitude and behavioural data. This will give the service a much better opportunity to produce a more comprehensive tenant profile.

The new housing system would provide the opportunity to 'fill in the gaps' by collecting appropriate personal information about tenants online (through the tenant portal on the new housing system) and during face to face and telephone conversations with tenants, for example, when a tenant gets in touch to report a repair. This approach to gathering data would help replace the current method, which was heavily reliant on paper surveys.

**RESOLVED:**

that a comprehensive tenant profiling exercise be not progressed until the new housing system has been implemented.

**31 Targeted Families Programme**

The Head of Housing gave an update on the Troubled Families Initiative, which in Devon had been labelled Targeted Family Support programme. The project was designed to turn around the lives of dysfunctional families and was an important feature of the DCC work programme with partners, and this Council's own Public Health Plan that prioritises this work. The Council had engaged with 145 families in East Devon through key worker attachment and our local Programme Coordinator.

**RESOLVED:**

that the progress on the Targeted Families initiative be noted.

**RECOMMENDED:**

that the Council's commitment to the Targeted Families programme be reaffirmed.

**32 Countryside Outreach Programme**

The Head of Housing informed the Board that the Countryside Service was looking to expand their Education Ranger services by appointing an additional part time officer. The Council had an opportunity to commission part of the service for the benefit of EDDC's tenants. This complimented the Council's community development and health and wellbeing aspirations for tenants and their families, as well as its sustainable communities' interest.

**RECOMMENDED:**

That the Board's 'in principle' indication of support to part-fund a Countryside Outreach programme be noted.

**\*33 Older people's targeted support**

The Board received a report from the Landlord Services Manager, which detailed recent developments with regard to the future of Older Persons Targeted Support in Devon, and outlined options for the future of the Council's support service for sheltered housing residents. At its last meeting, the Board had been advised that Devon County Council had given notice that the Older Persons Targeted Support Agreement would end this financial year and would not be extended for 2015/16. The Board noted that this would result in lost income and a need to find alternative ways to fund the agreed housing support scheme.

The report set out consultations and progress since the Board's last meeting. Further costed details of the options outlined to the Board at its June meeting were set out in the report. These took into account tenants' ability to pay and Government issued guidance on inflationary levels for service charges. The report included the risks associated with charging all customers for the Home Safeguard alarm service; the preferred option of the small focus group of tenants was to provide targeted support.

The next steps were for Officers:

- to consult with tenants currently in receipt of the support service and involve them in the process whilst there is more than one option available;

- to continue the work with Devon County Council to have as many of the supported tenants as require it assessed for a social care package;
- to continue work alongside consultants Support Solutions to scope out the exact shape of the enhanced housing management service, and assess any necessary changes to job descriptions;
- to bring a report back to the Board's November meeting on developments made and to seek guidance and direction.

**RESOLVED:**

1. that the developments outlined in the report be noted;
2. that Officers commence consultation with tenants of the Council's sheltered schemes across the district on the selected options.

**\*34 Right to Buy (RTB) update**

The Housing Landlord Services Manager updated the Board on the latest Government changes to the RTB criteria. It was anticipated that these changes would increase the number of sales and further deplete the housing stock of East Devon Homes. At its March meeting, the Board was advised that there had been a significant increase in RTB sales over the past year. It was now anticipated that the new arrangements, as set out in the report, would generate interest in the scheme still further. Further loss of social housing stock would have serious implications for the Council's ability to meet housing needs within the district and could serve to undermine the Council's self-financing arrangements.

**RESOLVED:**

that the report on the Right to Buy update be noted.

**35 Decoration of General Needs void properties**

The Board considered a report of the Housing Needs and Strategy Manager which considered whether or not to redecorate all general needs void properties in line with the Council's current practice in sheltered housing void properties.

**RECOMMENDED:**

that no change be made to the existing practice of decorating void General Needs properties where it is considered necessary.

**\*36 Quarterly Performance Indicator report**

The Head of Housing presented the Board with the Quarterly Performance Indicator report for quarter 4 of 2013/14.

**RESOLVED:**

that the Quarterly Performance Indicator report for quarter 4 2013/14, be noted.

**\*37 New approaches to allocations publication**

The Home Connections publication – New Approaches to Allocations - had been included on the agenda for the Board's information. The document sets out current best practice, opportunities for review, challenges and emerging issues.

**RESOLVED:**

that the new approaches to allocations publication be noted.

**\*38 Exclusion of the public**

**RESOLVED:**

that under Section 100(A) (4) of the Local Government Act 1972 and in accordance with the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, the public (including the press) be excluded from the meeting as exempt and private information (as set out against each Part B agenda item), is likely to be disclosed and on balance the public interest is in discussing the items in private session (Part B).

**39 Mountain Close, Exmouth**

The Housing Development and Enabling Officer's report outlined a proposal to purchase a property using Housing Revenue Account funding and Right to Buy receipts. The property was a former council flat situated in Exmouth and would, if supported, provide much needed additional Council owned accommodation.

**RECOMMENDED:**

1. that it be agreed that this type of accommodation would be a beneficial addition to the current Council property portfolio;
2. that funding from the Housing Revenue Account and Right to Buy receipts be used to purchase the proposed property.

**40 Barnards Hill Lane, Seaton**

Members considered the report of the Housing Development and Enabling Officer setting out the business case for the acquisition of nine additional affordable homes direct from a developer. This approach was consistent with the Council's Homes and Communities Plan and Housing Revenue Account Business Plan. The Board discussed increasing the purchase price from that set out in the report.

**RECOMMENDED:**

that the Portfolio Holder – Sustainable Homes and Communities and the Head of Housing be authorised to acquire 9 new affordable homes at Barnards Hill Lane, Seaton on terms and conditions to be agreed and at the increased purchase price (£20,000 above the figure contained in the confidential report) proposed by the Board.



**Attendance list**

**Present:**

Pauline Stott (Chairman)  
Susie Bond  
Christine Drew  
Douglas Hull  
Jim Knight

Co-opted tenant members:

Mike Berridge (Vice Chairman)  
Pat Rous

Co opted independent community representatives:

Julie Adkins

John Golding, Head of Housing  
Peter Richards, Rental Manager  
Melissa Wall, Housing Projects Officer  
Emma Charlton, Housing Projects Officer  
Giles Salter, Solicitor  
Mandy White, Housing Accountant  
Wendy Harris, Democratic Services

Jill Elson  
Steve Gazzard  
Phil Twiss

**Apologies:**

Cllr Diviani  
Cllr Stephanie Jones  
John Powley  
Rob Finch

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.

Report title	Meeting date	Author
Review of Asbestos Procedures	6 November 2014	Housing Needs and Strategy Manager
Handy Person Service	6 November 2014	Housing Needs and Strategy Manager
Tenant Inspectors	6 November 2014	Housing Needs and Strategy Manager
Older Persons Support	6 November 2014	Landlord Services Manager
Home Safeguard activity report	6 November 2014	Landlord Services Manager
Right to Move consultation	6 November 2014	Head of Housing
Tenants Leading Change	6 November 2014	Head of Housing
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
Benchmarking survey	Annual report	Head of Housing
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.

**Report to:** **Housing Review Board**

**Date of Meeting:** 6 November 2014

**Public Document:** Yes

**Exemption:** None



**Agenda item:** **8**

**Subject:** **HRA Financial Monitoring Report 2014/15 - Month 6 September**

**Purpose of report:** This report gives a summary of the overall financial position on the Housing Revenue Account, HRA Capital Programme and the Business Plan for 2014/15 at the end of month six (September 2014).

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 remains healthy.

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

**Reason 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.

**Officer:** Mandy White Accountant Ext 2357

[awhite@eastdevon.gov.uk](mailto:awhite@eastdevon.gov.uk)

**Financial implications:** Details are contained within the report.

**Legal implications:** There are no legal implications requiring comment

**Equalities impact:** Low Impact

**Risk:** Low Risk

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.

Links to background information: • [Housing Revenue Account Business Plan](#)

Link to Council Plan: Funding this Outstanding Place.

## Financial Monitoring Report 2014/15 – To Month 6 September

### 1. Introduction

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 six.

### 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 6 £000	Predicted Outturn Variation £000
No further variations identified		
Variations as at month 4		100
<b>Total variations</b>		<b>100</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.

	£000
<b>Original Budget surplus</b>	<b>(1,065)</b>
Supplementary estimates (HRB 05/06/14):	
Dray Court fire risk works	120
New posts – Building Surveyor & Estate Management Officer (for 6 months in 2014/15)	28
Estate Management work (6 months in 2014/15)	5
Month 6 predicted net (under)/overspend to year end	100
<b>Predicted Budget Surplus</b>	<b>(812)</b>

Although the Board on 5 June also agreed to fund up to £0.98m of storm damage works, this sum has not been deducted from the balance as it is hoped that the majority will be reclaimed through insurance.

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>£000</b>
<b>Housing Revenue Account Balance (01/04/14)</b>	<b>(3,891)</b>
Predicted budget surplus as above	(812)
<b>Predicted HRA Balance (31/03/15)</b>	<b>(4,703)</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 used for further investment in the housing stock including building or buying new stock, to offset any adverse effects of Welfare Reform and to ensure sufficient funds are available to service the self-financing loans - the first principal repayment is due at the end of this financial year. In addition £2.9m is held in a volatility reserve.

### 3. Capital Programme Position

3.1 The following table shows the HRA Capital Programme totalling £1.450m and the expenditure to date. Capital receipts 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>Budget £000</b>	<b>Spend to date £000</b>
New Housing IT System	263	30
Major improvements/extensions/loft conversions to existing dwellings	175	21
Off street car parking	50	8
Re-modelling of sheltered schemes	200	6
Social Services Adaptations	200	84
Works to HMO in Exmouth	203	25
Works to 105 Bradham Lane Exmouth	16	0
Purchase of 19 Midway Exmouth	172	172
Purchase of 2 Sadler Close Exmouth	171	0
<b>Total Programme</b>	<b>1,450</b>	<b>346</b>

- 3.2 The following table shows the capital receipts received in the year to date and how those receipts must be used.

<b>Capital Receipts</b>	<b>£000</b>
Sale of council houses/flats	(1,319)
Other receipts including sales of land/garages	(16)
<b>Total capital receipts received</b>	<b>(1,335)</b>
Allocation of receipts:	
Retained for provision of new social housing	(674)
Retained for funding other HRA capital expenditure	(469)
Paid to HM Treasury	(192)
<b>Total capital receipts allocation</b>	<b>(1,335)</b>

There have been 15 Right to Buy sales and 1 garage sale completed so far this year.

Under the terms of the agreement we've signed with the government which enables us to retain Right To Buy receipts, we must commit to spend those receipts within a rolling 3 years or they have to be paid over to the government with interest.

- 3.3 The table below shows the current situation regarding how much we must spend on providing new social housing, only 30% of which can be funded by retained RTB receipts, and the dates by which that expenditure must be incurred. As at the end of March 2014 we had spent £1.591m so are ahead of the required schedule.

<b>Required new social housing expenditure £000</b>	<b>Date by which expenditure must be incurred</b>	<b>Funding from retained RTB receipts (30%) £000</b>
286	30 September 2015	86
638	31 December 2015	191
1,463	31 March 2016	439
2,291	30 June 2016	687
3,096	30 September 2016	929
4,033	31 December 2016	1,210
4,481	31 March 2017	1,344
5,616	30 June 2017	1,685
6,727	30 September 2017	2,018

#### 4. HRA Business Plan

- 4.1 Appendix B shows the Business Plan Operating Account which reflects the above changes in 2014/15 and the subsequent impact on balances for future years.

**EAST DEVON DISTRICT COUNCIL**  
**REVENUE BUDGET MONITORING 2014/2015**  
**SUMMARY OF HOUSING REVENUE ACCOUNT**  
 Period to 30 September 2014

2014/2015			Service	2014/2015	2014/2015	
Budget				Actual	Variance	
Original	Revised	Year to Date		£	£	
£	£	£				
			<b>INCOME</b>			
1	(17,622,000)	(17,622,000)	(8,811,000)	Gross Property Rent including Garages	(8,613,730)	197,270
2	(71,600)	(71,600)	(41,820)	Other Rents & Income	(76,807)	(34,987)
3	<b>(17,693,600)</b>	<b>(17,693,600)</b>	<b>(8,852,820)</b>	<b>Total Income</b>	<b>(8,690,537)</b>	<b>162,283</b>
			<b>EXPENDITURE</b>			
			<b>Repairs &amp; Maintenance</b>			
4	2,612,270	2,662,270	1,331,290	General	1,413,500	82,210
5	1,078,000	1,248,000	634,140	Special Works	390,599	(243,541)
			<b>Supervision &amp; Management</b>			
6	2,885,340	2,913,530	1,848,630	General	1,803,283	(45,347)
7	907,360	912,360	714,100	Special	616,516	(97,584)
8	278,760	278,760	160,180	Other Expenditure	125,669	(34,511)
9	7,761,730	8,014,920	4,688,340	<b>Total Management &amp; Maintenance</b>	<b>4,349,567</b>	<b>(338,773)</b>
10	0	0	0	Adjustment to Bad Debt Provision	0	0
11	1,106,740	1,106,740	1,106,740	Depreciation - dwellings	1,106,740	0
12	85,030	85,030	85,030	- other	85,030	0
13	4,043,260	4,043,260	2,575,000	Transfer to Major Repairs Reserve	1,908,204	(666,796)
14	<b>12,996,760</b>	<b>13,249,950</b>	<b>8,455,110</b>	<b>Total Expenditure</b>	<b>7,449,541</b>	<b>(1,005,569)</b>
15	<b>(4,696,840)</b>	<b>(4,443,650)</b>	<b>(397,710)</b>	<b>NET COST OF SERVICE</b>	<b>(1,240,996)</b>	<b>(843,286)</b>
16	(33,360)	(33,360)	0	Interest on Balances	0	0
17	3,140,450	3,140,450	0	Principal & Interest Payable (PWLB loans)	(27,727)	(27,727)
18	(80)	(80)	(40)	Interest on Council House Sales (mortgages)	(28)	12
19	<b>3,107,010</b>	<b>3,107,010</b>	<b>(40)</b>		<b>(27,755)</b>	<b>(27,715)</b>
20	<b>(1,589,830)</b>	<b>(1,336,640)</b>	<b>(397,750)</b>	<b>NET OPERATING EXPENDITURE - Deficit / (Surplus)</b>	<b>(1,268,751)</b>	<b>(871,001)</b>
21	525,000	525,000	0	Revenue Contribution to Capital Expenditure	0	0
22	<b>(1,064,830)</b>	<b>(811,640)</b>	<b>(397,750)</b>	<b>Deficit / (Surplus) for the Year</b>	<b>(1,268,751)</b>	<b>(871,001)</b>
			<b>BALANCES</b>			
23	(4,048,653)	(3,890,905)	(3,890,905)	Balance b/f HRA	(3,890,905)	0
24	(1,064,830)	(811,640)	(397,750)	Deficit / (Surplus) in year	(1,268,751)	(871,001)
25	<b>(5,113,483)</b>	<b>(4,702,545)</b>	<b>(4,288,655)</b>	<b>Total Balance C/F</b>	<b>(5,159,656)</b>	<b>(871,001)</b>
26	(1,710,000)	(2,900,000)	(2,900,000)	Balance b/f Volatility Reserve	(2,900,000)	0

**EAST DEVON DISTRICT COUNCIL**  
**REVENUE BUDGET MONITORING 2014/2015**  
**HOUSING REVENUE ACCOUNT - DETAILED STATEMENT**  
 Period to 30 September 2014

2014/2015				Service	2014/2015			Comments
Budget			Actual		Variance	Committed		
Original	Revised	Year to Date						
£	£	£	£	£	£	£		
<b>INCOME</b>								
1	(17,210,000)	(17,210,000)	(8,605,010)	SB	Gross Property Rents	(8,400,601)	204,409	! voids £125k. Timing issue
2	(412,000)	(412,000)	(205,990)	SB	Garage Rents	(213,129)	(7,139)	
3	(71,600)	(71,600)	(41,820)	SB	Other Rents and Income	(76,807)	(34,987)	service charges, garden licences, IGM
4	<b>(17,693,600)</b>	<b>(17,693,600)</b>	<b>(8,852,820)</b>		<b>TOTAL INCOME</b>	<b>(8,690,537)</b>	<b>162,283</b>	<b>0</b>
<b>REPAIRS &amp; MAINTENANCE</b>								
<b>Repairs and Maintenance - General</b>								
5	1,870,270	1,870,270	935,310	DB	<b>Response Maintenance</b>	959,573	24,263	!
6	0	0	0		Storm Damage	300,748	300,748	HRB 05/06/14 agreed addtl cost up to £980k
<b>Programmed Maintenance</b>								
7	25,000	25,000	12,480	DB	Communal Areas	1,342	(11,138)	
8	0	0	0	DB	Fire Extinguishers	31	31	!
9	30,000	30,000	15,000	DB	Emergency Lighting and Fire alarms	1,561	(13,439)	
10	80,000	80,000	40,020	DB	Solid Fuel Appliances	65,927	25,907	!
11	450,000	450,000	225,000	DB	Gas Appliances - Servicing	335,462	110,462	! timing?
12	35,000	35,000	17,520	DB	Lift Maintenance	23,601	6,081	!
13	<b>620,000</b>	<b>620,000</b>	<b>310,020</b>		<b>Total Programmed Maintenance</b>	<b>427,924</b>	<b>117,904</b>	<b>0</b>
<b>Cyclical Maintenance</b>								
14	100,000	150,000	74,980	DB	External Painting Programme	16,113	(58,867)	72,000 potential £150k spend
15	0	0	0	DB	Extras to Painting Programme	132	132	!
16	0	0	0	DB	Service of Rainwater Harvest Systems	4,773	4,773	
17	10,000	10,000	4,980	DB	Gutter Repairs	3,923	(1,057)	
18	12,000	12,000	6,000	DB	Interior Decoration	1,062	(4,938)	
19	<b>122,000</b>	<b>172,000</b>	<b>85,960</b>		<b>Total Cyclical Maintenance</b>	<b>26,003</b>	<b>(59,957)</b>	<b>72,000</b>
20	<b>2,612,270</b>	<b>2,662,270</b>	<b>1,331,290</b>		<b>Total Repairs and Maintenance - General</b>	<b>1,413,500</b>	<b>82,210</b>	<b>72,000</b>
<b>Repairs and Maintenance - Special Works</b>								
21	100,000	100,000	49,980	DB	Adaptations For Disabled	30,701	(19,279)	
22	0	0	0	DB	Water Service Renewal	3,932	3,932	!
23	0	0	0	DB	Window Renewal	0	0	
24	2,000	2,000	1,020	DB	Woodworm Treatment	0	(1,020)	
25	70,000	120,000	50,020	DB	Dampness Eradication & Condensation	62,094	12,074	! potential spend of £120k
26	75,000	75,000	37,500	DB	Carbon Management Programme (loft insulation)	6,365	(31,135)	
27	0	0	0	DB	Decent Homes Standard improvements	46	46	!
28	20,000	20,000	10,020	DB	Improvements Voucher Scheme	8,917	(1,103)	
29	3,000	3,000	1,500	DB	Sanctuary Scheme	1,927	427	!
30	0	0	0	DB	Fresh air vents	201	201	!
31	115,000	115,000	57,480	DB	Asbestos Works	78,566	21,086	!
32	20,000	20,000	10,020	DB	Structural Works - Subsidence	16,393	6,373	!
33	3,000	3,000	1,500	SB	Grant Via Tenant Participation	2,209	709	!
34	0	0	0	DB	External Light	171	171	!
35	15,000	15,000	7,500	DB	Energy Performance Certificates	12,672	5,172	!
36	20,000	20,000	10,020	DB	Path Repairs	3,075	(6,945)	
37	0	0	0	DB	Soundproofing	0	0	
38	5,000	5,000	2,520	DB	Minor Schemes	6,434	3,914	! £6k drainage works Springfield
39	50,000	170,000	105,020	DB	Fire Safety Works	109,008	3,988	! Membury
40	10,000	10,000	4,980	DB	Flat Roof Repairs	1,583	(3,397)	! £120K Dray Court HRB 05/06/14
41	30,000	30,000	15,000	DB	Chimney Repairs	18,384	3,384	!
42	20,000	20,000	10,020	DB	Fence Programme	10,682	662	!
43	20,000	20,000	10,020	DB	Replacement Floors	585	(9,435)	
44	0	0	0	DB	Decoration Scheme	0	0	
45	0	0	0	DB	Rechargeable Works	16,654	16,654	HRB 05/06/14 w.e.f April 15
46	500,000	500,000	250,020	DB	Catch Up Repairs (per Stock Condition Survey)	0	(250,020)	
47	<b>1,078,000</b>	<b>1,248,000</b>	<b>634,140</b>		<b>Total Repairs and Maintenance - Special Works</b>	<b>390,599</b>	<b>(243,541)</b>	<b>0</b>



**EAST DEVON DISTRICT COUNCIL**  
**REVENUE BUDGET MONITORING 2014/2015**  
**HOUSING REVENUE ACCOUNT - DETAILED STATEMENT**

2014/2015			Service	2014/2015			Comments
Original	Budget Revised	Year to Date		Actual	Variance	Committed	
£	£	£	£	£	£	£	
			<b>SUPERVISION &amp; MANAGEMENT</b>				
			<b>Supervision &amp; Management - General</b>				
1	1,855,320	1,883,510	937,040				
				893,095	(43,945)		addtl posts HRB 05/06/14
2	64,020	64,020	64,020	71,091	7,071		!
3	105,960	105,960	51,200	52,185	985		!
4	150,240	150,240	85,000	74,543	(10,457)		
5	1,152,510	1,152,510	1,152,510	1,152,510	0		
6	3,328,050	3,356,240	2,289,770	2,243,424	(46,346)		
7	(3,070)	(3,070)	(1,500)	(501)	999		!
8	3,324,980	3,353,170	2,289,270	2,242,923	(45,347)		
9	(439,640)	(439,640)	(439,640)	(439,640)	0		
10	<b>2,885,340</b>	<b>2,913,530</b>	<b>1,848,630</b>	<b>1,803,283</b>	<b>(45,347)</b>	<b>0</b>	
			<b>Net Supervision &amp; Management - General</b>				
			<b>Net Expenditure Analysis by Cost Centre</b>				
11	622,750	622,750	590,110	JG General Operational Management	572,589	(17,521)	
12	233,640	233,640	178,050	JG Head of Housing	177,516	(534)	
13	869,650	882,590	509,530	SB Landlord Services	514,773	5,243	! Estate Mgmt Officer HRB 05/06/14
14	736,110	736,110	444,190	DB Housing Needs & Strategy	440,391	(3,799)	
15	838,500	853,750	543,560	DB Asset & Property	513,716	(29,844)	Bldg Surveyor HRB 05/06/14
16	24,330	24,330	22,830	SB Council House Sales	23,938	1,108	!
17	3,324,980	3,353,170	2,288,270	Net Expenditure before Recharges	2,242,923	(45,347)	
18	(439,640)	(439,640)	(439,640)	Recharges	(439,640)	0	
19	<b>2,885,340</b>	<b>2,913,530</b>	<b>1,848,630</b>	<b>Total Analysis by Cost Centre</b>	<b>1,803,283</b>	<b>(45,347)</b>	<b>0</b>
			<b>Supervision &amp; Management - Special</b>				
20	50,360	50,360	29,270	SB Communal Areas Cleaning	26,514	(2,756)	
21	41,850	41,850	27,020	SB Community Centres	23,075	(3,945)	
22	12,000	12,000	6,000	DB Choice Based Lettings	2,565	(3,435)	
23	299,000	299,000	298,020	SB Maintenance of Grounds	297,000	(1,020)	
24	20,040	20,040	12,540	SB Play Areas	9,260	(3,280)	
25	40,000	45,000	19,980	SB Estate Management	16,986	(2,994)	addtl £5k HRB 05/06/14
26	0	0	0	SB Noise Nuisance Issues	0	0	
27	0	0	0	SB Anti Social Behaviour	0	0	
28	410	410	180	SB Caretaking & Window Cleaning	103	(77)	
29	34,240	34,240	17,100	DB Communal Areas Lighting	10,409	(6,691)	
30	30,000	30,000	15,000	DB Communal Areas Heating	8,966	(6,034)	
31	9,000	9,000	4,500	SB STAR Survey	0	(4,500)	
32	3,240	3,240	3,240	SB Tenants' Conference	1,967	(1,273)	
33	30,000	30,000	15,000	DB New Build Feasibility	1,256	(13,744)	
34	15,000	15,000	15,000	JG ASW Procurement	14,016	(984)	
35	10,000	10,000	4,980	AC Decommissioning Costs	3,385	(1,595)	
36	5,000	5,000	2,520	JG Business Plan Update	0	(2,520)	
37	14,990	14,990	10,080	AC District Offices running expenses	7,691	(2,389)	
38	287,490	287,490	229,130	AC Mobile Support Officers	188,943	(40,187)	
39	4,740	4,740	4,540	DB Sewage Treatment Works	4,380	(160)	
40	<b>907,360</b>	<b>912,360</b>	<b>714,100</b>	<b>Total Supervision &amp; Management - Special</b>	<b>616,516</b>	<b>(97,584)</b>	<b>0</b>

EAST DEVON DISTRICT COUNCIL  
REVENUE BUDGET MONITORING 2014/2015

HOUSING REVENUE ACCOUNT - DETAILED STATEMENT

2014/2015				Service	2014/2015			Comments
Budget			Year to Date		Actual	Variance	Committed	
Original	Revised	£						
	£	£	£		£	£	£	
				<b>OTHER EXPENDITURE</b>				
1	13,480	13,480	7,930	DB	Sewerage - Repairs, Maintenance & Emptying	6,278	(1,652)	
2	53,500	53,500	30,960	SB	Tenant Participation	27,169	(3,791)	
3	5,330	5,330	2,620	SB	Tenant Scrutiny	1,286	(1,334)	
4	2,000	2,000	1,020	SB	Storage	2,163	1,143	!
5	7,000	7,000	3,800	SB	Honiton - 38 St Pauls Road Heathpark	553	(3,247)	
6	20,100	20,100	10,050	SB	Community Development Work	(1,854)	(11,904)	£12k funding received
7	5,000	5,000	2,520	SB	Minor Management Schemes	2,000	(520)	
8	20,000	20,000	10,020	DB	Road Repairs	0	(10,020)	
9	1,000	1,000	480	SB	Signs on Estates	213	(267)	
10	8,000	8,000	4,020	SB	Eviction Expenses	3,079	(941)	
11	3,000	3,000	1,500	DB	Off Street parking - Grants to Tenants	0	(1,500)	
12	3,000	3,000	1,500	DB	Pest Control Expenses	220	(1,280)	
13	3,000	3,000	3,000	DB	Gully Cleansing	5,155	2,155	!
14	28,550	28,550	24,090	DB	Tree Felling and Planting	24,475	385	!
15	5,000	5,000	2,520	DB	Landscaping	2,702	182	!
16	75,000	75,000	37,500	DB	Removal Expenses (downsizing)	35,715	(1,785)	
17	300	300	150	DB	Private Water Supplies - Service & Maintenance	0	(150)	
18	18,000	18,000	9,000	SB	Removal of Rubbish	8,998	(2)	
19	7,500	7,500	7,500	SB	Best Value - Housemark	7,517	17	!
20	<b>278,760</b>	<b>278,760</b>	<b>160,180</b>		<b>TOTAL OTHER EXPENDITURE</b>	<b>125,669</b>	<b>(34,511)</b>	<b>0</b>
					<b>MAJOR REPAIRS ACCOUNT</b>			
21	200,000	200,000	100,000	DB	Central Heating	12,639	(87,361)	
22	700,000	700,000	350,000	DB	Gas Appliance Replacement	546,742	196,742	! contract let for £493k
23	150,000	150,000	75,000	DB	Electrical Updating	123,047	48,047	!
24	250,000	250,000	125,000	DB	Roof Renewal	44,809	(80,191)	
25	1,000,000	1,000,000	500,000	DB	Replacement Kitchens	458,760	(41,240)	160,000
26	600,000	600,000	300,000	DB	Replacement Doors	(234,801)	(534,801)	Prestor & Exmouth over accrual in 13/14
27	400,000	400,000	200,000	DB	Replacement uPVC fascias etc	67,843	(132,157)	
28	300,000	300,000	150,000	DB	Replacement Bathrooms	67,319	(82,681)	
29	0	0	0	DB	Modernisation	0	0	
30	250,000	250,000	125,000	DB	Electrical Works on COT	211,947	86,947	!
31	1,300,000	1,300,000	650,000	DB	COT: Other Expenditure	609,899	(40,101)	
32	<b>5,150,000</b>	<b>5,150,000</b>	<b>2,575,000</b>		<b>TOTAL MAJOR REPAIRS ACCOUNT</b>	<b>1,908,204</b>	<b>(666,796)</b>	<b>160,000</b>

**APPENDIX B**  
**East Devon DC**  
**HRA Business Plan**  
**Operating Account**  
(expressed in money terms)

		Income					Expenditure										Net Operating (Expenditure) £,000	Provision for repayment of 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	RTB Admin £,000	Total Income £,000	Managt. £,000	Depreciation £,000	Responsive & Cyclical £,000	Other Revenue spend £,000	HRA Cost of Rent Rebates £,000	Misc expenses £,000	Total expenses £,000	Capital Charges £,000										
1	2013.14	17,042	475	0	13	17,530	(3,438)	(1,232)	(3,541)	(240)	0	10	(8,441)	(2,564)	<b>6,525</b>	(5)	(4,403)	(32)	<b>2,084</b>	<b>4,680</b>	<b>27</b>	<b>6,791</b>		
2	2014.15	17,223	452	0	20	17,694	(3,826)	(1,192)	(3,910)	(279)	0	0	(9,207)	(2,559)	<b>5,928</b>	(580)	(4,043)	(525)	<b>780</b>	<b>6,791</b>	<b>32</b>	<b>7,603</b>		
3	2015.16	17,854	424	0	20	18,298	(3,885)	(1,149)	(4,065)	(286)	0	0	(9,386)	(2,559)	<b>6,354</b>	(1,029)	0	(4,083)	<b>1,241</b>	<b>7,603</b>	<b>43</b>	<b>8,887</b>		
4	2016.17	18,401	437	0	20	18,857	(3,983)	(1,145)	(4,180)	(293)	(17)	0	(9,617)	(2,562)	<b>6,678</b>	(1,490)	0	(3,754)	<b>1,435</b>	<b>8,887</b>	<b>50</b>	<b>10,372</b>		
5	2017.18	18,935	450	0	20	19,405	(4,082)	(1,141)	(4,298)	(300)	(47)	0	(9,868)	(2,575)	<b>6,961</b>	(1,310)	0	(3,897)	<b>1,753</b>	<b>10,372</b>	<b>58</b>	<b>12,183</b>		
6	2018.19	19,464	464	0	20	19,948	(4,184)	(1,137)	(4,419)	(308)	(66)	0	(10,114)	(2,558)	<b>7,276</b>	(1,587)	0	(4,034)	<b>1,655</b>	<b>12,183</b>	<b>68</b>	<b>13,906</b>		
7	2019.20	19,994	478	0	20	20,491	(4,289)	(1,133)	(4,543)	(315)	(78)	0	(10,359)	(2,534)	<b>7,598</b>	(1,917)	0	(4,174)	<b>1,507</b>	<b>13,906</b>	<b>76</b>	<b>15,489</b>		
8	2020.21	20,529	492	0	20	21,040	(4,396)	(1,129)	(4,671)	(323)	(86)	0	(10,605)	(2,499)	<b>7,935</b>	(2,259)	0	(4,318)	<b>1,358</b>	<b>15,489</b>	<b>84</b>	<b>16,931</b>		
9	2021.22	21,116	507	0	20	21,642	(4,506)	(1,125)	(4,803)	(331)	(115)	0	(10,881)	(2,453)	<b>8,308</b>	(2,619)	0	(4,578)	<b>1,111</b>	<b>16,931</b>	<b>91</b>	<b>18,133</b>		
10	2022.23	21,629	522	0	20	22,170	(4,619)	(1,121)	(4,938)	(340)	(94)	0	(11,111)	(2,394)	<b>8,665</b>	(2,889)	0	(4,732)	<b>1,043</b>	<b>18,133</b>	<b>97</b>	<b>19,273</b>		
11	2023.24	22,199	538	0	20	22,756	(4,734)	(1,117)	(5,056)	(348)	(97)	0	(11,352)	(2,325)	<b>9,079</b>	(3,288)	0	(5,926)	<b>(135)</b>	<b>19,273</b>	<b>100</b>	<b>19,238</b>		
12	2024.25	22,831	554	0	20	23,404	(4,852)	(1,113)	(5,198)	(357)	(129)	0	(11,650)	(2,240)	<b>9,514</b>	(3,718)	0	(6,115)	<b>(319)</b>	<b>19,238</b>	<b>99</b>	<b>19,019</b>		
13	2025.26	23,382	570	0	20	23,972	(4,974)	(1,109)	(5,345)	(366)	(104)	0	(11,897)	(2,139)	<b>9,936</b>	(4,180)	0	(6,309)	<b>(553)</b>	<b>19,019</b>	<b>97</b>	<b>18,563</b>		
14	2026.27	23,997	587	0	20	24,604	(5,098)	(1,105)	(5,495)	(375)	(107)	0	(12,180)	(2,021)	<b>10,402</b>	(4,675)	0	(6,507)	<b>(780)</b>	<b>18,563</b>	<b>94</b>	<b>17,877</b>		
15	2027.28	24,627	605	0	20	25,251	(5,226)	(1,101)	(5,650)	(384)	(110)	0	(12,471)	(1,886)	<b>10,894</b>	(2,427)	0	(6,711)	<b>1,755</b>	<b>17,877</b>	<b>98</b>	<b>19,730</b>		
16	2028.29	25,272	623	0	20	25,915	(5,356)	(1,097)	(5,809)	(394)	(114)	0	(12,769)	(1,816)	<b>11,330</b>	(2,710)	0	(8,053)	<b>567</b>	<b>19,730</b>	<b>104</b>	<b>20,402</b>		
17	2029.30	25,935	642	0	20	26,597	(5,490)	(1,093)	(5,972)	(404)	(116)	0	(13,074)	(1,735)	<b>11,787</b>	(3,081)	0	(8,296)	<b>409</b>	<b>20,402</b>	<b>107</b>	<b>20,918</b>		
18	2030.31	26,615	661	0	20	27,296	(5,627)	(1,089)	(6,140)	(414)	(120)	0	(13,390)	(1,641)	<b>12,265</b>	(3,483)	0	(8,546)	<b>235</b>	<b>20,918</b>	<b>109</b>	<b>21,263</b>		
19	2031.32	27,312	681	0	20	28,012	(5,768)	(1,085)	(6,313)	(424)	(125)	0	(13,714)	(1,532)	<b>12,766</b>	(3,915)	0	(8,802)	<b>48</b>	<b>21,263</b>	<b>111</b>	<b>21,422</b>		
20	2032.33	28,027	701	0	20	28,748	(5,912)	(1,081)	(6,490)	(435)	(127)	0	(14,045)	(1,407)	<b>13,296</b>	(6,063)	0	(9,065)	<b>(1,832)</b>	<b>21,422</b>	<b>107</b>	<b>19,696</b>		
21	2033.34	28,760	722	0	20	29,502	(6,060)	(1,077)	(6,673)	(446)	(131)	0	(14,386)	(1,209)	<b>13,907</b>	(6,735)	0	(8,783)	<b>(1,611)</b>	<b>19,696</b>	<b>98</b>	<b>18,184</b>		
22	2034.35	29,512	744	0	20	30,276	(6,211)	(1,073)	(6,861)	(457)	(135)	0	(14,737)	(987)	<b>14,552</b>	(7,413)	0	(9,044)	<b>(1,905)</b>	<b>18,184</b>	<b>90</b>	<b>16,368</b>		
23	2035.36	30,283	766	0	20	31,069	(6,367)	(1,069)	(7,054)	(468)	(138)	0	(15,095)	(740)	<b>15,234</b>	(8,137)	0	(9,313)	<b>(2,216)</b>	<b>16,368</b>	<b>79</b>	<b>14,232</b>		
24	2036.37	31,075	789	0	20	31,884	(6,526)	(1,065)	(7,252)	(480)	(142)	0	(15,465)	(470)	<b>15,949</b>	(8,911)	0	(9,588)	<b>(2,550)</b>	<b>14,232</b>	<b>67</b>	<b>11,749</b>		
25	2037.38	31,886	813	0	20	32,718	(6,689)	(1,060)	(7,456)	(492)	(148)	0	(15,845)	(169)	<b>16,704</b>	(225)	0	(9,869)	<b>6,610</b>	<b>11,749</b>	<b>78</b>	<b>18,438</b>		
26	2038.39	32,717	838	0	20	33,574	(6,856)	(1,056)	(7,665)	(504)	(152)	0	(16,234)	(167)	<b>17,173</b>	(20)	0	(11,067)	<b>6,086</b>	<b>18,438</b>	<b>112</b>	<b>24,635</b>		
27	2039.40	33,570	863	0	20	34,453	(7,028)	(1,052)	(7,881)	(517)	(156)	0	(16,634)	(171)	<b>17,647</b>	(21)	0	(11,387)	<b>6,239</b>	<b>24,635</b>	<b>144</b>	<b>31,019</b>		
28	2040.41	34,445	889	0	20	35,353	(7,203)	(1,048)	(8,102)	(530)	(160)	0	(17,044)	(176)	<b>18,133</b>	(22)	0	(11,715)	<b>6,396</b>	<b>31,019</b>	<b>178</b>	<b>37,592</b>		
29	2041.42	35,342	915	0	20	36,276	(7,383)	(1,044)	(8,330)	(543)	(165)	0	(17,466)	(181)	<b>18,629</b>	(23)	0	(12,051)	<b>6,555</b>	<b>37,592</b>	<b>213</b>	<b>44,359</b>		
30	2042.43	36,261	943	0	20	37,223	(7,568)	(1,040)	(8,564)	(557)	(169)	0	(17,898)	(186)	<b>19,139</b>	(25)	0	(12,396)	<b>6,718</b>	<b>44,359</b>	<b>248</b>	<b>51,325</b>		

**Report to:** **Housing Review Board**

**Date of Meeting:** 6 November 2014

**Public Document:** Yes

**Exemption:** None



**Agenda item:** 9

**Subject:** **Asbestos Policy Update and Request for Additional Staff Resource.**

**Purpose of report:** In March 2011 Members agreed our revised Asbestos Policy and Procedures. This document has been revised further to reflect good practice and is presented to Members for approval. The information held about asbestos in our housing stock is being updated through the asbestos 'management' surveys carried out on each void property. The survey results of each void property can be shared with similar properties of the same size, build type and build date in the same street/location.

Members have previously agreed to undertake a Demolition and Refurbishment Survey in place of the Management Survey where necessary and additional funds have been approved for this purpose. We have identified that we are not conducting annual reviews of properties where asbestos materials are known to exist. This is a requirement of Health and Safety legislation and we must take action to ensure that this is undertaken. Members are asked to approve the appointment of 1 x FTE new member of staff to undertake this work.

**Recommendation:** **Recommendation**  
Members are asked to approve an additional FTE post to undertake the annual review of our properties where asbestos materials are known to exist in accordance with current legislation.

**Reason for recommendation:** We are not currently undertaking the annual review of our properties where asbestos materials are known to exist. There is no capacity within the Property and Asset team to undertake this work and an additional FTE post needs to be created to carry out this work.

**Officer:** Dennis Boobier, Housing Needs and Strategy Manager  
[dboobier@eastdevon.gov.uk](mailto:dboobier@eastdevon.gov.uk)

**Financial implications:** The financial implications are included in the report.

**Legal implications:** There are no legal implications.

**Equalities impact:** Low Impact

**Risk:** Low Risk  
If the recommendation is agreed.

**Links to background information:** n/a.

**Link to Council Plan:** Living in this Outstanding Place.

## Report in full

1. Members should refer back to the report to the Board in March 2011. Agenda item 11 set out the requirements of the Management of Health and Safety at Work Regulations 1999 and the Control of Asbestos Regulations 2006. Officers presented an Asbestos Management Plan and Procedure (Policy) for approval. Members approved the Policy; a budget and the approach to be taken over the next few years to develop a comprehensive asbestos register and ensure we are compliant with current legislation.
2. The duty to manage is directed at those who manage non-domestic premises: the people with responsibility for protecting others who work in such premises, or use them in other ways, from the risks to ill health that exposure to asbestos causes. The duty to manage asbestos has been updated by new regulations contained in regulation 4 of the [Control of Asbestos Regulations 2012](#). It requires the person [who has the duty](#) (i.e. the "duty holder") to:
  - a. take reasonable steps to find out if there are materials containing asbestos in non-domestic premises, and if so, its amount, where it is and what condition it is in;
  - b. presume materials contain asbestos unless there is strong evidence that they do not;
  - c. make, and keep up-to-date, a record of the location and condition of the asbestos containing materials - or materials which are presumed to contain asbestos;
  - d. assess the risk of anyone being exposed to fibres from the materials identified;
  - e. prepare a plan that sets out in detail how the risks from these materials will be managed;
  - f. take the necessary steps to put the plan into action;
  - g. periodically review and monitor the plan and the arrangements to act on it so that the plan remains relevant and up-to-date; and
  - h. provide information on the location and condition of the materials to anyone who is liable to work on or disturb them.
3. A review of our current Asbestos Control Procedure and Management Plan for Housing Properties (Policy) has been undertaken and a revised document is attached for approval by Members (**annex 1**).

4. We are currently managing asbestos containing materials (ACM) in our properties. Having a comprehensive management plan and procedure; an Asbestos Register; undertaking asbestos surveys to ensure the information in our Asbestos Register is up to date and accurate; undertaking demolition and refurbishment surveys where necessary; having a plan for dealing with asbestos materials in our properties e.g. removal, encapsulation, labelling and monitoring; a budget to undertake this work, is in place. However, due to stringent industry regulations we are required to do more.
5. To enable us to fully comply with the Control of Asbestos Regulation 2012 we will need to undertake reviews of properties where we know that ACM's exist. We are required to "periodically review and monitor the plan and the arrangements to act on it so that the plan remains relevant and up-to-date". This means we should be conducting an annual inspection of all our properties that have ACM. The guidance from the HSE asks us to make sure our records are up to date and that we should:
  - a. Update the asbestos register whenever we have work done on asbestos materials.
  - b. Check materials **at least once a year** to make sure they haven't deteriorated.
  - c. Check against our asbestos register and identify; who is going to make these checks, when, and why they are able to do the work, e.g. training.
  - d. Update our asbestos management plan and date it.
  - e. Warn everyone - employees and contractors - to check the asbestos register whenever work may disturb asbestos materials.
6. A comprehensive guide can be found at <http://www.hse.gov.uk/asbestos/managing/index.htm> - "Managing my asbestos: a step by step guide to the duty to manage asbestos". In section 12 the HSE clearly sets out what we are required to do in relation to 'reviewing our properties with ACM's'.
7. We have not been undertaking the 'annual review' because of the lack of capacity within the Property and Asset team. We do monitor asbestos in our empty (void) properties. Maintenance Surveyors check that existing asbestos is not deteriorating and if work/action is required this is carried out. However, we do not have the capacity to undertake the annual inspection with the existing staff complement.
8. This specific work requires 1 x FTE post. A large majority of our properties contain ACM's. To begin with all our properties will need to be inspected. Where an asbestos survey or demolition and refurbishment survey has not been undertaken or information cannot be 'cloned' from a previous survey carried out at a similar property of the same type/location, then an asbestos survey must be undertaken to determine whether ACM's exist in the property.
9. Some of our properties will not have ACM's and it is estimated that around 3,000 properties will require inspection each year. It is possible for existing Maintenance Surveyors to continue to check void properties and for Programmed Works Officers to check the condition of ACM's in our properties where 'major' improvements are being undertaken. It is estimated that this could account for a review of around 800 properties each year.
10. The remaining 2,200 properties will be inspected on an annual basis. This will require the postholder to carry out 8-9 property inspections each day. Bearing in mind that the inspection is of existing ACM only and its condition, it is considered that this is a reasonable workload. In the early stages of this annual review cycle it is expected that the annual review will commence with the properties with the identified highest risk ACM's present. Monitoring these properties as a priority is a reasonable approach, however, it is anticipated that all the identified properties will be inspected each year.

11. The overall number of properties requiring an annual review will gradually reduce as we remove asbestos from our properties, but a significant number of our homes will continue to contain asbestos for the lifetime of the building. For example we are undertaking a programme of soffit/facia/barge board removal and replacement with uPVC (plastic). In quite a few of our properties this is the only ACM present.
12. The cost of 1 x FTE post is £32,000. This is based on a Surveyor post, Grade 6 with oncosts. Members are asked to approve funding of this new post.

# East Devon District Council

## ASBESTOS CONTROL PROCEDURE AND MANAGEMENT PLAN (POLICY) FOR HOUSING PROPERTIES

(2014)

FOR COMPLIANCE WITH  
THE CONTROL OF ASBESTOS REGULATIONS 2006  
REGULATION 4 “DUTY TO MANAGE ASBESTOS IN  
NON-DOMESTIC PREMISES”

Revised August 2014



## 1 Introduction

- 1.1 As a Landlord, the Council is responsible for managing the maintenance and repair of our housing stock and this means managing the asbestos in each property.
- 1.2 As well as protecting people from exposure to asbestos fibres we have a legal duty to manage asbestos under Regulation 4 of the Control of Asbestos Regulations 2006.
- 1.3 Generally asbestos has been used in many parts of a building and has been used for fire protection and thermal insulation and has been used in roofing and wall cladding, gutters decorative plasters and paints.
- 1.4 There are eight steps to managing asbestos in buildings:
  - a. **Are you responsible** for maintenance and repair activities for non domestic buildings either through a contract or tenancy agreement or because you own the building?  
If yes, you have a responsibility.
  - b. **Was the building built before 2000?**  
If yes, assume asbestos is present.
  - c. **Do you already have information on asbestos in your building?**  
Use the information as a starting point.
  - d. **Walk around the property.**  
Identify all materials that may contain asbestos. You can either presume asbestos is present or confirm its presence/absence through a 'survey' and sampling.
  - e. **Keep a written record or register.**  
Record where the asbestos is and its condition. Record roles and responsibilities with regard to managing asbestos.  
Use this information to tell workers/staff/tenants about the location of asbestos in the property.
  - f. **Act on your findings.**  
Give priority to 'damaged materials and materials likely to be disturbed. Decide whether to leave in place or remove. If leave in place – review regularly.  
Record what you find and the action you take.
  - g. **Tell people where the asbestos is.**  
Consider labelling potential Asbestos Containing Materials.  
Consider who works on or near asbestos.

Tell them where the asbestos is before they start work and agree the precautions that need to be taken to prevent exposure.  
Anyone who may work on asbestos must be trained and use safe working methods.  
Remember some work requires a licence.

**h. Keep your records up to date**

Even after your action list is completed you need to continue to manage risks. This includes undertaking a visual inspection of properties where we have identified asbestos materials. Each property will be inspected annually to look at the condition of asbestos in the property.

1.5 The aim of this procedure is to set out the responsibilities relating to the management and control of asbestos in the Council housing stock.

1.6 As a Landlord we have responsibilities for staff, contractors and our tenants who work in or occupy our properties.

1.7 We currently have an Asbestos Register on our HOST system that identifies the known asbestos in each of our tenanted properties. The information is maintained by repairs staff and updated when asbestos is identified or when action is taken to deal with asbestos in a property.

1.8 ~~Our aim over the next three years is to review~~ We have been reviewing our information relating to asbestos and to improve the data we hold on each of our properties. This will enable us to ~~bring~~ revise our asbestos register ~~up to date~~ and provide comprehensive, reliable and detailed information about ~~asbestos in the our~~ Council housing stock.

1.9 To help with this process we ~~have been~~ will undertake ~~undertaking~~ an asbestos survey at each property that becomes empty. This will be organised by the STO (Day to Day)/Responsive Repairs Contractor (currently Skinner Construction Ltd) on our behalf.

1.10 We have been carrying out 'management' surveys that have included intrusive samples being taken of materials that the Asbestos Consultant considers may be ACM. In addition we have been undertaking refurbishment and demolition surveys where considered necessary if we are making improvements to the property e.g new kitchen, bathroom. More recently we have moved to undertaking R and D surveys as a matter of course with the Asbestos Consultant combining elements of the 'management survey so we have an understanding of the asbestos in the whole property not just in the rooms where improvements may be carried out.

1.9.11 We always undertake an R and D survey in properties where we are carrying out specific improvements usually restricted to a single room such as a kitchen or bathroom.

4.101.12 Ad hoc surveys will be arranged by Maintenance Surveyors ~~through the Day to Day Repairs Contractor~~ when required if maintenance or repair works to a property identifies specific previously unknown information about asbestos being present in the property.

4.111.13 Each property ~~should~~ will be surveyed by a qualified and competent contractor to identify as a minimum the:

- location and type of asbestos in the property, including sampling where necessary
- risk to staff, contractors and tenant
- action necessary to deal with the asbestos

4.121.14 The results of the survey of the property ~~will~~should be provided in a written report to the Property and Asset Manager within 7 days of the survey being undertaken. The report should include photographs and a floor plan showing location of the asbestos. An appendix in the report should provide all the details relating to the location, description and position of material, quantity, sample, and level of identification e.g. no asbestos, presumed present, or sampled, and a clear assessment of the materials and the priority assessment as well as recommended action. This appendix will provide the essential information to form the basis of the asbestos Management Plan for the property and the Asbestos Register.

4.131.15 Responsibility under this policy is organised under group headings. It is critical that individuals are able to identify themselves belonging to one or more of these groups regardless of their job title or who they work for.

4.141.16 Every individual who orders work in connection with the structure, fabric or fittings in a building suspected of containing asbestos must comply with 4.2 as well as ensuring the contractor performing the work complies with either 4.3 or 4.4.

## 2 Scope of Asbestos Policy

The management of asbestos is a requirement only required to non-domestic premises, as stated in of the Control of Asbestos Regulations 2006, Regulation 4. However as a Landlord we will identify asbestos in all our housing stock (domestic premises) and will carry out all work necessary including both asbestos removal work and any other work which may inadvertently disturb asbestos materials.

### 3 Statement of Intent

The Council (as a Landlord) accepts its responsibilities under health and safety legislation and associated regulations and guidance. In support of this statement the Council will adhere to the following standards:-

- i. Prevent further use of asbestos containing materials in the Council housing stock in accordance Control of Asbestos Regulations AR 2006.
- ii. Adopt a programmed approach ~~over the next three years~~ to identify existing asbestos containing materials within the housing stock.
- iii. Create and maintain a comprehensive register of asbestos containing materials within the housing stock.
- iv. We will undertake:
  - a. an asbestos survey in each empty property to identify asbestos containing materials. This will allow same location/construction type/size/age properties to be linked to the survey for inclusion on the Asbestos Register.
  - b. ad hoc surveys when required.
  - c. a ~~three year~~ programme of surveys of all our communal areas to update our current information.
- v. Either remove or actively manage all existing asbestos containing materials whichever is the most practicable and effective way to control the risk from asbestos.
- vi. Clearly and appropriately label all asbestos containing materials where practicable.
- vii. Put in place arrangements to monitor and control the risks from work involving asbestos.
- viii. Provide an appropriate level of information and training for those with duties under the policy and those exposed to risk.
- ix. Inform tenants in writing of the position of any asbestos containing materials within their home.
- x. ~~To e~~Ensure all work with asbestos is carried out in accordance with the Approved Code of Practice.

***The STO (Day to Day Repairs) will ~~Property and Asset Manager will~~ be responsible for overseeing and monitoring the implementation of ~~the~~ this***

| ~~policy in the Council's housing stock.~~

#### 4 Specific Responsibilities in the discharge of the above standards

##### 4.1 STO (Day to Day Repairs)Property and Asset Manager/Senior Surveyor:-

- 4.1.1 ~~To~~ identify the locations of all suspected asbestos containing materials in the housing stock.
- 4.1.2 Take immediate action to control imminent risks from asbestos (**Procedure 1**).
- 4.1.3 Manage asbestos and ensure relevant risk assessments, method ~~statements, clearance certificates following removal, and any other relevant information~~ statements, clearance certificates following removal, and any other relevant information are provided and recorded (**Procedure 2**).
- 4.1.4 Arrange for the labelling of all asbestos containing materials as appropriate (**Procedure 2**)
- 4.1.5 Ensure that the results of the survey are properly recorded and that relevant information from the Asbestos Register and the Asbestos Procedure (**Procedure 5**) is supplied to all contractors and others working in the vicinity of asbestos containing materials.
- 4.1.6 Ensure that no work that may disturb asbestos material is carried out without adherence to the standards under 4.2 and 4.3.
- 4.1.7 Arrange for the monitoring of the condition of asbestos containing materials within the housing stock where necessary dependant on risk.
- 4.1.8 Where asbestos has been identified notify tenants of the hazards to health, appropriate precautions to take and the need to report damage to suspected asbestos materials to the Council.

##### 4.2 OFFICER COMMISSIONING WORK; Those responsible for commissioning work will:-

- 4.2.1 Consult the Asbestos Register as part of the planning process. Where insufficient information exists on the Database an asbestos survey may be arranged or alternatively assume asbestos is present (**Procedure 2**).
- 4.2.2 Decide if a HSE licensed asbestos contractor and an accredited monitoring analyst needs to be appointed for the work (**Procedure 3**).
- 4.2.3 Using the Asbestos Register and the Asbestos Procedure (**Procedure 5**) to

inform all contractors and others who may disturb the fabric of the building.

4.2.4 Ensure a method statement and risk assessment is obtained from the contractor carrying out the work in all cases and is reviewed prior to work by the person commissioning the work. (**Procedure 4**).

4.2.5 Ensure that all contractors, who are undertaking work in our properties, have undertaken an asbestos awareness training or have been trained to undertake tasks as detailed in the HSE Task Manual. (**Procedure 5**).

#### **4.3 ASBESTOS WORKERS; Managers/ contractors responsible for carrying out asbestos work will:-**

4.3.1 Carry out a risk assessment for the proposed work (**Procedure 5**) and apply the appropriate Approved Code of Practice.

4.3.2 Provide a suitable method statement to the commissioning officer for review before work begins (**Procedure 5**).

4.3.3 Carry out monitoring where appropriate.

4.3.4 Notify the HSE where required.

4.3.5 Provide all persons working at risk of asbestos exposure with adequate information, instruction and training including regular refresher training.

4.3.6 Ensure all work is in accordance with the Control of Asbestos Regulations **2006** and associated Approved Codes of Practice.

4.3.7 Dispose of all asbestos waste in accordance with CAR Regulations and Hazardous Waste Regulations.

4.3.8 In cases of doubt contact your Contract Manager/Supervising Officer.

#### **4.4 OTHER WORKERS; Local Authority employees or contractors whose work may accidentally disturb asbestos materials e.g. building maintenance or repair and refurbishment of buildings or services will:-**

4.4.1 Be able to identify typical materials likely to contain asbestos (or work under the DIRECT supervision of someone who can) (**Procedure 5**).

4.4.2 Refer to the relevant section of the Asbestos Register before work begins. This should have been provided by the Commissioning Officer (**Procedure 5**).

#### **4.5 Tenant: -**

4.6.1 ~~Immediately report all damaged or suspected asbestos materials to the Repairs Service and avoid report all damaged or suspected asbestos~~

[materials to the Repairs Service and avoids](#) any further contact and exposure unless they are informed that the material does not pose a risk.

## **5. Emergency procedure**

5.1.1 Every effort will be made to avoid the uncontrolled release of asbestos fibres. However if such a situation is reported the following actions should be taken (**Procedure 7**) –

- Vacate the affected room and close the door or move away from the area. All tools or any other items should be left behind.
- Advice should be taken from specialist contractor on the next appropriate step.

## **6. Further Advice**

Further advice on any aspect of this policy can be obtained from Property and Asset Manager, Housing Services, Knowle, Sidmouth EX10 8HL

# APPENDIX A

## PROCEDURAL FLOW CHARTS

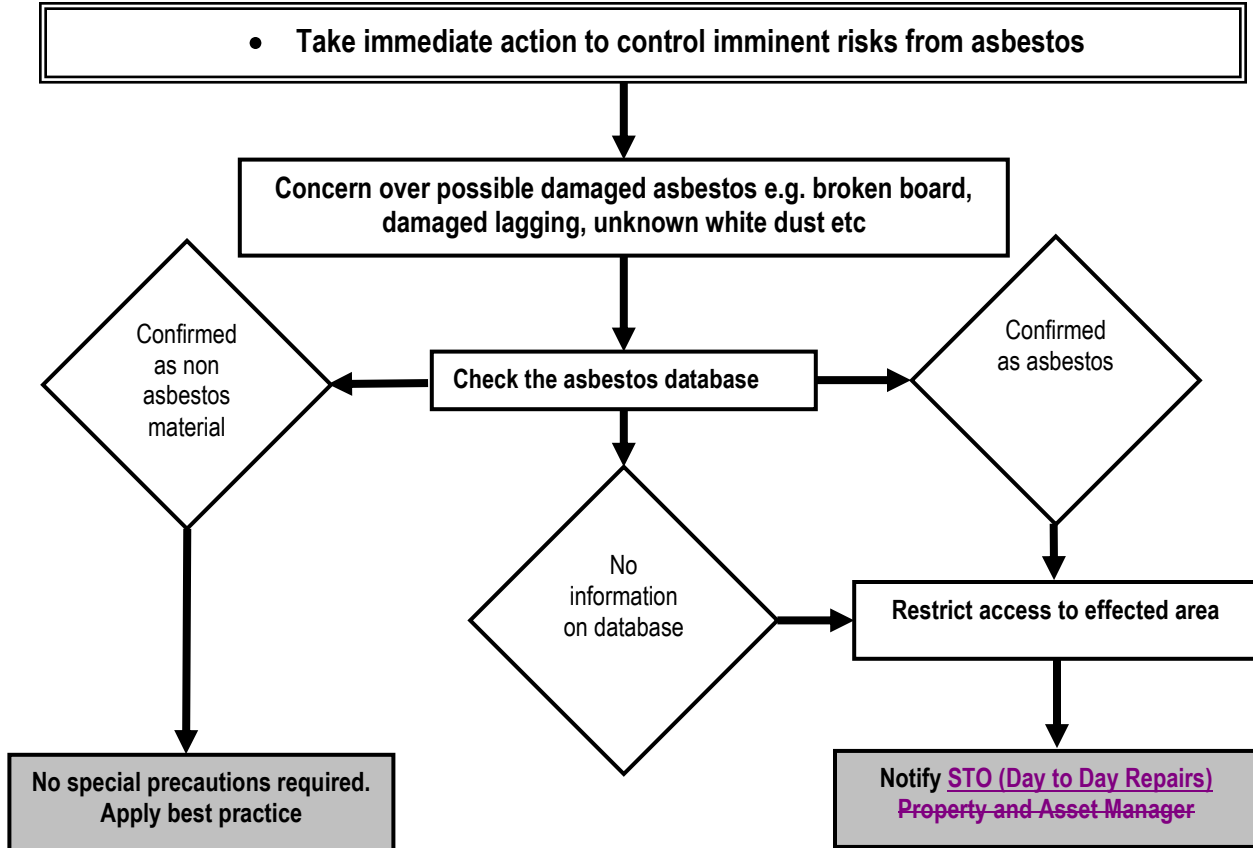
*These procedure are designed to help you carry out your responsibilities*

1	<b>Control of imminent risks.</b>
2	<b>Those responsible for commissioning any work in buildings suspected of containing asbestos.</b>
3	<b>Those responsible for deciding if the need for Licensed Asbestos Removal Contractor is required.</b>
4	<b>Those responsible for commissioning any work in buildings suspected of containing asbestos.</b>
5	<b>This procedure is for building trades operatives or contractors whose work may accidentally disturb asbestos materials e.g. building maintenance or repair and refurbishment of building or services.</b>
6	<b>Undertaking of surveys on refurbishment projects or programmed works.</b>
7	<b>Emergency procedures.</b>



# PROCEDURE 1

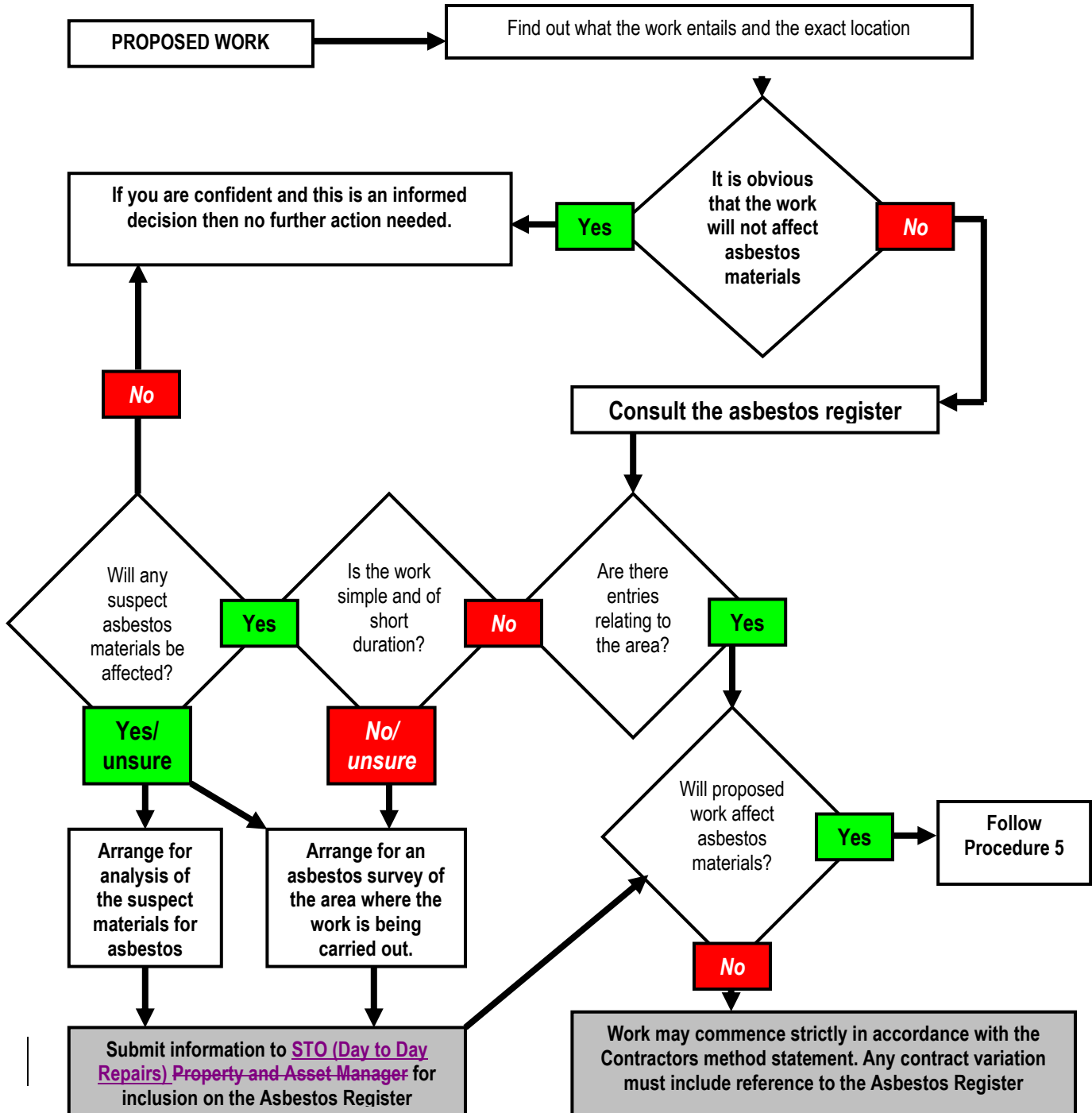
## Imminent risks



## PROCEDURE 2

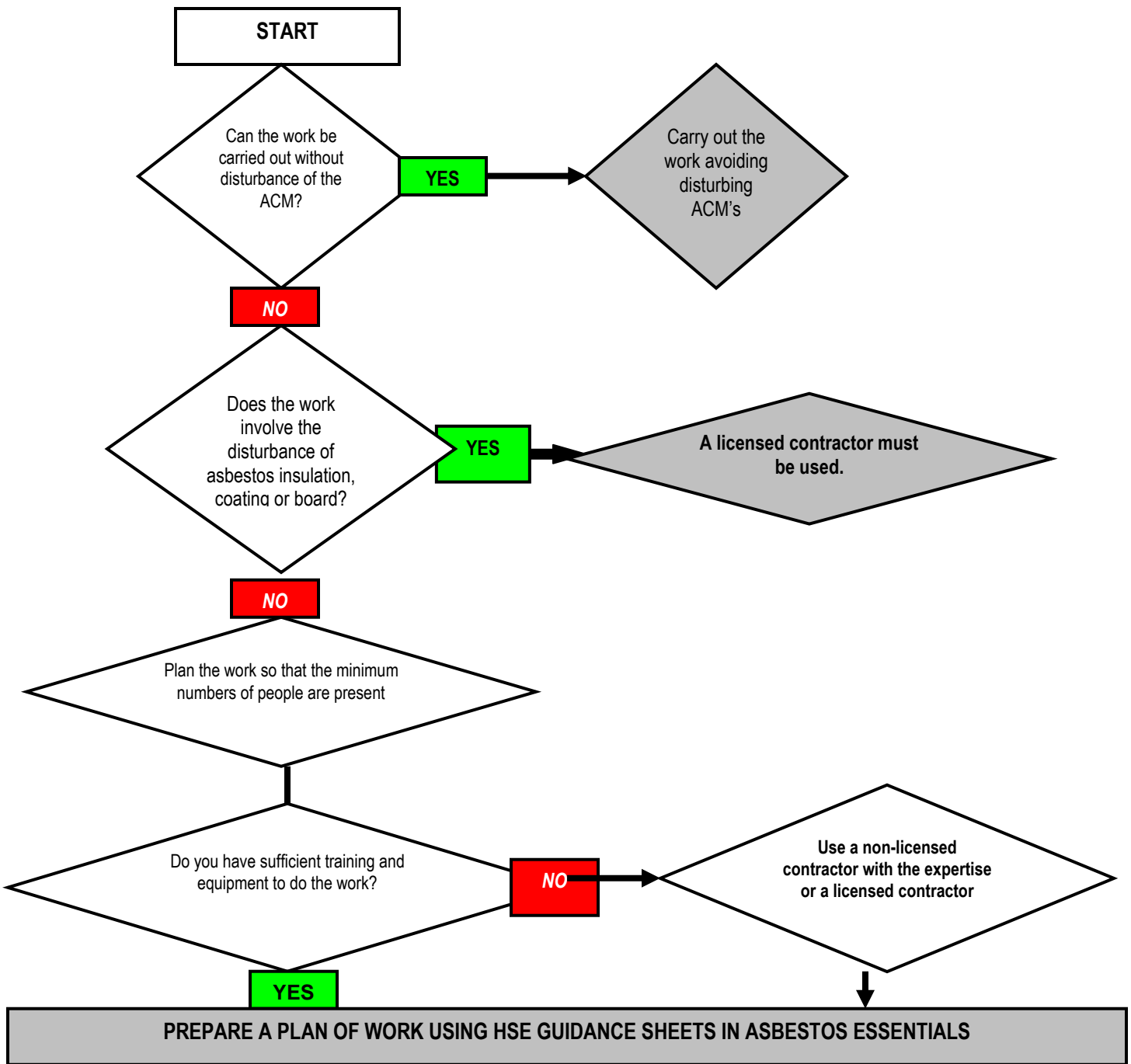
**Staff responsible for ordering/arranging repair and maintenance work in the Council housing stock**

- Consult the Asbestos Register as part of the planning process.



### PROCEDURE 3

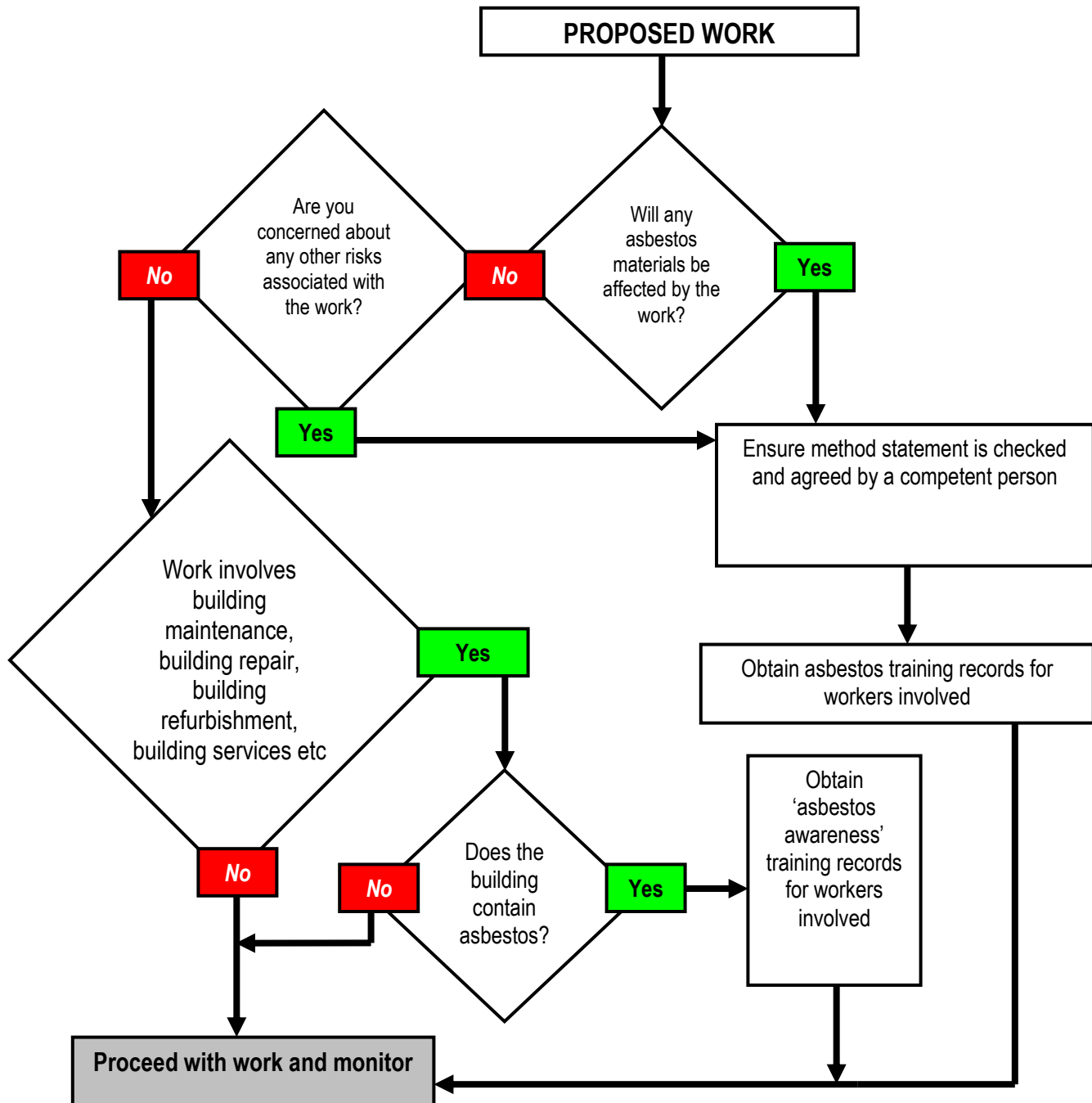
For those responsible in determining the need for a Licensed Asbestos Removal Contractor



## PROCEDURE 4

Staff responsible for ordering/arranging repair and maintenance work in the Council housing stock

- Ensure that all contractors have a method statement for carrying out work in properties that are suspected of having asbestos materials and have received asbestos awareness training including recognition of suspect asbestos materials

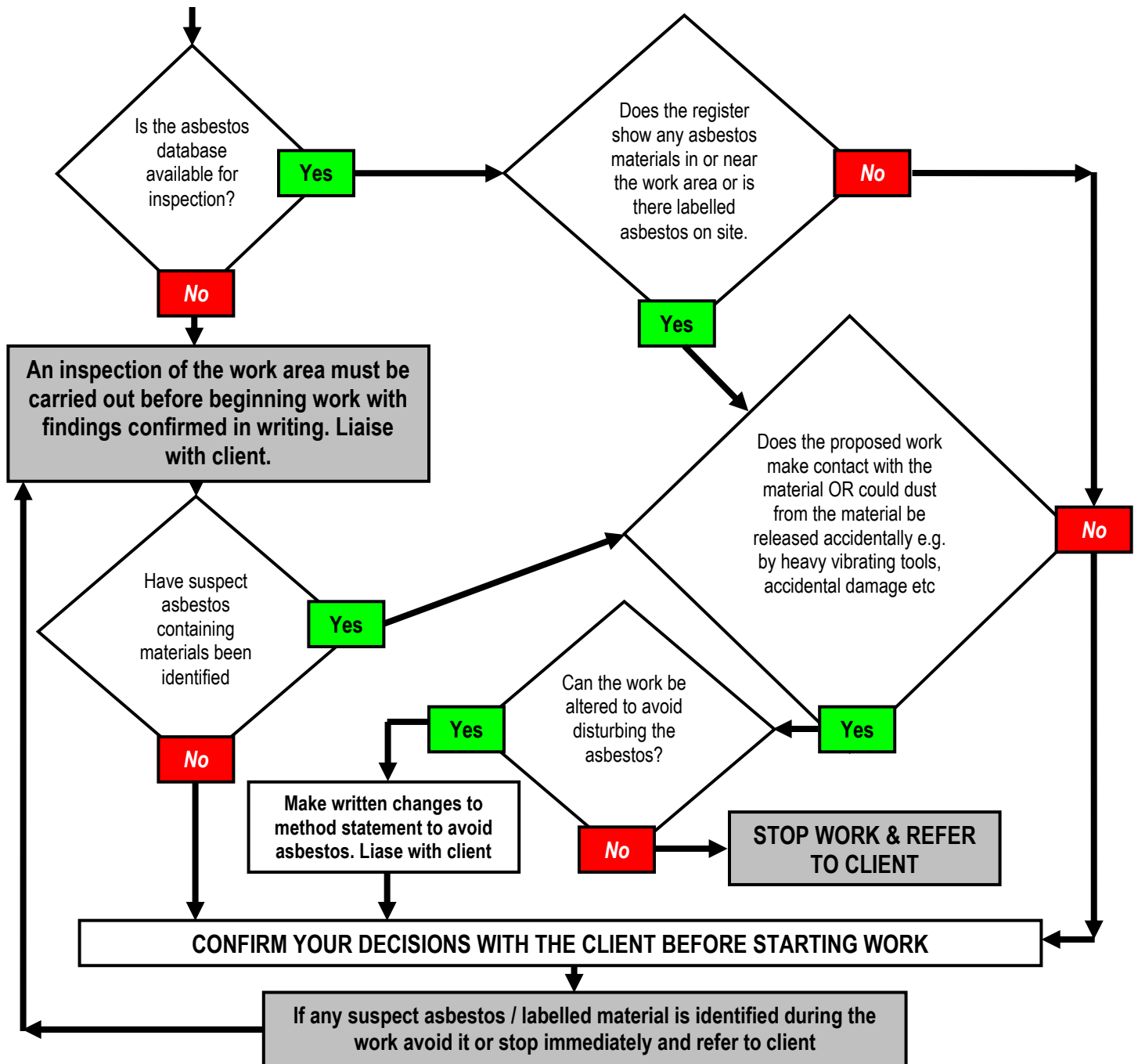


## PROCEDURE 5

**This procedure is for building trades operatives or contractors whose work may accidentally disturb asbestos materials e.g. building maintenance or repair and refurbishment of building or services**

This asbestos policy states you must be trained in identifying materials likely to contain asbestos, refer to the relevant section of the asbestos database before work begins and stop work if suspect asbestos materials may be disturbed if the work continues. The following flow diagram helps you do this.

**BEFORE YOU START WORK** ask the client for the section of the asbestos register which relates to the area in which you propose to work. Ensure you have received asbestos awareness training in the recognition of suspect materials or are work under the **DIRECT** supervision of someone who has.



## **PROCEDURE 6**

### **HOUSING STAFF RESPONSIBLE FOR COMMISSIONING WORK TO TENANTED HOMES REFURBISHMENT OF HOUSING STOCK LIKELY TO CONTAIN ASBESTOS**

Advisory note on the refurbishment of housing stock likely to contain Asbestos

#### Introduction

This Advisory Note on asbestos is primarily concerned with major refurbishment programmes such as those being undertaken to meet the Decent Homes standard or similar such capital projects where local authorities, housing associations and social housing management companies are the client under the Construction (Design and Management) Regulations 2007 (CDM). However, the principles contained within it are equally applicable to routine refurbishment/ maintenance work across all housing sectors.

Asbestos Containing Materials (ACMs) may be present in many locations within domestic premises. Some of the commonest include airing cupboards, bath or similar panels and heating systems. Under CDM, clients have to comply with certain duties in relation to asbestos. These duties are not transferable and cannot be delegated to a managing agent or principal contractor.

The specific 'duty to manage' requirement under the Control of Asbestos Regulations 2006 does not apply to any domestic property, however, general duties under the Health and Safety at Work etc. Act 1974 requires employers to ensure the health and safety of employees and others so far as reasonably practicable. The Management of Health and Safety at Work Regulations 1999 also require employers to assess the health and safety risks to third parties, such as workers carrying out work in the premises and tenants, who may be affected by activities connected with their business and to make appropriate arrangements to protect them from this.

This Advisory Note sets out reasonably practicable steps that we should take when our properties are refurbished.

#### Information on Asbestos

We should provide sufficient information about the location and type of ACMs in order to allow effective management of the risks during any refurbishment or maintenance work. Asbestos was widely incorporated into buildings until the nineteen eighties after which time its use declined. However, the use of all forms of asbestos in domestic buildings was not prohibited until 1999. Even then, some asbestos held in stock may have continued to be used after this date. Given this, it is not possible to judge by the age of building stock alone whether asbestos is absent. Consequently, you must assume that asbestos is present in areas to be refurbished unless you have appropriate information to confirm that it is not. The steps below should be taken to determine whether asbestos is present and to obtain information about the position and condition of ACMs.

#### Survey Type

If there is insufficient information in our asbestos register it may be necessary to undertake a survey before carrying out any work that may disturb the fabric of a building. The purpose of this survey is to locate ACMs so that they can be removed before the refurbishment work starts. This type of survey is likely to be intrusive and destructive. Intrusive inspection techniques are employed where appropriate to lift carpets and tiles, and break through walls, ceilings, cladding and partitions.

These destructive techniques mean that surveys need to be conducted in unoccupied areas to minimise any risks to tenants. For minor refurbishment, this would only apply to the room involved or even part of the room where the work is small and the room large. In these situations, there should be effective isolation of the survey area (e.g. full floor to ceiling partition), and furniture and furnishings should be removed as far as possible or protected using sheeting. The “surveyed” area must be shown to be fit for reoccupation before refurbishment work continues or tenants are allowed access. Given the above surveys should be programmed to take maximum advantage of any periods when properties are untenanted or ‘void’.

## Survey Strategy

It is unlikely that a survey of every property is going to be reasonably practicable where a large number of tenanted dwellings are involved in a refurbishment project. A carefully planned sampling programme of a representative proportion of each dwelling ‘type’ will thus be needed in order to get an accurate picture of ACM presence. Specific sampling ratios cannot be specified, as these will depend on the variability of the housing stock. The sampling strategy should be informed by the advice of a competent surveyor and take account of:

- original construction information
- building material specifications
- subsequent refurbishment or building works
- previous asbestos surveys or removals
- information generated during the survey process itself that may necessitate a revision of the original planning assumptions

The value and usefulness of a survey can be seriously undermined where either the client or surveyor imposes restrictions on the scope or techniques/method used. It is crucial that, so far as is reasonably practicable, information is provided on the location of all ACMs. Any restrictions are likely to affect this and may mean that the work programme becomes more complex, delayed and expensive.

## Provision of Information

The information provided by a suitable survey is of little value if it is not provided appropriately and in good time to those that need to act upon it. The results of the survey must be provided to staff responsible to the refurbishment work and contractors.

## Competent Contractors

Even when a suitable survey has been undertaken, it is still foreseeable that unknown ACMs may be encountered when construction work begins. It is, therefore, important that contractors undertaking the work know what to look for and the precautions that they should adopt. Steps should be taken to check that potential contractors have had the relevant asbestos awareness training to an equivalent standard to that required for non-domestic premises as outlined in the Approved Code of Practice to the Control of Asbestos Regulations 2006. Similarly, those selected to carrying out the survey work should also be able to demonstrate the requisite arrangements, skills and experience through such means as UKAS accreditation or personal certification.

## Additional Information

Further information on the above can be found at the HSE website: [www.hse.gov.uk](http://www.hse.gov.uk). In particular, there are specific sections on CDM:

www.hse.gov.uk/construction/cdm.htm and asbestos

[www.hse.gov.uk/asbestos/index.htm](http://www.hse.gov.uk/asbestos/index.htm).

This guidance is also available at

[www.hse.gov.uk/services/localgovernment/issues.htm](http://www.hse.gov.uk/services/localgovernment/issues.htm).

This is East Devon District Council housing service strategy for surveying for asbestos as covered in the HSE advisory note on how social landlords should deal with asbestos in properties about to undergo refurbishment.

Housing Needs and Strategy Manager~~Propety and Asset Manager~~

January 2014

September 2014



## PROCEDURE 7

### Actions after Accidental Uncontrolled Release of Asbestos

Concern over possible damaged asbestos  
e.g. broken board, damaged lagging,  
unknown white dust etc.  
**Clear the Area of All Unprotected People,  
close doors and or move away from the  
area!**



**Report to:** **Housing Review Board**

**Date of Meeting:** 6 November 2014

**Public Document:** Yes

**Exemption:** None



**Agenda item:** 10

**Subject:** **Handy Person Scheme**

**Purpose of report:** To consider the principle of introducing a Handy Person Scheme for Day to Day Repairs and minor works that are tenant's responsibility. It is proposed that the Board set up a time limited Task and Finish Forum to develop the scope and key criteria for a Handy Person Scheme.

**Recommendation:** **Members are recommended to approve the setting up of a Task and Finish Forum to develop the concept of a Handy Person Scheme and to propose a local scheme for approval by the HRB.**

**Reason for recommendation:** The Repairs Service Review Group asked Officers to consider the options for introducing a Handy Person Scheme and for this to be presented to HRB for consideration.

**Officer:** Dennis Boobier, Housing Needs and Strategy Manager  
dboobier@eastdevon.gov.uk

**Financial implications:** There are no financial implications at this stage.

**Legal implications:** There are no legal implications requiring comment at this stage.

**Equalities impact:** Low Impact

**Risk:** Low Risk

**Links to background information:** [Handy Person Survey Results](#)

**Link to Council Plan:** Living in this outstanding place

## Report in full

1. In January 2013 the Repairs Service Review Group (RSRG) raised the idea of implementing a Handy Person Scheme (HPS). This had been included in the Day to Day Repairs Contract invitation to tender and project brief, and both MD and Skinner provided information on their proposals for a HPS Scheme should it be considered for introduction

during this contract period.

2. Many landlords have a HPS and examples can be found using the following links  
<http://www.teignhousing.co.uk/repairs-and-your-home/handyperson-service>  
[http://www.gha.org.uk/content/default.asp?page=s36\\_5](http://www.gha.org.uk/content/default.asp?page=s36_5)  
<http://www.magnaws.org.uk/community-services/gardener-and-handyperson/>  
[http://www.hounslow.gov.uk/handyperson\\_scheme](http://www.hounslow.gov.uk/handyperson_scheme)  
<http://www.dartford.gov.uk/by-category/housing2/council-housing/improvements-and-repairs/responsibility-for-repairs/decoration-and-handyman-scheme>  
<http://www.teignhousing.co.uk/repairs-and-your-home/handyperson-service>
3. In July 2013 a referral to the Community Research Group (CRG) asked them to take this issue forward and to present proposals to RSRG on the support for a scheme, and what type of HPS we should introduce for East Devon Homes tenants.
4. A survey by the CRG was undertaken using the winter edition (2013) of the Housing Matters Newsletter. In total 173 tenants responded to a survey with 82% supporting an HPS. The majority (72%) of respondents were over 55 years of age with a majority stating they would pay for such a service. The results of the survey were not unexpected. A copy of the CRG survey report is included as a background paper link.
5. The results show that tenants would like our day to day contractors to carry out minor “tasks” such as fitting shelves; moving furniture; decorating; putting up curtains and pictures; changing light bulbs, and other minor repairs such as testing smoke detectors and bleeding radiators and minor fence repairs. This could involve the contractor providing an operative (labour) and minor consumables such as screws, glue, etc as well as having the right tools to do the job. But it will be the tenant’s responsibility to provide the materials including brackets, hinges and other items that are essential to completion of the repair.
6. However, the type of HPS that we should be considering is more than simply a service we provide to enable tenants to do their minor tasks. Some landlords have an HPS that undertake minor “responsive repairs” that would normally be part of our works order process completed by the day to day repairs contractor. Responsive repairs such as mending a kitchen door handle; easing an internal door; replacing kitchen floor tiles; replacing door handles/locks; replacing ball cocks and valves; resetting trip switches; replacing sealed unit electrical fittings; and unblocking sinks are some of the repairs that could be part of our HPS. This could provide better value for money to our tenants by controlling work and doing in batches in locations; minimising travel time and on costs.
7. To help decide what type of HPS we should adopt and to develop the criteria and extent of our scheme it is proposed that a time limited Task and Finish Forum be set up to make proposals to the HRB at a future meeting.
8. Discussions have taken place with both MD and Skinner and the key concern of the contractors is the range of work that tenants might want to be done and payment. Both contractors do not wish to be part of a scheme where they are responsible for collecting payment from tenants. This raises the issue about whether the service should be free. Exeter City Council provides a free service, but limits those eligible for such a service to those over 70 years of age or disabled. This is similar to our Individual Garden Maintenance scheme and our proposed Decoration scheme, although in these cases there is a small annual fee.
9. The range of work that would be available to tenants can be limited by price, timescale or by having a clear menu of work that we will do. The important issue is that the decision to

do the work must rest with the HPS operative. For example unblocking a sink or toilet may require extensive rodding of drains or use of specialist contractors. In this case work would not be done under the HPS but require a proper works order raised with the appropriate contractor.

10. There could be a limit on the number of times a tenant could use the scheme, say four per year and it could require payment in advance when booking. No emergency or urgent work would be included and the expectation is the work can be planned and completed within a 30 day period. Booking would be through the repairs service and not direct with the contractor.
11. Moving of furniture and other items may be necessary to undertake work and a disclaimer would be required to be signed by the tenant. But it is suggested, that replacing a washing machine or tumble drier or dishwasher that has already been plumbed in and fitted previously would be included but not providing the plumbing or electrical services as new for such items. A decision on whether decoration would form part of the scheme needs to be made, as we are already introducing a decoration scheme for vulnerable and disabled tenants which they will pay for. Similarly we need to decide whether gardening, gas appliance work or electrical work other than changing light bulbs is included.
12. The kind of responsive repairs that would normally be done following a works order being issued that could be included in a HPS could be those under a certain financial amount, say £30, or be limited to no more than 1 hours work. It would be important that the operatives are multi skilled, employed, trained and insured by the contractor and like any other job, be able to risk assess each job and be responsible for the health and safety of the operative and the tenant. However, experience shows that we would need to manage and control what the operative does each day and make sure they are responsive to meeting our own and tenants' needs. Therefore 'managing' the HPS by our Repairs Services is recommended.
13. One of the benefits of operating an HPS is that it would be possible for the operatives to be the 'eyes and ears' of the housing service and identify and report other repair issues in the home as well as the area. At times it may be possible to use the HPS operative to maintain communal areas that require minor repairs e.g. floor tile maintenance or adjusting door closers or minor painting repairs, removing moss from footpaths or applying grit to footpaths during winter.
14. The key decision Members need to make is whether we go for an HPS that is for tenants' minor "tasks" only or whether we include minor "responsive repairs" that are currently undertaken by the contractors as we proposed in the new Day to Day Responsive Repairs Contract.
15. It is recommended that Members set up a time limited Task and Finish Forum to consider the type and scope of a Handy Person Scheme; recommend options and present a proposal to the HRB to consider at a future meeting.

**Report to:** **Housing Review Board**

**Date of Meeting:** 6 November 2014

**Public Document:** Yes

**Exemption:** None



**Agenda item:** 11

**Subject:** **Tenant Repair Inspectors**

**Purpose of report:** To consider whether or not to introduce tenant inspectors for our day to day repair maintenance service to help us manage quality of workmanship by our contractors, and to better understand tenant satisfaction with the service.

**Recommendation:** **Members are recommended to approve in principle the introduction of tenant inspectors for our repair service.**

**Reason for recommendation:** The Repairs Service Review Group asked Officers to consider the options for introducing tenant inspectors to help monitor the performance of the day to day repair contractors.

**Officer:** Dennis Boobier, Housing Needs and Strategy Manager  
dboobier@eastdevon.gov.uk

**Financial implications:** No financial implications other than expenses have been identified in the report.

**Legal implications:** No legal implications are highlighted in the report.

**Equalities impact:** Low Impact

**Risk:** Low Risk

**Links to background information:** n/a

**Link to Council Plan:** Living in this outstanding place

## Report in full

1. The Repairs Service Review Group (RSRG) has asked officers to consider whether the Council should encourage the introduction of tenant inspectors to help monitor the quality of workmanship and standard of service provided by our repairs contractors.
2. Many landlords have introduced “tenant inspectors” and examples can be found on the internet. Links to some relevant examples are:

[http://www.rugby.gov.uk/info/200422/tenant\\_involvement/1387/how\\_to\\_get\\_involved/8](http://www.rugby.gov.uk/info/200422/tenant_involvement/1387/how_to_get_involved/8)  
<http://www.carmarthenshire.gov.uk/English/housing/Documents/Tenant%20Inspectors%20Toolkit.pdf>  
<https://www.liverpoolmutualhomes.org/get-involved/tenant-inspectors/tenant-inspectors-needed/>  
<http://www.middevon.gov.uk/index.aspx?articleid=8667>

3. Some of the schemes provided by other landlords offer the opportunity for tenant inspectors to look at any area of housing and others limit it in some way. In some cases tenant inspectors are involved in mystery shopping or research, or look at an area/estate of housing and recommend improvements.
4. We have a number of groups that already undertake some of the activities that other landlords cover under their “tenant inspector” work. Our Tenant Scrutiny Panel undertakes in depth reviews of areas of our housing service and recommends change. Our Community Research Group undertakes research that we either ask them to do or they consider necessary. Our Mystery Shopping group do as it says in the title. There are other groups such as our service review groups that challenge our services and suggest improvements. The idea of tenant inspectors put forward by the RSRG is an example of the opportunity for our tenant groups to challenge our service and recommend change.
5. There are various areas of our service where tenants inspectors could monitor the provision of our Repairs services, such as:
  - a. The post inspection of our void properties and ensuring our ‘standard’ is met.
  - b. The standard and quality of the day to day repairs being completed by our contractors.
  - c. Customer satisfaction – are contractors meeting the agreed timescales/appointments and are repairs staying fixed.
6. We have been working with Mid Devon District Council who has tenant inspectors for their void properties only. Tenants and officers from EDDC and MDDC have met and discussed the merits of tenant inspectors, and we would like to progress a proposal for a small group of tenants to inspect our void properties. This is not expected to replace the technical post inspection carried out by Maintenance Surveyors. It is suggested we recruit a group of new volunteers who are currently not part of any group of tenants working with the housing service, and for them to focus on helping us monitor the quality of our void properties when let and the performance of contractors who undertake void work.
7. Tenant Inspectors will need to be reimbursed reasonable expenses, including travel costs. Access to a car should be essential as well as appropriate insurance cover.
8. Training will be identified and delivered prior to commencement of the service.
9. Members are asked to agree in principle to further development of a scheme for tenant inspectors and for Officers to present a detailed proposal to a future meeting.

**Report to:** **Housing Review Board**

**Date of Meeting:** 6 November 2014

**Public Document:** Yes

**Exemption:** None



**Agenda item:** 12

**Subject:** **Older Persons Targeted Support**

**Purpose of report:** To update the Board on the position regarding the Devon County Council (DCC) agreement and options for the future of our support service for sheltered housing residents.

**Recommendation:** **That the contents of the report be noted.**

**Reason for recommendation:** To ensure the Housing Review Board is kept up-to-date with developments and can make informed recommendations on the future of the support service in East Devon.

**Officer:** Sue Bewes, Housing Landlord Services Manager X2200

**Financial implications:** The financial implications cannot be quantified at this stage although a 'best guess' will be required in order to set budgets for 2015/16. Specialist vat advice from the Council's vat advisors will be required for which there is likely to be a charge.

**Legal implications:** There are no legal implications

**Equalities impact:** High Impact  
Vulnerable customer base due to age and/or infirmity

**Risk:** High Risk  
Some customers will not be eligible for financial help and therefore unable to access crucial support to enable them to remain living in their own homes

**Links to background information:** • None

**Link to Council Plan:** Living in this outstanding place

## **1 Background**

- 1.1 Members of the Housing Review Board (HRB) will recall receiving reports at their January, March, June and September meetings this year detailing Devon County Council's (DCC) service of notice on our Older Persons Targeted Support Agreement with them from April 2015.
- 1.2 Since then we have, with your help, been developing a number of options designed to help keep the service running by means of funding from other sources, and the Board has selected two that it favours above the others.
- 1.3 The purpose of this short report is to keep you updated on developments in this regard since your September meeting and reassure you that progress continues to be made as we enter the third quarter of the year.

## **2 Working with Devon County Council**

- 2.1 Two further meetings have taken place with Devon County Council (DCC), this time between more operational staff, with the purpose of ensuring each tenant who is eligible for one has an appropriate social care package in place by April 2015.
- 2.2 So far we have made good progress, but it is anticipated there will be several more meetings/discussions before this piece of work is complete.
- 2.3 Once it is, we will require confirmation that tenants we believe to already be in receipt of a social care package are indeed receiving one.

## **3 Charging all customers plus transitional relief for those already in receipt of support as at 31 March 2015**

- 3.1 An issue has arisen as to whether the price to customers, as reported in September, would be subject to VAT. Clearly this will be an important factor in terms of affordability of the service and in terms of keeping the price competitive in the current market.
- 3.2 Advice in this area is unclear and much is left open to individual interpretation, although it would appear that whether an individual is exempt from paying VAT will vary on a customer by customer basis.
- 3.3 We have asked Accountancy colleagues within Financial Services to give us clear guidance on this as a matter of urgency as it will affect many aspects of the wider Targeted Support project moving forward.

## **4 Enhanced housing management service plus the opportunity to buy more support hours**

- 4.1 An initial meeting has taken place with consultants Support Solutions and Housing Benefit to scope out the work ahead.
- 4.2 Work on the activities required for delivery of the enhanced housing management service and drafting of associated job descriptions is underway.
- 4.3 A further meeting is planned for 24th October with the purpose of thorough discussion of the proposed activities to identify which will be eligible for Housing Benefit.

## **5 Home Safeguard alarms and Housing Pro Active**

- 5.1 As reported previously, it is not likely that our Home Safeguard alarm service would be paid for by Housing Benefit, therefore the alarms would be chargeable to the customer under both of the options detailed above.
- 5.2 However, we have been investigating another type of system that requires the service user to proactively use it every day to let the central control know they are OK. Only if a customer failed to do so would the operator then call them back or arrange for an officer to visit if appropriate. The system is run via its own call centre (outside the district) and



so far the company has had a 100% success rate in getting the service funded through Housing Benefit.

- 5.3 Primarily this is a housing based facility and it can be customised to meet our own needs as an organisation. It has the ability to 'speed dial' various teams - particularly useful for repairs (which is mainly what others use it for). It also has the facility for us as a landlord to make announcements regarding schemes, for example 'please note contractors are on site repairing the lift'. These possibilities would be particularly helpful to tenants who do not have landlines.
- 5.4 Housing Pro Active also has the ability to link with telephone based door entry systems, which would be particularly helpful as this would also be potentially funded by Housing Benefit, and we have been discussing replacement or removal of door entry systems as part of our 'scheme upgrades' project.
- 5.5 Officers have visited Stroud District Council to see the Housing Pro Active system in operation and have been very impressed by what they have seen. We are interested in the scope to free up staff from welfare checks and encourage customers to proactively take charge of this aspect of their lives, which would also free up officers to spend more time on actual support.
- 5.6 We will investigate possibilities further as part of our workstream with Support Solutions. It is expected that if we were to take up this facility it would run alongside our Home Safeguard alarm system, for which customers would still be required to pay.

## **6 Customer consultation on the two options (at 3 & 4 above)**

- 6.1 Consultation on the two options, with tenants already receiving our support, began on Monday 13 October. Mobile Support Officers have been busy raising the importance of the consultation events and ensuring that residents who may not understand the content have the opportunity to bring family members along. We will also carry out several home visits where required.
- 6.2 With at least 15 separate consultation events planned, it is expected the final event will be on 14 November.
- 6.3 All members have been briefed on the events and we have issued a press release in the run up to the first event.
- 6.4 We aim to give the Board a verbal update on 6 November of the main issues tenants are raising, and whether there is any indication of one option being favoured over another at that stage.
- 6.5 A further report will be presented to the Board on 15 January 2015 covering the full results of the consultation and requiring your recommendation as to which option we pursue for April 2015 onwards.

**Report to:** **Housing Review Board**

**Date of Meeting:** 6 November 2014

**Public Document:** Yes

**Exemption:** None



**Agenda item:** 13

**Subject:** **Home Safeguard activity report**

**Purpose of report:** An update on the work of the Home Safeguard team

**Recommendation:** **That the changes in the Home Safeguard work plan as set out in the report be approved.**

**Reason for recommendation:** To ensure Board members are kept up-to-date on the work of the Home Safeguard team.

**Officer:** Sue Bewes, Landlord Services Manager X2200  
sbewes@eastdevon.gov.uk

**Financial implications:** The financial implications are included in the report.

**Legal implications:** There are no legal implications at this stage.

**Equalities impact:** High Impact  
Home Safeguard's customer base includes some of the most vulnerable residents in the community.

**Risk:** Low Risk  
As an update report the contents are for information rather than presenting options that might be risky to this vulnerable customer base.

**Links to background information:** • [Home Safeguard Annual Report](#)

**Link to Council Plan:** Living in this Outstanding Place

## 1 Introduction

- 1.1 There have been some changes at Home Safeguard (HSG) and I would like to take this opportunity of updating the Board in this respect.
- 1.2 Home Safeguard operates a 24/7 service in order to run the Council's community alarm service, lone worker service and out of hours service. We have approximately 4,500 customers who are made up of council sheltered housing tenants, private customers who live in their own homes, corporate customers for whom we monitor multiple connections as well as all residents of East Devon and Teignbridge who may require a response from the district council outside of normal working hours.
- 1.3 The service is a lifeline to many vulnerable customers, and in order to ensure that we are running a robust and reliable service we must ensure that it is suitably staffed.
- 1.4 The Annual Report in **Annex 1** shows Home Safeguard activity over the last year.

## **2 New working rota: day and night teams ensuring we meet customer demand**

- 2.1 Following creation of a strong business case which indicated the need to strengthen resources to meet customer demand, the service has recently implemented a new staffing rota. The concept of the new rota is that there is a day and night team, with more staff on duty at busier times.
- 2.2 The new shift patterns also address staff wellbeing as the previous rota had caused some concern over staff working a variety of shifts (days and nights), with staff concerned their 'body clocks' were often out of sync and sleep patterns disturbed. Splitting the two teams has also meant staff are able to focus specifically on the role required of them by their times of working, which in turn has increased productivity.
- 2.3 Although in recent years considerable effort had been made to manage the rota, staff had the ability to tailor the rota in a way that benefited them as individuals, creating additional cost and affecting the competitiveness of the service. For example, payments for extra night shifts were considerably higher and if worked over and above contracted hours (28 hours) again were subject to considerable extra payment. The service could no longer afford such expenditure.
- 2.4 Under the previous rotas the HSG salary budget had continued to increase, with an overspend in the region of £20,000 per annum. Clearly this was working against our ambition to become cost neutral, in order to remain viable for the future.
- 2.5 Following the savings that this new structure will bring, we can continue to ensure that we keep the price of the service competitive, without the need to raise fees considerably to account for the cost of the running of the service. The service was praised at a Fees and Charges Task and Finish Forum for our ability to be able to do this as well as look at how income opportunities can be maximised, in order to keep costs to customers low.
- 2.6 As we begin to see the effects of welfare reform we must ensure that the cost of the service is kept affordable.

## **3 Corporate contracts**

- 3.1 We are keen to increase our number of local corporate contracts and see this as a key area of growth for us. Specific marketing material is being drawn up to target such establishments and we will be proactively looking to raise our number of corporate connections over the next 12 months. Often, due to the small size of the companies, procurement exercises do not need to be carried out, therefore such contracts are often accessible to us due to our excellent reputation locally.
- 3.2 Within the last 12 months we have taken on a new contract with Gittisham Farm, Honiton, covering 32 connections. Such contracts are an ideal way of us steadily increasing our business, but at a manageable rate. Feedback tells us that corporate customers such as these, including Abbeyfields and the Teacher Housing Association, like the personal, local service that HSG can offer. Recently, for example, officers visited a coffee morning of one customer to talk to residents about how the service works and answer any concerns. This personal service is highly valued by the management committees of such establishments.

## **4 Marketing**

- 4.1 Officers have completed the new branding project, and the suite of new publicity materials are in use. The Home Safeguard Manager is working closely with the Council's Communications Manager to produce a robust marketing strategy and communications plan setting out an ambitious set of objectives focussed on increasing the number of HSG connections. This will be focused on the range of products HSG can offer, including lone worker monitoring and telecare.
- 4.2 It is also our objective to deliver a more corporate marketing drive, setting a place for HSG in the modern world with a new, fresh image based on one of the strongest marketing aids we have; the link with the district council.

4.3 For the first time we are exploring new ways of marketing such as radio, improved links with the local press, and a determination to make Home Safeguard a household name across the district.

## **5 Lone working**

5.1 Lone working has not, in the past, been a key line of business for us, but as the lone working facility comes as part of the PNC system that deals with all the alarm calls, there is an opportunity to expand, with very little outlay.

5.2 The safety of all council employees who work alone across the district is now monitored on the system, so we have become practised at dealing efficiently with the processes required to keep them safe, alongside our other areas of work.

5.3 We have recently expanded the service to cover Leisure East Devon as well as a private individual who lives on his own in a large property with acres of land and uses the facility to check in at regular times of the day.

5.4 As far as we are aware there does not appear to be any other organisation providing this service within the district at the present time, so it has potential to become a good income generator for us into the future and we see this is a key area of growth for the future.

## **6 Telecare**

6.1 Board members will be aware that we have spent a considerable amount of time ensuring that we are properly geared up, ready to provide telecare services to our customers. We have been learning a great deal about how best to offer and operate this equipment which has a highly technical basis and due to risks it can pose, we have felt the need to proceed cautiously. To this end we are about to publish our first catalogue containing details of the range of equipment we can offer.

6.2 The telecare catalogue will include:

- Medication dispensers
- Falls detectors
- Smoke detectors
- Flood detectors

6.3 We will also be offering a check/reassurance calls service to ensure carers have arrived at £1 a day for the call, and there are other customers who do not require the support service but are keen to have HSG contact them daily to check they are OK. In this area we are forming strong links with Social Services who are often able to present us with service users at the high end of support needs who require complex solutions to meet their needs. Telecare/reassurance calls can be seen as part of this solution and again this is a growth area for the service.

## **7 MindMe GPS**

7.1 Another new piece of equipment that we have been trying out is the MindMe, a small device that takes full advantage of modern technology to enable customers to activate an alarm call even when they are away from home.

7.2 This neat, light weight little device can be easily carried in a pocket and enables us to have two-way speech with the customer. The equipment is GPS linked and appears to be ideal for those service users who are more active but want that reassurance outside their home, or for those with dementia or other conditions that could put them at risk if they wander off.

7.3 Working alongside Chichester District Council on how we could offer this service we have been testing the MindMe with Housing officers working across the district and, as it has a special Sim card that automatically defaults to the strongest network provider, it has performed well even in our recognised 'trouble spots' where we know the signal is extremely poor.

7.4 To our knowledge there is no other provider marketing the MindMe in our area, so again this is likely to be a major focus for us going forward.

## **8 TSA accreditation: fourth year in a row**

8.1 In 2010 when our first Telecare Services Association inspection took place, the service was given two improvement notices, but since then not one area of concern has been identified by the external inspectors.

8.2 The TSA accreditation provides a welcome 'health check' on the service with scrutiny in all areas of the service, but with particular focus on speed of response and customer satisfaction. The HSG management team have worked hard to embed the principles of the TSA industry standard into day-to-day activities and to work closely with staff to ensure this is not just a once a year occurrence.

8.3 This year the inspector was particularly impressed with the efficiencies we demonstrated as a result of the new rota and shift patterns. He recognised that such a transformation was a brave step to take in terms of the disruption it caused from an operational perspective and congratulated us on our ability to continue with high performance output for the duration. Our strong link with the Housing Service was also praised, including our ability to embed customer involvement into our service.

8.4 We have been advised that achieving a third consecutive year without any areas of improvement being identified has placed us among the top performing call centres in the country.

8.5 Holding TSA accreditation is helpful to us operationally as it gives us the opportunity to be scrutinised each year by an external body, but it also is a mandatory requirement when bidding for many of the contracts that are put up for tender.

8.6 Subject to a further successful annual inspection in 2015 we are now accredited with the TSA until 2016. In 2016 we will be subject to three day scrutiny of the service which will be focused around a new code of practice which the TSA are currently developing to ensure it is up to date with practice issues. Prior to this point we will review our membership to ensure that going forward TSA accreditation meets our service objectives. There has been a decline in the number of organisations putting themselves forward for TSA status due to the costs (annual cost £2500) particularly where they do not have a desire to take on larger scale contracts.

## **9 Where next?**

9.1 This year was always expected to be a challenging one financially, as we would have redundancies to pay for as part of the exercise revising shift patterns to more readily accommodate the contemporary market and ready us for our proposed growth.

9.2 As a consequence the HSG budget of £269,970 stands approximately £37,767 overspent compared with the amount we would expect to have spent in a regular year at this point. However approximately £26,000 of this has been miscoded and we are working on a plan for the remainder of this year.

9.3 The loss of our Devon County Council grant for Older Persons Targeted Support from April 2015 will result in the loss of £104,750 from HSG's budget next year. We expect to be running more efficiently under our new shift patterns, and will now be embarking upon a determined marketing campaign to make sure we pick up the new customers we have created the room to accommodate within our systems.

9.4 This month we are researching the market as we look to set our charges for 2015/16, ensuring we remain competitive. We will be considering carefully the prices for new areas of business to ensure again we remain competitive although it should be noted that price comparisons will be difficult to make locally as currently nobody is offering such services.

- 9.5 As outlined in this report we are in contact with Care Direct Officers/ Care Managers with regard to referrals for clients who will benefit from our more complex equipment. We intend to continue to work closely with them as they are in a strong position to promote our services across the district and may also be able to allocate Social Care funding packages for individuals based around our services.
- 9.6 We expect to make up for the loss of DCC grant by taking on new business, as outlined in our marketing plan. Once complete, the marketing plan will be presented to the Board.



# Annual report 2013/14



**HOME SAFEGUARD**

From East Devon District Council

# Forward

This annual report shows how the service is valued by our customers, who are our most important people. The service is provided in peoples' own homes to ensure they can stay there for as long as possible and makes them feel safe, as someone can be called at the press of a button. Our staff give an excellent service which has been recognised by accreditation by an independent assessor, the Telecare Services Authority.

The Home Safeguard service also provides additional sensors to help people in difficulties - pill dispensers, a sensor that tells the person their home is not warm enough and other items. Just call and our staff will come and see you to discuss other options which might help you.

Last winter was very difficult for many people and this service helps with the emergencies like floods or fires in peoples' homes. They are our 'emergency service'.

I am very proud of the service and especially the people who answer the phones and visit our customers.

Jill Elson  
Cabinet Member for Sustainable Homes and Communities



## Background

'I have nothing but praise – the service was just wonderful'

Mrs C, Exmouth (following a call made when she was very ill)

'Thank you for your quick response and such kindness. The call was dealt with very professionally indeed'

Mrs B, Exmouth (following a fall)

Home Safeguard Alarm Services is run by East Devon District Council's Housing Service. It monitors the alarms within East Devon's sheltered housing as well as installing and monitoring dispersed alarms in other properties, both council and private, throughout East Devon.

We are accredited by the Telecare Services Association (TSA) which is the industry body for the provision of community alarm services.

As well as pendant alarms our Tunstall PNC6 equipment allows for the monitoring of a range of other telecare products (personal and environmental sensors in the home) including fall detectors, pill dispensers, smoke detectors, carbon monoxide detectors and a number of other sensors. So as well as our personal alarm, we are now pleased to be able to offer a range of other telecare products to some of our service users.

This report gives you information about our performance and achievements for the year September 2013 to August 2014 and sets out some new areas of work that we would like to achieve in the coming year.

## Our aims and values

'We have been very pleased with the service provided to my mother. It gave her a sense of security when she was alone. Having this system allowed her to stay in her own home, which was very important to her.'

Mr T, on behalf of his mother, a Home Safeguard service user

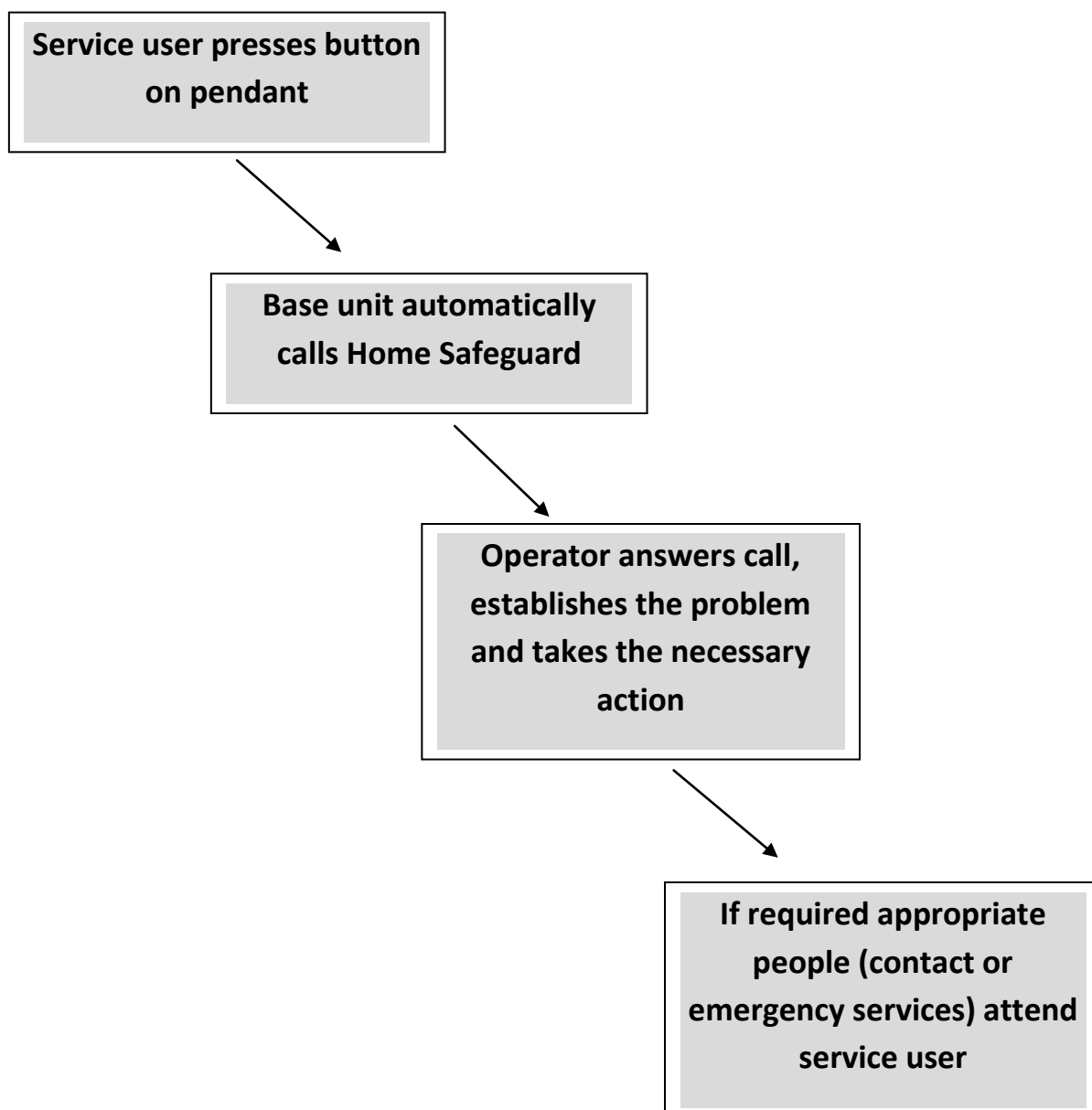
Our principle aim is to enable people who are elderly, disabled or with special needs to live as independently as possible and remain in their own homes if they so wish (EDDC Homes and Communities Plan 2012-2016).

To help us deliver a high quality service that meets the needs of our service users, we aim to:

- treat all service users as individuals and keep them at the heart of all we do
- provide high quality, good value for money services
- ensure our services are accessible to all and enhance quality of life in the communities in which we work.

## How the service works

Service users wear a small personal alarm called a pendant, around their neck, on a wrist strap, or clipped to clothing. The pendant transmits to a small base unit connected to an ordinary telephone line which works alongside the existing telephone. When activated a call goes through automatically to our control centre where it is answered by a trained operator. The operator will immediately determine the reason for the customer calling and if necessary will act promptly to call the appropriate emergency service or any other help that may be required.



## Our control centre in Sidmouth

'The operator was so kind and calming. She called for an ambulance which was there within 15 minutes. I cannot thank you enough for the kind, quick service received. My life was saved due to this call and help provided from Home Safeguard.'

Mrs A, following a fall in which she hit her head

Our services are delivered from our control centre, located in Sidmouth. We have a dedicated team of eight permanent operators and a small team of well trained casual operators, working on a rota system, to ensure that someone is available to answer calls 24hrs a day, every day of the year.

We also have two private sector mobile support officers (PSMSOs) who go out into the community to demonstrate, install, and test our dispersed alarms.

The Home Safeguard team leader oversees the operators and PSMSOs, and the service is the overall responsibility of the Housing Support Services Manager. All staff are fully trained to carry out their roles and we pride ourselves in ensuring Home Safeguard is a great place to work.

All our staff live locally and the control centre is located in Sidmouth, so we know the area extremely well, which can be of enormous benefit when dealing with an emergency situation.

Our operators respond to each call as appropriate and, if necessary, call out the emergency services or other assistance. We record all our calls, so that in the unlikely event of any queries arising, we can double check exactly what was said and what action was taken.

## Our service users and what they say about us

'If it was not for the PSMSO's kind advice, I had no idea I was entitled to such benefits.' Miss J, Ottery St Mary

'Thank you for the prompt and efficient service. I felt vulnerable when I lost my pendant but you replaced it within 2 hours'. Miss G

While the majority of our service users are elderly, they are not the only people who can benefit from a personal alarm or other telecare products. We have some younger service users who may need the service because they are disabled or vulnerable in some way.

We continue to grow and expand the service. We currently have around 4,400 connections covering:

- East Devon District Council's sheltered housing
- private individuals living throughout East Devon
- several Abbeyfield properties in East Devon
- the Teachers Association properties in Paignton and Christchurch
- some alarm services for North Devon Homes
- lone worker connections for East Devon and Teignbridge councils
- Gittisham Hill House, near Honiton

We are very pleased that the vast majority of our service users find the service useful and reassuring, giving them peace of mind and making them feel safer in their own homes. Service users also tell us that our staff are helpful and understanding.

### **From our service user satisfaction survey**

Each year we survey a sample of users of at least 5% of the total to check the quality of both installation and monitoring. The survey results for 2013/14, compared to 2012/13, are as follows:

	<b>Percentage of those who responded who are very or fairly satisfied with the service (TSA target = 90%)</b>	
	<b>2012/13</b>	<b>2013/14</b>
<b>Quality of services</b>	96	86
<b>Speed of response</b>	97	99
<b>Helpfulness of staff</b>	97	100
<b>Value for money</b>	87	82

We recognise the importance of customer comments, complaints and commendations and seek to learn from instances where complaints arise. This will sometimes lead to a change in processes. Good feedback to our staff is recognised through our internal magazine (Team Brief).

### **Service User involvement with Home Safeguard**

Wherever possible we want to involve our service users in shaping and developing the services we deliver. We receive feedback on the service from a number of areas including; talking to service users at the annual data check visit; responding to calls from our service users; responding to any complaints made.

Once a year we visit or contact by phone our service users to make sure that they are happy with our service and to check that the personal data we hold for them is up to date. This is known as an annual data check. This is a good opportunity for service users to give us feedback about the service and for us to discuss any new developments with them.

From time to time we organise forum meetings for service users. However, possibly due to the personal circumstances of many of our service users, we do not often get enough response to make it worthwhile holding such meetings. We invited service users to a focus group meeting in August 2013 looking at a possible new logo for Home Safeguard but only one service user was able to attend.

We are aware that we need to develop better ways of interacting with our service users to ensure their views are taken into account.

## **Safeguarding and abuse**

We take the matter of safeguarding extremely seriously and have trained all of our staff to recognise the signs of abuse. We work closely with the Devon Safeguarding Adults team to ensure the safety and security of all our service users. We recognise the importance of ensuring our service users are aware of this matter and issue an information leaflet to all new service users outlining the issue.

## Our Performance

'Thank you for your patience and kindness when my alarm equipment failed this morning. You passed it on and Chubb sorted it out so quickly.'

Miss S, Sidmouth

We are keen to deliver a high quality service that exceeds the industry standards set by the Telecare Services Authority. Our performance statistics show that this has again been the case for the year 2013/14.

**Monitoring:** During the year we responded to a total of 191,283 calls of which 97.5% were answered within 60 seconds, and 99.70% within 180 seconds. The targets set for Telecare Services Association accreditation are 97.5% and 99% respectively.

**Installations:** We connected approximately 41 new service users per month during 2013/2014. All of these were connected within our target times of 2 days for urgent and 5 days for non urgent or standard installations.

**Repairs:** During 2013/14 we have repaired approximately 27 units per month. All were repaired within our target times of 48 hours for critical and 96 hours for non-critical (from the time we are first contacted).

**Line Utilization:** During 2013/14 our line utilization was 6.63% against a target of less than 50% - this ensures that our service users do not call and find the lines engaged.

**Complaints:** We received no formal complaints about the service during the year. We did receive an informal complaint during the year that highlighted the need for customers to carry out test calls on a regular basis (we suggest monthly). The complaint arose when the customer pressed their pendant but received no response from the operators. When she eventually rang Home Safeguard to find out what the problem was it became clear that the phone had been changed by the customer but had not been correctly connected to the alarm base unit. We urge all customers to test equipment regularly and are happy to visit and help customers connect new phone equipment correctly.



## Comparison of our performance against the TSA key performance indicators

	<b>Telecare Services Authority target</b>	<b>Our achievement</b>	<b>Status</b>
<b>Responding to calls</b>	97.5% answered within one minute	97.5%	Achieved
	99% answered within three minutes	99.7%	Exceeding requirements
<b>Installations</b>	90% of urgent installations within 2 days	100%	Exceeding requirements
	90% of non urgent installations within 5 days	100%	Exceeding requirements
<b>Repairs</b>	90% of critical faults completed within 48 hours	96.5%	Exceeding requirements
	90% of non critical faults completed within 96 hours	100%	Exceeding requirements
<b>Line utilisation</b>	Less than 50%	6.63%	Exceeding requirements

## Summary comparison with last year's performance figures

	<b>2012/13</b>	<b>2013/14</b>
Number of calls responded to (including automated lone worker alerts)	155,823	191,283
% answered within 60 seconds	97.64%	97.5%
Number of new service users per month	41	41
Number of repairs per month	32	27
Number of complaints received during the year (formal)	1	0
Line utilization	3.09%	6.63

## What it costs to run the service?

'Great value to anyone who is living alone'  
Comment from a service user in 2013

For 2013/14 the costs of our basic services were £3.70 per week (£4.44 including VAT); this included the installation and hire of the standard equipment and monitoring of calls.

We ensured that the rise in cost was kept to a minimum but at the same time was value for money. Within the local region our costs are extremely competitive.

It cost us approximately £613,510 to run the service for the year. Funding for the service comes from:

- East Devon District Council - for the operation of the Outs of Hours contract
- Supporting People - for the monitoring of the sheltered properties
- Private corporate contracts that we monitor
- East Devon service users who pay a charge towards the service.

Our funding from Devon County Council will be stopping from April 2015. We are looking at a number of possible ways to meet the shortfall that will be left when this funding stops but the Council is committed to keeping the service going and providing an excellent locally based service for residents of East Devon.

## Key achievements during 2013-14

We have taken on another new corporate customer Gittisham Hill House near Honiton where we provide alarms and monitoring for the residents of 32 bungalows.

We have successfully re-branded Home Safeguard with a new logo and new leaflets explaining what we can offer. As part of rebranding we launched a new advertising campaign through the Devon County Council 'CONNECT' Magazine which highlighted a real life case study of one of our customers in an attempt to show others that our service can make a real difference to their lives. This was extremely successful and several new customers were signed up as a direct result of this campaign.

We are pleased to now be able to offer customers a range of telecare to work alongside the basic alarm unit. Take up is continuing to increase.

We have increased the number of key safes we install which helps to ensure a rapid response in emergency situations. Having a key safe ensures that someone can reach you in an emergency situation without having to break in. If you do not already have one please consider asking us to install one for you. We provide and install key safes to our service users at discount prices.

Last year we carried out a very successful pilot to introduce the use of Pivotell pill dispenser. We trialled the dispenser with one customer, who recently moved into full time residential care. However the care home concerned was impressed with the dispenser and is now trialling another one for us.

We have made changes to our staffing structure to make sure that at times when we know call numbers can be high we have sufficient staff to answer your calls promptly and efficiently.

We have updated many of our standard forms to make sure that we capture all the important information that we need to keep you safe at home.

We continue to roll out the use of our lone worker monitoring service for all East Devon staff. We are about to provide the service to Leisure East Devon as well and also in the private sector where we currently have one customer.

The number of repairs per month has fallen due to the fact that at our annual visits we not only check that all personal data is up to date but we also check that the equipment is working properly and replace any batteries which are past their life expectancy date.

## **Future plans for the service**

As well as the continued delivery of an excellent service to our existing service users we have a number of key areas for further development this year which include:

- preparation for the possible relocation of the Council office's to another site in East Devon
- delivering our marketing strategy to ensure we continue to grow the business and meet the targets set
- continuing to market the lone worker service to the wider East Devon community
- upgrading of our sheltered housing alarm equipment
- reviewing our Home Safeguard equipment to ensure our monitoring centre infrastructure and the equipment we offer to customers continues to meet the highest standards
- working to ensure the financial future of Home Safeguard following the loss of funding from Devon County Council.

## Further information and contacting us

If you require any further information about the Home Safeguard Community Alarm Services or you would like to participate in one of our focus groups please contact us.

Write to: The Home Safeguard Team Leader  
East Devon District Council  
Knowle  
Sidmouth  
EX10 8HL

Email: [Homesafeguard@eastdevon.gov.uk](mailto:Homesafeguard@eastdevon.gov.uk)

Telephone: 01395 578237

Follow us on Twitter@EastDevonHomes



**HOME SAFEGUARD**

From East Devon District Council

**Report to:** **Housing Review Board**

**Date of Meeting:** 6 November 2014

**Public Document:** Yes

**Exemption:** None

**Review date for release** None



**Agenda item:** 14

**Subject:** **Right to Move consultation**

**Purpose of report:** The Department for Communities and Local Government (DCLG) are consulting on proposals to give social housing tenants a right to move for those tenants needing to move to take up a job offer or to live closer to employment or training.

**Recommendation:** **To note the proposals in the consultation paper on Right to Move.**

**Reason for recommendation:** To ensure that our allocation policies reflect current Government guidance.

**Officer:** John Golding

**Financial implications:** There are no financial implications at this stage.

**Legal implications:** There are no legal comments at this stage.

**Equalities impact:** Medium Impact  
The proposal will improve the opportunities for tenants seeking work or training to be able to move to a location that allows them to take up offers.

**Risk:** Medium Risk  
Giving priority to another reasonable preference group may increase waiting times for other groups in housing need.

**Links to background information:**

- [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/352299/140909\\_Right\\_to\\_Move\\_final\\_con\\_doc.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/352299/140909_Right_to_Move_final_con_doc.pdf)

**Link to Council Plan:** Living in this outstanding place.

## Report in full

1. The consultation paper opens with the following statement – “The ability to find a house that’s right for us, in a place that we want to live, is something most of us take for granted. As our circumstances change, we naturally move around – for example, when we get a job in a different town or when our children grow up and we no longer need a family home. But when it comes to social housing, that doesn’t always work. The system often isn’t flexible

enough. Too many people are allocated a home which is right for them at a particular time in their life, but then feel unable to move to keep up with their changing needs. That's frustrating for them, as it limits their ability to take up new opportunities: with wider implications for the labour market, the economy and the size of the welfare bill. We want to make sure that the system is flexible, supporting people's aspirations and meeting their changing needs". We would support these concerns, and it sits well with our Systems Thinking purpose – right people in the right home.

- 2 DCLG have stated that social tenants who need to move to a new area for work will no longer be pushed to the back of the housing waiting list under new proposals being drawn up for town halls. It means existing council or housing association tenants who take a new job in a different part of the country will not have to sacrifice their home for work.
- 3 Currently social tenants who need to relocate to take up a job or training sometimes find it hard to secure a new social tenancy in a different local authority area as they will often be competing for housing with applicants classed as having a higher need.
- 4 In launching the consultation Communities Secretary Eric Pickles has said:  
"We want to do all we can to support hard working social tenants to achieve their aspirations and seize what can often be a life-changing opportunity.  
  
In the past tenants may have felt trapped in their existing accommodation when they needed to move to take up a job. We want to make sure that people who have a social tenancy but need to relocate to a new community because of work or training will no longer find themselves back at square one – at the back of the housing waiting list in a new authority area.  
  
Tenants who want to work hard and get on should be supported in this goal not penalised because of it. Councils will have to work together to make sure tenants across the country will not have to make the choice between employment and housing".
- 5 Since 2011, councils have had a range of powers and flexibilities to ensure they make the best possible use of their housing stock.
- 6 The Department for Communities and Local Government consultation (reproduced in **annex 1**) has sought views on the introduction of new rules that would ensure local residency requirements do not prevent social tenants from moving into the area to take up work or training opportunities.
- 7 Social tenants relocating for work will be given greater priority, either by creating a new 'reasonable preference' category – used by councils to prioritise people for social housing – or through strengthened statutory guidance to ensure local authorities apply the existing 'hardship' reasonable preference category to include people moving for work or training.
- 8 Further proposed new statutory guidance will also ensure that every council in England would have to set aside a small proportion of lets for tenants who need to move because of work or training.
- 9 Authorities would be required to provide at least 1% of their existing stock under the Right to Move scheme although they would be free to offer more.
- 10 On top of this, ministers will later this year launch a new fund to help a number of councils to trial new and innovative ways of helping people looking to move for work in their area. In particular, the measures could be used for people already in existing social housing, who face a long wait to get the help they need to move.
- 11 This consultation seeks views on formally incorporating an expectation within the Right to Move through regulations. This would remove the residency requirement for existing local authority or housing association tenants who are seeking to transfer from another local

authority district in England and who need to move in order to be closer to their work, or to take up a job offer, apprenticeship, or work related training opportunity.

- 12 I would suggest that we support the changes being proposed and the Devon Home Choice Board will be considering any changes to the statutory guidance as part of its regular review process, and will be making recommendations for changes to the adopted Devon Home Choice policy, which will be reported back to the Housing Review Board for adoption.





Department for  
Communities and  
Local Government

# Right to Move

Consultation

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Department for Communities and Local Government  
Fry Building  
2 Marsham Street  
London  
SW1P 4DF  
Telephone: 030 3444 0000

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# About this Consultation

## Scope of this consultation

<b>Topic of this consultation:</b>	Social Housing – Right to Move
<b>Scope of this consultation:</b>	This consultation invites comments on the proposals to introduce a Right to Move for social tenants who need to move to take up a job or live closer to employment or training.
<b>Geographical scope:</b>	England only

## Basic Information

<b>To:</b>	Local authorities and other social landlords
<b>Responsibility for the Consultation:</b>	This consultation is being run by the Affordable Housing Management and Standards Division in the Department for Communities and Local Government.
<b>Duration:</b>	10 September to 5pm on 22 October 2014
<b>Enquiries (including requests for the paper in an alternative format) to:</b>	For further information about this consultation please e-mail <a href="mailto:mobility@communities.gsi.gov.uk">mobility@communities.gsi.gov.uk</a>
<b>How to respond:</b>	Consultation responses should be submitted by email to: <a href="mailto:mobility@communities.gsi.gov.uk">mobility@communities.gsi.gov.uk</a>  Or by post to:  Affordable Housing Management and Standards Division Department for Communities and Local Government Floor 3 NWQ Fry Building 2 Marsham Street London SW1P 4DF
<b>Additional ways to become involved:</b>	We are willing to engage with local authority landlords and other interested parties during the consultation process.
<b>After the consultation:</b>	A summary of the responses to the consultation will be published on the

Department's website

**Compliance with the  
Code of Practice:**

This consultation document and the consultation process have been planned to adhere to the Government Code of Practice on consultation. The period of consultation will be 6 weeks.

# Chapter 1

## Introduction

1. The ability to find a house that's right for us, in a place that we want to live, is something most of us take for granted. As our circumstances change, we naturally move around – for example, when we get a job in a different town or when our children grow up and we no longer need a family home. But when it comes to social housing, that doesn't always work. The system often isn't flexible enough. Too many people are allocated a home which is right for them at a particular time in their life, but then feel unable to move to keep up with their changing needs. That's frustrating for them, as it limits their ability to take up new opportunities: with wider implications for the labour market, the economy, and the size of the welfare bill. We want to make sure that the system is flexible, supporting people's aspirations and meeting their changing needs.
2. We've already made important steps in the right direction. We set up *HomeSwap Direct* which means tenants can search for a new home right around the country. Tenants have already carried out over 18 million searches, showing the scale of demand for greater flexibility.
3. We have made sure that councils have the freedom to make best use of their housing stock by taking social tenants who are not in housing need out of the allocation legislation, giving local authorities more flexibility to develop appropriate policies for transferring tenants.
4. We all recognise that long-term unemployment is damaging to individuals and communities; it affects mental and physical health, and holds back economic growth. We are taking every opportunity to help people into work and make sure that work pays. That is matched by a clear expectation that people take up the opportunities on offer. And no one should be prevented from doing so because they can't find suitable housing. Many responsible councils are already trying to help social housing tenants to find work – for example Westminster, Southend and Manchester take employment into account in their allocation policies. We want to give local authorities the tools they need to help residents make a better life for themselves.
5. In the past tenants may have felt trapped in their existing accommodation when they needed to move to take up a job. Without a clear expectation that councils should support those needing to move for work or training, and without a local connection to a new area, they may not have been able to find new housing meaning that the opportunity – often a life-changing one – may be lost.

6. In 2012-13 only 46% of social renters of working age were in employment; this compares with 87% of owner occupiers and 74% of private renters<sup>1</sup>. That is why in the Autumn Statement last year we set out our intention to introduce a Right to Move for social tenants who need to move to take up a job or live closer to employment or training.
7. Building on the recent guidance 'Providing Homes for Local People' where we explained that we would introduce a Right to Move, this consultation seeks views on our proposals to:
  - introduce regulations to enable existing social tenants who need to move within England to take up work or training to do so
  - issue strengthened statutory guidance to make clear that the 'hardship' reasonable category relates to existing social tenants moving for work or training, or create a new reasonable preference category for those who need to move for job related reasons
  - use the guidance to ensure local authorities set aside a proportion of lets to enable existing social tenants to move across local authority boundaries within England for work related reasons
8. This consultation also:
  - seeks views on how local authorities and social landlords are using the flexibilities they already have to support tenants who want to move within and across local authority boundaries
  - sets out plans to support local authorities to test out new approaches to provide for greater mobility to reward working tenants and those who are otherwise making a positive contribution

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<sup>1</sup> English Housing Survey 2012-13

# Chapter 2

## Qualification

9. The Localism Act has given local authorities the power to set their own rules determining who qualifies or does not qualify for social housing in their district. In December 2013 we issued statutory guidance<sup>2</sup> to encourage local authorities to use their new qualification flexibilities to apply a residency test for social housing.
10. This referred to the Government's intention to introduce a Right to Move for social tenants seeking to move to take up a job or be closer to work. It made clear that, in the meantime, we expect local authorities to ensure that their residency requirements enable social tenants to move across local authority boundaries for work related reasons, so as not to impede labour mobility.
11. **This consultation seeks views on formally incorporating this expectation within the Right to Move through regulations. This would remove the residency requirement for existing local authority or housing association tenants who are seeking to transfer from another local authority district in England and who need to move in order to be closer to their work, or to take up a job offer, apprenticeship, or work related training opportunity.**
12. We have already made a similar provision for certain members of the Armed Forces community by regulating to prevent local authorities from applying a local connection requirement to disqualify them. These Regulations give effect to the Government's commitment that those who serve in the regular and reserve Armed Forces are not disadvantaged in their access to social housing by the need to move from base to base.

## Reasonable preference

13. The Government has made clear that we expect social homes to go to people who genuinely need and deserve them. That is why the Localism Act has maintained the protection provided by the statutory reasonable preference criteria which ensure that overall priority for social housing continues to be given to those in housing need. The statutory reasonable preference categories include, among others, people who need to move to avoid hardship to themselves or others.
14. We are aware that some local authorities' allocation scheme priorities already take account of financial hardship that could be resolved through moving to alternative accommodation, including the costs associated with travelling long distances to work. We consider that such an approach is entirely appropriate, and that it would

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<sup>2</sup> Providing social housing for local people: Statutory guidance on social housing allocations for local authorities in England

be in line with our existing statutory guidance on social housing allocations<sup>3</sup> which recognises that the 'hardship' reasonable preference category would include people who need to move to take up a particular employment, education or training opportunity. We want to see all local authorities adopt such an approach.

15. **Accordingly, we propose to strengthen and expand our statutory guidance to spell out in more detail the circumstances in which we would expect local authorities to apply the 'hardship' reasonable preference category to those moving for work or work related training.**
16. **An alternative would be to regulate to create a new reasonable preference category for transferring tenants who need to move for work related reasons.**
17. **Views are sought on the advantages and disadvantages of the two approaches.**
18. We would like to better understand what information local authorities already use, or would envisage requiring, to assess whether someone needs to move for work related reasons, with a view to standardising this across authorities through the statutory guidance. This needs to be proportionate. We want to avoid fraud but do not want the information requests to be over-bureaucratic and so stifle this important new right. We would also like to understand what, if any steps, local authorities take where there is evidence that tenants have deliberately misled the authority about their employment status; or what sanctions they apply, if any, where tenants, having moved, fail to take up a job offer or leave their employment.
19. **Local authorities are invited to provide evidence about how they satisfy themselves that the employment, job offer or training opportunity is genuine, and the employment is not of a purely temporary nature; as well as how they assess whether a person needs to move for work.**

## Setting aside a proportion of lets

20. Housing Moves is the Mayor of London's housing mobility scheme that allows tenants of London boroughs or housing associations to move from their existing borough to a different part of London. It is run by the Greater London Authority and the majority of London boroughs and housing associations are participating. Boroughs participate on a voluntary basis and contribute 5% of their relets to be made available for cross-boundary moves throughout the capital. The scheme is run by the Greater London Authority who provides the ICT necessary for the scheme to operate.
21. We would like to see all local authorities adopt a similar approach for tenants moving into their area to be closer to work or to take up a job opportunity.  
**Accordingly, we propose that the new statutory guidance will ensure local**

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<sup>3</sup> Guidance for Local Housing Authorities in England on the Allocation of Accommodation (June 2012)



**authorities set aside a proportion of lets for tenants who need to move across local authority boundaries in England for job related reasons.**

22. The guidance would set a minimum expectation of 1% of lettings. Local authorities would be free to set a higher proportion and to revise the level when appropriate. If authorities wished to set a quota lower than 1%, they would need to explain publicly why they had chosen to do so. There would also be an expectation for local authorities to publish the quota as part of their allocation scheme, together with their rationale for adopting this figure, and to report locally on demand and lettings. Local authorities will need to explain how they are helping those who need to move for work without compromising their ability to meet housing need or increasing void times. Local authorities will remain responsible for ensuring housing is allocated efficiently across all qualifying applicants, in particular to those in hardship. The proportion of lets set aside will need to be locally appropriate to balance the needs of those in hardship with the need to support those moving for work.
23. We think it is important that local authorities are open and accountable, to their own tenants as well as tenants seeking to move into the area for work related reasons. **Accordingly, views are sought on making it a requirement for local authorities to publish information on the demand and lettings in relation to the right to move quota.** This requirement could be introduced as a revision to the Local Government Transparency Code 2014.
24. It would be for local authorities to determine how the proportion of lets is made available rather than Government creating a centrally prescribed bureaucracy to manage the process.
25. We are aware that many local authorities participate in area-based choice based lettings schemes which bring together a number of partner authorities and social landlords. We think these schemes provide an excellent opportunity for tenants to move between the partner authorities, in much the same way as the Greater London Authority's scheme. **We therefore propose that the new guidance should also include an expectation for these schemes to provide for cross boundary movement for tenants moving for work related reasons.**
26. These options can be implemented quickly, allowing tenants to benefit as soon as possible from the opportunity that the right to move can bring.

## Local Transfers

27. The Localism Act has taken transferring social tenants not in housing need out of the allocation legislation. This means that local authorities have more flexibility to deal with tenants seeking to transfer without the risk of challenge by applicants with greater housing needs. And yet, relatively few local authorities have seized the opportunity provided by these new flexibilities, whether to support their own tenants who want to move for work, or otherwise to encourage positive behaviour.
28. **Accordingly, we would like to use this consultation exercise to find out what barriers local authorities and housing associations currently encounter in**

**helping working tenants to move, either within or outside the local authority area; what local authorities and housing associations are already doing to address these barriers; and what more could be done to remove them.**

29. **We are also interested in finding out how local authorities or housing associations are using a ‘community contribution’ to help existing tenants – including working tenants – who want to move within their local authority area.**
30. We propose to support a small number of local authorities and their partner housing associations to test out approaches which make use of the new and existing allocation flexibilities to increase mobility within the social rented sector to reward positive behaviour and to make better use of the stock. This might mean rewarding tenants in work or otherwise contributing to the community, or tenants with a good tenancy record. Or it might mean supporting older tenants who are prepared to move to free up larger family sized accommodation or households willing to move from adapted properties which are no longer needed.
31. A small amount of financial support would be available, and a key objective would be to develop approaches which could be easily adopted more widely. We will provide more details of this scheme and how to participate later this year.

## How to tell us your views

32. We would welcome your views on these proposals to introduce a right to move. Please send your comments to:  
  
[mobility@communities.gsi.gov.uk](mailto:mobility@communities.gsi.gov.uk)
33. The closing date for responses is 22 October 2014.



## **Tenants Leading Change**

I am writing to encourage you to help us make the business case for tenant involvement and its benefits.

We have seen time and time again that fully involving social tenants in what happens in their neighbourhood creates better places for people to live and work. Such involvement can bring better value for money, more responsive services and higher satisfaction than before. We have also seen tenants gain a range of skills, supporting them in the world of work and beyond. This is localism working at its best.

Good landlords understand that listening to tenants isn't just the right thing to do - it's good for business. I believe that only by working jointly together and challenging each other will we increase the effectiveness and realise the full benefits of tenant involvement in the delivery of improved services. I am therefore asking you to help by contributing to the evidence base to make the business case for tenant involvement. The attached leaflet explains how you can play your part. You can also find out more by visiting [www.nationaltenants.org](http://www.nationaltenants.org).

I do hope that you will take this opportunity to help us to show how tenant involvement has made a difference and help to spread the word about the benefits it brings.

**STEPHEN WILLIAMS MP**

# Tenants Leading Change



Department for  
Communities and  
Local Government

**Good landlords understand that listening to tenants is not just the right thing to do. It is also good for business.**

The Government wants to see all social landlords offer tenants the chance to get involved and take control of their neighbourhoods. It's called **Tenant Involvement and Empowerment** and requires landlords to offer opportunities.

Working in partnership with tenants can be really rewarding – tenants get great service and the council gets great value for money. Through the **Tenants Leading Change (TLC)** project, led by the **National Tenant Organisations (NTOs)**, you have the ideal opportunity to showcase how tenant involvement has made a real difference to people in your area and what good work you have been doing locally.

With support from Communities Minister Stephen Williams MP, the NTOs are exploring the business case for getting tenants more involved, looking at what works and what doesn't – and we need your help.

## We will:

- **Gather evidence** – of where tenant involvement results in benefits all round
- **Make the business case** – and produce a user-friendly summary of the information gathered
- **Mobilise support** – for effective involvement from tenants, landlords and others to improve where people live.

## You can help by:

- Giving us **evidence** about the value of tenant involvement
- Completing our online **TLC call for evidence**
- Participating in a forthcoming **TLC workshop**
- **Signing up** to our TLC campaign in spring 2015.

To be involved and for more information, get in touch:

**Web: [www.nationaltenants.org](http://www.nationaltenants.org)**

**Email: [nic@cch.coop](mailto:nic@cch.coop)**

**Tel: 07947 019287**