

Agenda for Housing Review Board Thursday, 14 January 2016; 2.30pm



[Members of the Committee](#)

Venue: Council Chamber, Knowle, Sidmouth, EX10 8HL
[View directions](#)

Contact: [Alethea Thompson](#), 01395 571653 (or group number 01395 517546): Issued 6 January 2016

East Devon District Council

Knowle
Sidmouth
Devon
EX10 8HL

DX 48705 Sidmouth

Tel: 01395 516551

Fax: 01395 517507

www.eastdevon.gov.uk

- 1 [Public speaking](#)
- 2 [Minutes for 5 November 2015](#) (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 no items that officers recommend should be dealt with in this way.

Part A Matters for Decision

- 7 **To consider and vote on the start time of Housing Review Board meetings**
The options are 2:30pm, 4:00pm or 6:00pm. Any change would need Council approval and would come into effect in the 2016/17 Civic Year.
- 8 **Housing Review Board forward plan** (page 10)
Strategic Lead, Housing, Health and Environment
- 9 **Draft Housing Revenue Account budget 2016/17** (pages 11 - 18)
Strategic Lead – Housing, Health and Environment
- 10 **Draft Housing Service Plan 2016/17** (pages 19 - 36)
Strategic Lead – Housing, Health and Environment
- 11 **Asbestos policy update** (pages 37 - 73)
Property and Asset Manager
- 12 **Energy South West initiative** (pages 74 - 76)
Property and Asset Manager

- 13 **Repair timescales** (pages 77 - 83)
Property and Asset Manager
- 14 **Extension to Handy Person scheme** (pages 84 - 86)
Property and Asset Manager
- 15 **Garage review** (pages 87 - 90)
Property and Asset Manager
- 16 **Pets Policy and leaflet** (pages 91 - 99)
Tenant and Communities Manager
- 17 **Budget monitoring report** (pages 100 - 108)
Housing Accountant

[Decision making and equalities](#)

Under the Openness of Local Government Bodies Regulations 2014, any members of the public are now allowed to take photographs, film and audio record the proceedings and report on all public meetings (including on social media). No prior notification is needed but it would be helpful if you could let the democratic services team know you plan to film or record so that any necessary arrangements can be made to provide reasonable facilities for you to report on meetings. This permission does not extend to private meetings or parts of meetings which are not open to the public. You should take all recording and photography equipment with you if a public meeting moves into a session which is not open to the public.

If you are recording the meeting, you are asked to act in a reasonable manner and not disrupt the conduct of meetings for example by using intrusive lighting, flash photography or asking people to repeat statements for the benefit of the recording. You may not make an oral commentary during the meeting. The Chairman has the power to control public recording and/or reporting so it does not disrupt the meeting.

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

EAST DEVON DISTRICT COUNCIL

Minutes of a Meeting of the Housing Review Board held at Knowle, Sidmouth on 5 November 2015

Attendance list at end of document

The meeting started at 2.30pm and ended at 4.30pm.

***34 Public Speaking**

Councillor Pauline Stott, Chairman of the Board welcomed all those present and invited everyone to introduce themselves.

Mike Berridge reported that the Annual Tenants Conference had gone very well. He thought that it had been the best one so far and that the 'speed dating' was brilliant. He thanked all those involved with the organisation of the Annual Tenants Conference.

Harry Roberts raised the timings of the Housing Review Board meetings. He felt that there had been inadequate consultation prior to changing the start time of the meetings. The Strategic Lead, Housing, Health and Environment advised that the start time of 2:30pm would be trialled until the end of the civic year, when it would be reviewed and all members consulted.

Eric Howard questioned the apparent change of policy with regard to tenants responsibility for repairs/replacing items such as side gates. The Property and Asset Manager advised him that she would look into the particular case outside of the meeting.

Councillor Pauline Stott remarked on the excellent housing tour which had taken place in September. Those who attended had found it very interesting and informative.

***35 Minutes**

The minutes of the Housing Review Board meeting held on 10 September 2015 were confirmed and signed as a true record, subject to Julie Bingham and Christine Drew being added to the list of those present.

***36 Declarations of Interest**

Angela Bea: Personal Interest - Housing tenant

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

Joyce Ebborn: Personal Interest - Housing tenant

Cllr Ian Hall: Personal Interest – Family member lives in a Council owned property and uses Home Safeguard

Cllr Knight: Personal interest – Family member lives in a Council owned property. He is also a Devon County Council Councillor and a member of the Fire Authority.

Harry Roberts – Housing tenant.

***37 Matters of urgency**

There were no matters of urgency identified.

***38 Forward Plan**

The Strategic Lead, Housing, Health and Environment presented the forward plan and advised Members that the forward plan would act as a reminder of agenda items to come forward to future meetings. Members were reminded that they could add further issues to the next forward plan by informing him or the Democratic Services Officer. The Strategic Lead, Housing, Health and Environment advised the Board that the budget and service plan

for 2016/17 would be presented to them at the January meeting. There would also be an update on the progress of the recommendations of the Garage Management and the Car Parking Task and Finish Forums at a future meeting.

RESOLVED: that the forward plan be noted.

39 Tenant Scrutiny Panel report – customer recruitment and involvement

The Chairman welcomed Roger Pell and Sylvia Martin, from the Tenant Scrutiny Panel (TSP), to the meeting. Roger Pell, Chairman of the TSP presented the TSP report on customer recruitment and involvement, undertaken to promote new thinking in order to re-energise tenant/customer involvement. The presentation included who the TSP were, what they did and why they chose to scrutinise East Devon's approach to tenant involvement. It also included considerations on what worked well and what did not work so well.

Although the TSP were independent of the council, they liaised with officers and tenants to gain information. The main findings were that:

- a small number of the same tenants were involved in 17 different groups (many getting involved because of a grievance). This reduced the pool of information and ideas available and the apparent lack of formal links or feedback between the groups resulting in stagnation, producing little in the way of results (with a few exceptions).
- there was a disappointing response to the anonymous housing staff survey. The TSP felt that staff attitude could appear as 'you're just a tenant, you're lucky to have a home'. By considering and referring to tenants as customers, the culture should change to one of increased mutual respect.

The TSP made five main recommendations, each with a number of sub recommendations. These were:

1. Make sure that effective tenant involvement (with a customer-centric approach) is an expected part of everyone's job.
2. Make sure tenant involvement priorities are linked to the organisation's vision and objectives.
3. Make customers central to decision making processes.
4. Review the existing structure to ensure groups' effectiveness, including no duplication of members/activities.
5. Develop an annual programme of ongoing activities to promote positive recruitment.

The main conclusion of the TSP was that they were pleased to find there were positive practices to balance their recommendations. They found the tenant involvement process to be stagnant in places, with a poor attitude and approach whilst growing in others, with a much improved customer-centric attitude and approach. The TSP hoped that the recommendations would ensure that the positive examples the TSP found could be spread to the rest of the organisation.

The Tenant & Communities Section Leader thanked the TSP for the report and recommendations. She felt that it would be useful for officers to analyse the report and bring a response to the report back to a future Board meeting. The Strategic Lead – Housing, Health & Environment thanked the TSP for a helpful, thought provoking report and suggested that a review of current practices prompted by the TSP report could be built into the service plan. On behalf of the Board the Chairman thanked the TSP for all of their work.

RECOMMENDED: that officers review the Tenant Scrutiny Panel report and recommendations on customer recruitment and involvement and respond in a report at a future Housing Review Board meeting.

40 Rent reduction policy

The Strategic Lead – Housing, Health & Environment’s report updated the Board on the government rent reduction and the ministerial response to the Council’s concerns about the impact of the policy on its finances. The Strategic Lead – Housing, Health & Environment explained the damaging effect of a 1% rent reduction on the Housing Revenue Account (HRA) Business Plan. The effect was particularly dramatic as the HRA Business Plan had presumed rent increases, so in real terms the reduction of rental income was far greater than 1%.

The Strategic Lead – Housing, Health & Environment, the Portfolio Holder – Sustainable Homes and Communities, a representative from Mid Devon District Council and the two local MPs had met with the Housing and Planning Minister at Westminster on 15 October 2015. Despite lobbying hard for change it was apparent from this meeting that the Housing and Planning Minister would not reconsider the proposed 1% rent reduction.

The report concluded that the Council’s lobbying would not affect the implementation of the policy and advised that it needed to concentrate on reviewing the HRA Business Plan and ensuring future expenditure was aligned with reduced income expectations. Options of how to plan future income against expenditure would be brought to a future Board meeting.

The Portfolio Holder – Sustainable Homes and Communities outlined her extensive efforts to lobby against the changes. She went on to thank tenants for the excellent rent collection record, which allowed the Council a degree of flexibility when reviewing the HRA Business Plan.

The Chairman thanked the Strategic Lead – Housing, Health & Environment for his report.

RECOMMENDED: that the position with regard to the rent reduction proposals be considered and a review of the Housing Revenue Account Business Plan be initiated.

41 Moving rents to target rents

The Strategic Lead – Housing, Health & Environment presented the Rental Manager’s report which proposed moving rent levels to the formula/target rent, for new tenants, at change of tenancy. By moving rents at tenancy changes to formula/target levels for new tenants it would lessen the severity of the 1%, four year rent reduction, without affecting current tenants.

RECOMMENDED: that rents be moved at a tenancy change to formula/target rent level for new tenants commencing 30 November 2015.

42 ‘Pay to stay’ consultation for social housing tenants

The Landlord Services Manager explained the Government’s pay to stay consultation and asked for the Board’s response on the proposals. It was the Government’s view that tenants in social housing should not always benefit automatically from subsidised rents. The principle was that higher earners, earning over £30,000 per annum (per household) should pay market rents and that the extra income generated by local authorities should be returned to the Exchequer. Housing Associations, under the proposals, would keep the extra income generated to fund their development programmes.

Concern was raised over how this would work in practice, and that it would be complex and expensive for social landlords to administer. At present the income of tenants was not generally known. The report suggested that if housing associations could keep the money generated, then local authorities should be able to do the same. The extra income raised should be retained locally so that it can be reinvested for the benefit of local tenants.

The Portfolio Holder – Sustainable Homes and Communities advised that she would be making the two local MPs aware of this consultation and they would be included in the response.

RECOMMENDED: that the Board's comments and concerns be included in the Council's response to the Government's consultation on pay to stay.

***43 Consultation update on changes to variation of tenancy agreement**

The Strategic Lead – Housing, Health & Environment reported on the outcome of the consultation and that in conjunction with the Portfolio Holder – Sustainable Homes and Communities he had approved proposed changes to the revised draft tenancy agreement. The two changes made to the draft tenancy agreement were:

1. An additional clause is added to Section 4.4 Living in your home which reads:
4.4.5 If you live in sheltered housing where a personal alarm has been installed, you must not remove, disconnect or interfere with the equipment in any way. We will recharge you for any costs involved in repairing or replacing damaged equipment. Removing, disconnecting or interfering with the equipment will mean that the alarm cannot be used in an emergency and so may put your life, or the life of others, in danger.
2. In Clause 7.1.5 we change the abandonment time from 28 days to three months so the clause now reads:
We will remove and store any items left in the premises after the termination date for three months. We will notify you of this at your last known address. If the items are not collected within three months we will dispose of them. You will be liable for our reasonable costs of storage and disposal.

During November all tenants would be sent the final notice of variation letter which would draw attention to the two changes and a copy of the final tenancy agreement. The new tenancy agreement would become effective from 1 January 2016.

RESOLVED: that the outcome of the consultation and further changes made to the tenancy agreement be noted.

44 Provision of free and independent financial advice service for tenants

The Rental Manager's report set out why the Council should continue to provide a free, independent, confidential, and impartial debt advice service that delivered a fair outcome for both debtors and creditors. The Landlord Services Manager explained the history with the current contract and the need to procure a new financial advice service. The Board agreed in principle to providing a free and independent financial advice service to its tenants and that the Council should look at the best way of doing this.

RECOMMENDED: that the Council enter into a new contract for the provision of a free and independent financial advice service for tenants.

45 Completion of asbestos management surveys in housing stock

The Property and Asset Manager's report outlined the progress that had been made in relation to the management of asbestos within the housing stock.

Since November 2014 the Council had had a designated Asbestos Maintenance Surveyor and an asbestos control procedure and management plan for housing. This policy was currently being reviewed and the Property and Asset Manager hoped to report this to the next Board meeting.

Asbestos management surveys provided up to date information on the housing stock. These were carried out as early as possible when properties became void. However there was a large amount of management surveys outstanding (because only a proportion of the stock becomes vacant) and contractors were increasingly requesting more coverage from management surveys. It was intended to place all of the remaining properties that did not have an asbestos management survey in a two-year programme of works.

RECOMMENDED:

1. that the progress in relation to the management of asbestos in council properties be noted
2. that a two year programme of works to ensure asbestos management surveys are carried out across the council housing stock be approved
3. that £100,000 be set aside in the 2016/17 and 2017/18 budgets for the completion of asbestos management surveys, with the Strategic Lead – Housing, Health & Environment and the Portfolio Holder – Sustainable Homes and Communities being given delegated authority to approve additional funding if required to ensure this work is completed.

46 Handy person trial review

The Board received a report from the Property and Asset Manager on the success of the first two months of the trial handy person scheme. The report also set out reasons for potentially extending the trial. The trial scheme was currently open to all tenants in sheltered accommodation, all tenants over 70 years of age or with a disability, and all tenants on the individual garden maintenance scheme. The trial was being run in two areas, with a contractor employed in each area. The east area of the district currently had further capacity and the Property and Asset Manager suggested opening up the service to a wider area.

The pilot scheme was being carefully monitored with tenant feedback and how it was helping people to stay in their homes, as well as being evaluated for financial viability.

RECOMMENDED: that the handy person scheme's success be noted and that the trial be extended to a wider area, at the discretion of the Property and Asset Manager.

47 The tenant's journey – a longitudinal study proposal

Consideration was given to the report of the Information and Analysis Officer. This outlined a new and improved research approach for collecting information on tenant experiences and expectations of their homes and the services the housing service provided. The Council had the opportunity to work in partnership with the University of Birmingham on an innovative research project exploring the impact its housing had on the lives of its tenants. The longitudinal study would provide the housing service with practical insights into the services it provided. It would also be an original and important contribution to the current policy and national research debate.

RECOMMENDED: that the STAR survey be replaced with a longitudinal study to enable better collection of tenant satisfaction and performance data.

48 Housing and Planning Bill briefing

The Strategic Lead - Housing, Health and Environment's report alerted the HRB to the publication of the Housing and Planning Bill, and provided reference to initial briefings on the content of the Bill. He would be keeping the Board updated in the future.

RECOMMENDED: that the Strategic Lead – Housing, Health & Environment and the Portfolio Holder – Sustainable Homes and Communities meet with Planning to discuss the Bill and its implications and report back to the next meeting of the Housing Review Board.

RESOLVED: that the main contents of the Housing and Planning Bill be noted.

Attendance list

Present:

Cllr Pauline Stott (Chairman)
Cllr Megan Armstrong
Cllr Ian Hall
Cllr Jim Knight

Co-opted tenant members:

Pat Rous (Vice Chairman)
Angela Bea
Mike Berridge
Joyce Ebborn
Harry Roberts

Independent community representatives:

Julie Bingham
Christine Drew

Officers:

Sue Bewes, Landlord Services Manager
Natalie Brown, Information & Analysis Officer
Amy Gilbert, Property and Asset Manager
John Golding, Strategic Lead - Housing, Health and Environment
Andrew Mitchell, Housing Needs & Strategy Manager
Jane Reading, Tenant & Communities Section Leader
Kerry Spittle – Right to Buy Officer
Alethea Thompson, Democratic Services Officer
Mandy White, Accountant

Also present:

Cllr Jill Elson, Portfolio Holder – Sustainable Homes and Communities
Cllr David Barratt
Cllr Helen Parr
Eric Howard - tenant
Victor Kemp – tenant
Sylvia Martin - Tenant Scrutiny Panel
Roger Pell – Tenant Scrutiny Panel

John Powley - tenant
Annette Wheeden - tenant
Jenny Vernon - consultant

Apologies:

Cllr Douglas Hull
Cllr Steve Gazzard
Giles Salter - Solicitor

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
Draft Housing Revenue Account budget 2016/17	14 th January 2016	Strategic Lead – Housing, Health & Environment
Draft Housing Service Plan 2016/17	14 th January 2016	Strategic Lead – Housing, Health & Environment
Asbestos Policy update	14 th January 2016	Property & Asset Manager
Energy South West initiative	14 th January 2016	Property & Asset Manager
Repair timescales	14 th January 2016	Property & Asset Manager
Handy Person scheme	14 th January 2016	Property & Asset Manager
Garage review	14 th January 2016	Property & Asset Manager
Pets Policy and leaflet	14 th January 2016	Tenant and Communities Manager
Budget monitoring report	14 th January 2016	Housing Accountant
Quarterly performance reports and regular report		
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 New Tenants Survey	Quarterly report	Strategic Lead – Housing, Health and Environment
Forward Plan	Every meeting	Strategic Lead – Housing, Health and Environment
Formal Complaints	Annual report	Housing Needs and Strategy Manager
Benchmarking survey	Annual report	Strategic Lead – Housing, Health and Environment
Evaluating the achievements of the Board	Annual report	

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: 14 January 2015

Public Document: Yes

Exemption: None



Agenda item: 9

Subject: **Draft Housing Revenue Account 2016/17.**

Purpose of report: This report provides the Housing Review Board with details of the draft Housing Revenue Account for 2016/17. This account shows the main areas of anticipated income and expenditure on landlord activities for the year ahead. Producing a Housing Revenue Account has been a statutory requirement for Councils who manage and own their housing stock, and therefore a key document for the Board to influence.

2012/13 saw the major reform to social housing finance and a move to self-financing, which involved the Council taking on debt rather than paying a subsidy to government from tenants' rents. As a result we are showing a healthy HRA balance going into the new financial year. The budget has been produced in accordance with our Housing Revenue Account Business Plan assumptions.

The Council has a timetable for the production of its budgets for 2016/17, which involves the development of draft estimates and scrutiny by various member and officer groups. This report presents an opportunity for the Housing Review Board to input into this process.

Recommendation: **The Housing Review Board is invited to approve the report on the 2016/17 Housing Revenue Account and recommend it to Cabinet.**

Reason for recommendation: To give the Housing Review Board an involvement opportunity to contribute towards the development of the main housing service budget.

Officer: John Golding Strategic Lead – Housing, Health and Environment – jgolding@eastdevon.gov.uk
Tel: 01395 517567

Financial implications: These are contained in the report.

Legal implications: There are no legal implications.

Equalities impact: Low Impact

Risk: Low Risk

Links to background information: www.eastdevon.gov.uk/business_plan_hra_2014

Link to Council Plan: Living in this outstanding place.

Report in full

1 Housing Revenue Account for 2016/17

- 1.1 The Housing Revenue Account (HRA) is the landlord account and is a statutory account that is operated by all local authorities that own and manage their own housing stock. The account must be maintained in surplus and cannot go into a deficit position. The HRA sets a financial context for the operation of the Council's landlord service and now demonstrates some of the flexibilities we enjoy.
- 1.2 The HRA has to be set out and operated in accordance with prescribed regulations. This means that it is not particularly easy to understand and interpret, and is usually prepared by our specialist Housing Accountant. The draft 2016/17 HRA is shown as **Annex 1** and will eventually appear, possibly in a modified form, in the Council's revenue budgets alongside the General Fund and Capital Plan. We have included a series of notes which explain the main variations from the 2015/16 HRA budget.
- 1.3 Our annual HRA is underpinned and influenced by a 30 year HRA Business Plan (updated September 2014), which was a requirement of the housing stock options appraisal, and is intended to demonstrate that the Council can afford to maintain and manage its housing stock to an acceptable standard over the long term. The HRA Business Plan considers income and expenditure over a 30-year period based upon known stock condition data, tenant aspirations, projections on staff costs, inflation and interest payments. The draft budget is closely aligned to the HRA Business Plan.
- 1.4 This Board is charged with keeping under review the options for the future ownership and management of the housing stock. I would suggest that the financial environment that we work in (including Welfare Reform) is likely to be one of the main influences on our thinking in respect of options other than the Council retaining the housing stock 'in-house'. We made the change to the self-financing regime in April 2012 which involved the Council taking on a share of the national housing debt (£84.4 million).
- 1.5 We have also created East Devon Homes as a business unit of the Council charged with providing landlord services for EDDC tenants. We are in a good position to maintain and improve the housing stock to a good standard and employ staff resources to deliver an outstanding Housing Service. You will recall from the periodic benchmarking work we have undertaken that we are lean when compared too many similar sized housing organisations, and relatively high performing.
- 1.6 The HRA is presented in a familiar format that shows a summary with a breakdown of income then a range of expenditure items grouped under headings for repairs (day to day, annual, cyclical and improvements), supervision and management (essentially direct and support staff costs with premises, transport costs etc), other expenditure and major repairs (improvements and upgrades).
- 1.7 It can be seen from the draft 2016/17 HRA budget that income from rents and other charges amounts to an estimated £18.8 million. This assumes an average 1% decrease in Council home rents, in line with the government's Summer Budget announcement, and a 0% increase in garage rents. This will make our average rent £80.95 per week in 2016/17. The income figures include our estimation of support charges income replacing

the Supporting People income previously received from Devon County Council, moving void relets to Target Rents, and also a £0.7m loan referred to in paragraph 1.14.

- 1.9 The major areas of expenditure are various repairs and maintenance activities - £9.2 million; including staffing, supervision and management costs (general) - £3.6 million; and the interest and principal repayments on PWLB loans - £4 million. This replaces the HRA subsidy where we paid £6 million in 2011/12 to the Treasury.
- 1.10 From the draft HRA you can see planned expenditure on repairs and improvements under the section headed Major Repairs (Major Repairs Account) - £5,146,000, other expenditure - £249,180 and, under the section Repairs and Maintenance, responsive maintenance - £1,916,370, annual programme maintenance - £842,000, cyclical maintenance - £155,000 and Repairs and Maintenance special works - £1,058,500.
- 1.11 The budget page on Supervision and Management shows the staffing and associated costs. You can see that Housing Revenue Account employees cost £2,257,430 per annum, with a lesser amount (£1,200,600) for support services. It is estimated that £548,510 will be spent on premises, transport and supplies and services per annum. Special items which cover grounds maintenance, communal cleaning, play areas, Mobile Support Officers etc amount to £1,421,360 for the year ahead.
- 1.12 I have allowed £5,000 for the ongoing updating of the Business Plan. The budget shows £3,290 for the annual Residents' Conference. I have kept the removal expenses budget to £75,000 following the review of downsizing and reduced funding for community development (£25,270). I have increased the budget (£52,280) for estate management works. The budget for Supporting People funding has been removed as no further DCC funding will be available towards the cost of support services.
- 1.13 The staffing costs have been grouped into three teams – Housing Needs & Strategy, Landlord Services and Asset and Property Services in the supervision and management section of the budget.
- 1.14 To balance the budget with the impact of a 1% rent reduction in 2016/17 I am proposing that we take out a loan of £700k over thirty years. This will in effect replace a maturing loan of £1.5m that will be paid up during the year.
- 1.15 We are showing greater investment in the repair and improvement of tenants' homes and there is a projected end of year surplus on the HRA of £8,341,498 (including £3,400,000 in a volatility reserve). I intend to maintain the surplus at this level during the next few years as we continue to acclimatise to the self-financing regime, and manage the rent reduction policy, which will take an estimated £7.9m out of the HRA.
- 1.16 We are also having to manage the impact of the Pay to Stay regime (affordable rents for higher income households) and the sale of high value stock being promoted through the Housing and Planning Bill. We will need to review the HRA Business Plan during the year as reported to your November meeting.
- 1.17 The HRA now meets its own capital programme requirements each year. We have used the capital funds identified for re-modelling sheltered schemes to part fund the demand for adaptations in sheltered housing and upgrade Home Safeguard equipment.
- 1.18 The capital programme is part financed by the sale of council homes under the Right to Buy and the sale of other assets. The contribution to capital from the HRA will be £325k in 2016/17 to provide a total programme of £625k. The capital programme for 2016/17 is reproduced below.

HRA Capital Programme	2016/17
	£000
Major Improvements/Extensions to Existing Dwellings	175
Off Street Car Parking	50
Re-modelling of Sheltered Schemes	200
Social Services Adaptations	200
TOTAL EXPENDITURE	625

- 1.19 The HRA is still in draft and will take a journey through Overview and Scrutiny Committee/Budget Working Party then to the Cabinet before being finalised and agreed by Council. Your officers will use the budget set for service delivery over the next financial year.
- 1.20 Over the last few years we have funded additional work to stock and increased staffing to deliver improved services to tenants. We have acquired additional homes and taken advantage of the changes in HRA financing. This coming financial year we are maintaining these investment levels, but there are more limited opportunities for supplementary bids in year if we are to maintain our HRA surplus and Debt Repayment Volatility Fund at current levels and use these to manage the impact of the government's four year rent reduction policy.

2015/16		HOUSING REVENUE ACCOUNT	2016/17	
Estimate			Estimate	Variance
Original	Revised			
£	£		£	£
(17,868,180)	(17,868,180)	INCOME		
(257,500)	(257,500)	Gross Property Rent including Garages	(17,601,540)	266,640
(18,125,680)	(18,125,680)	Other Rents & Income	(1,195,870)	(938,370)
		Total Income	(18,797,410)	(671,730)
		EXPENDITURE		
		Repairs & Maintenance		
2,895,000	2,895,000	General	2,913,370	18,370
1,020,690	1,020,690	Special Works	1,058,500	37,810
		Supervision & Management		
3,314,240	3,314,240	General	3,577,780	263,540
1,487,910	1,487,910	Special	1,421,360	(66,550)
284,880	284,880	Other Expenditure	249,180	(35,700)
9,002,720	9,002,720	Total Management & Maintenance	9,220,190	217,470
		Depreciation - dwellings	58,800	(1,030,430)
1,089,230	1,089,230	- other	85,030	(57,780)
142,810	142,810	Transfer to Major Repairs Reserve	5,002,170	1,238,210
3,763,960	3,763,960	Total Expenditure	14,366,190	367,470
13,998,720	13,998,720			
		NET COST OF SERVICE	(4,431,220)	(304,260)
3,584,920	3,584,920	Loan Repayments: Interest & Principal	4,038,330	453,410
(34,000)	(34,000)	Interest on Balances	(34,680)	(680)
(60)	(60)	Interest on Council House Sales	(40)	20
3,550,860	3,550,860		4,003,610	452,750
		NET OPERATING EXPENDITURE - Deficit / (Surplus)	(427,610)	148,490
425,000	425,000	Revenue Contribution to Capital Expenditure	325,000	(100,000)
(151,100)	(151,100)	Deficit / (Surplus) for the Year	(102,610)	48,490
		BALANCES		
(4,702,545)	(4,966,788)	Balance brought forward HRA	(4,838,888)	
(2,900,000)	(3,400,000)	Balance brought forward Volatility Reserve	(3,400,000)	
0	279,000	Predicted net variation as at 30 September 2015	0	
(151,100)	(151,100)	Deficit / (Surplus) in year	(102,610)	
(7,753,645)	(8,238,888)	Balances carried forward	(8,341,498)	

2015/16		Staff Numbers Fulltime Equivalents	2016/17	Variance
3.0		Senior Housing Management	2.0	(1.0)
26.3		Landlord Services	25.6	(0.7)
21.3		Housing Needs & Strategy	21.2	(0.1)
18.0		Asset & Property Team	19.8	1.8
2.1		Communal Areas Cleaning	2.1	0.0
18.8		Mobile Support Officers	19.5	0.7
89.5		Total	90.2	0.7

Significant changes and areas of interest in 2016/17

In line with HRA Self Financing accounting guidelines, the charge for **depreciation** on dwellings will be credited to the **Major Repairs Reserve** as will a contribution from the HRA for the difference between the Major Repairs expenditure and the depreciation figure. Major Repairs expenditure will then be funded from the Major Repairs Reserve.

Loan repayments of interest and principal include a self financing loan repayment of £1,483,570.

The **revenue contribution to capital expenditure** is to fund the HRA capital programme after a deduction for estimated usable capital receipts.

The change in **staff numbers** is due to the Service Lead post remaining vacant, the Asset Surveyor being transferred to the General Fund (although still funded by an HRA contribution), an additional Programmed Works Officer dealing with services installations and a full time Right To Buy Officer (previously part time).

2015/16		HOUSING REVENUE ACCOUNT	2016/17	
Estimate			Estimate	Variance
Original	Revised			
£	£			
(17,450,000)	(17,450,000)	INCOME		
(418,180)	(418,180)	Gross Property Rents	(17,175,000)	275,000
(257,500)	(257,500)	Garage Rents	(426,540)	(8,360)
		Other Rents and Income	(1,195,870)	(938,370)
(18,125,680)	(18,125,680)	TOTAL INCOME	(18,797,410)	(671,730)
		REPAIRS & MAINTENANCE		
		Repairs and Maintenance - General		
1,908,000	1,908,000	Response Maintenance	1,916,370	8,370
		Annual Programmed Maintenance		
37,000	37,000	Communal Areas Maintenance	37,000	0
80,000	80,000	Solid Fuel Servicing	80,000	0
30,000	30,000	Emergency equipment test & repair	30,000	0
0	0	Legionella Testing	10,000	10,000
500,000	500,000	Gas Boilers Servicing	500,000	0
100,000	100,000	Electrical Inspections	100,000	0
85,000	85,000	Lift Maintenance & replacement	85,000	0
832,000	832,000	Total Programmed Maintenance	842,000	10,000
		Cyclical Programmed Maintenance:		
150,000	150,000	External Painting Programme	150,000	0
0	0	Interior Decoration	0	0
5,000	0	Service of Rainwater Harvest Systems	5,000	5,000
155,000	150,000	Total Cyclical Maintenance	155,000	5,000
2,895,000	2,890,000	Total Repairs and Maintenance - General	2,913,370	23,370
		Repairs and Maintenance - Special Works		
75,000	75,000	Social Services Adaptations (minor works)	75,000	0
20,000	20,000	Fence Programme	0	(20,000)
250,000	250,000	Fire Safety Works	250,000	0
150,000	150,000	Condensation & Damp Eradication	120,000	(30,000)
10,000	10,000	Loft Insulation	10,000	0
150,000	150,000	Fuel Efficiency Measures	150,000	0
20,190	20,190	Improvements Voucher Scheme	10,000	(10,190)
3,500	3,500	Sanctuary Scheme	3,500	0
0	0	Asbestos Management Surveys	100,000	100,000
150,000	150,000	Asbestos Work	100,000	(50,000)
10,000	10,000	Gutter Repairs/Improvements	10,000	0
36,000	36,000	Decoration Scheme	0	(36,000)
0	0	Handyperson Scheme	100,000	100,000
20,000	20,000	Replacement Floors	20,000	0
30,000	30,000	Structural Works - Subsidence	30,000	0
6,000	6,000	Grant Via Tenant Participation	0	(6,000)
20,000	20,000	Energy Performance Certificates	20,000	0
10,000	10,000	Path Repairs	10,000	0
20,000	20,000	Minor Schemes	10,000	(10,000)
10,000	10,000	Flat Roof Repairs	10,000	0
30,000	30,000	Chimney Repairs	30,000	0
1,020,690	1,020,690	Total Repairs and Maintenance - Special Works	1,058,500	37,810

Significant changes and areas of interest in 2016/17

Dwelling rents have been decreased by 1% in line with recent legislation but include charging formula rents for new tenants as agreed at HRB on 05 November 2015. A provision for bad debts and voids of 3% and an allowance for sales of properties has been made. The average rent has decreased from £81.97 to £80.95 although this does not take into account the increase applicable when charging formula rents.

Garage rents have not been increased and the budget is based on current occupancy levels.

Other Rents and Income includes housing support charges which are being phased in for existing tenants from April 2016.

A new loan of £700,000 from the PWLB has been included to offset half the loan maturity due this year.

Response Maintenance includes an inflation uplift for the contracts but a reduction in the garage repairs budget.

A budget of £10,000 has been included for mandatory **legionella testing**.

A new budget for **Asbestos Management Surveys** has been included as agreed by HRB on 05 November 2015.

The **Decoration Scheme** is not being implemented at this stage.

The **Handyperson Scheme** is expected to be rolled out across the district following the successful trial.

2015/16		HOUSING REVENUE ACCOUNT	2016/17	
Estimate			Estimate	Variance
Original	Revised			
£	£			
		SUPERVISION & MANAGEMENT		
		Supervision & Management - General		
2,194,320	2,194,320	Employees	2,257,430	63,110
140,820	140,820	Premises	181,960	41,140
110,260	110,260	Transport	123,420	13,160
186,830	186,830	Supplies & Services	243,130	56,300
893,540	893,540	Corporate Support Services	981,440	87,900
202,310	202,310	Other Support Services	219,160	16,850
3,728,080	3,728,080	Total Expenditure	4,006,540	278,460
(3,120)	(3,120)	Income	(3,270)	(150)
3,724,960	3,724,960	Net Expenditure before Recharges	4,003,270	278,310
(410,720)	(410,720)	Recharges	(425,490)	(14,770)
3,314,240	3,314,240	Net Supervision & Management - General	3,577,780	263,540
		Net Expenditure Analysis by Cost Centre		
689,640	689,640	General Operational Management	817,320	127,680
256,830	256,830	Senior Housing Management	200,490	(56,340)
1,066,220	1,066,220	Landlord Services	1,086,670	20,450
876,470	876,470	Housing Needs & Strategy	937,290	60,820
807,070	807,070	Asset & Property Team	929,400	122,330
28,730	28,730	Council House Sales	32,100	3,370
3,724,960	3,724,960	Net Expenditure before Recharges	4,003,270	278,310
(410,720)	(410,720)	Recharges	(425,490)	(14,770)
3,314,240	3,314,240	Total Analysis by Cost Centre	3,577,780	263,540
		Supervision & Management - Special		
52,630	52,630	Communal Areas Cleaning	55,910	3,280
40,670	40,670	Community Centres	35,000	(5,670)
12,180	12,180	Choice Based Lettings	12,180	0
319,800	319,800	Maintenance of Grounds	317,800	(2,000)
20,200	20,200	Play Areas	15,020	(5,180)
50,000	50,000	Estate Management	52,280	2,280
410	410	Caretaking & Window Cleaning	410	0
36,980	36,980	Communal Areas Lighting	30,000	(6,980)
31,500	31,500	Communal Areas Heating	32,130	630
0	0	Longitudinal Study	5,000	5,000
0	0	Stock Condition Survey	75,000	75,000
3,290	3,290	Tenants' Conference	3,290	0
30,000	30,000	New Build Feasibility	15,000	(15,000)
15,000	15,000	ASW Procurement	15,000	0
10,000	10,000	De-commissioning Costs	10,000	0
5,000	5,000	Business Plan Update	5,000	0
841,620	841,620	Mobile Support Officers	728,310	(113,310)
14,360	14,360	District Offices Running Expenses	10,200	(4,160)
4,270	4,270	Sewage Treatment Works	3,830	(440)
1,487,910	1,487,910	Total Supervision & Management - Special Expenses	1,421,360	(66,550)

Significant changes and areas of interest in 2016/17

A 1% pay award has been included in the **Employees** budgets.

Supplies & Services includes funding for 2.5 Streetscene posts: an Assets Surveyor, a Grounds Maintenance Apprentice and 50% of an Arboricultural Officer.

General Operational Management includes internal recharges from other services, rates, insurance, fees for external audit, Treasury Management advice and the annual valuation of the housing stock.

The STAR Survey has been replaced by a **Longitudinal Study** as agreed by HRB on 05 November 2015.

A budget of £75,000 has been included to facilitate an up to date **Stock Condition Survey**.

The **Mobile Support Officers** budget includes £75,000 for sheltered housing Homesafeguard equipment maintenance (contract and repairs). The recharge from Homesafeguard has been removed as alarm charges for sheltered tenants are now credited direct to that service.

2015/16		HOUSING REVENUE ACCOUNT	2016/17	
Estimate			Estimate	Variance
Original	Revised			
£	£			
		Other Expenditure		
13,680	13,680	Sewerage - Repairs, Maintenance & Emptying	14,670	990
44,350	44,350	Tenant Participation	33,940	(10,410)
5,230	5,230	Tenant Scrutiny	5,250	20
2,030	2,030	Storage	2,030	0
5,100	5,100	38 St Pauls Road Heathpark	5,110	10
30,250	30,250	Community Development Work	25,270	(4,980)
5,050	5,050	Minor Management Schemes	5,050	0
20,000	20,000	Road Repairs	0	(20,000)
1,020	1,020	Signs on Estates	1,020	0
8,120	8,120	Eviction Expenses	8,120	0
3,000	3,000	Off Street parking	0	(3,000)
3,050	3,050	Pest Control Expenses	3,050	0
5,200	5,200	Gully Cleansing	10,000	4,800
32,920	32,920	Tree Felling and Planting	29,790	(3,130)
5,000	5,000	Landscaping	5,000	0
75,000	75,000	Removal Expenses (Downsizing)	75,000	0
0	0	Private Water Supplies - Service & Maintenance	0	0
18,270	18,270	Removal of Rubbish & House Clearances	18,270	0
7,610	7,610	Best Value - Housemark	7,610	0
284,880	284,880	Total Other Expenditure	249,180	(35,700)
		Major Repairs (capital expenditure)		
200,000	200,000	Central Heating Replacement	200,000	0
150,000	150,000	Electrical Updating	150,000	0
150,000	150,000	Roof Renewal	150,000	0
400,000	400,000	Replacement uPVC fascias etc	400,000	0
650,000	650,000	Replacement Kitchens	650,000	0
300,000	300,000	Replacement Bathrooms	300,000	0
480,000	480,000	Replacement Doors	400,000	(80,000)
720,000	720,000	Replacement Gas Boilers	800,000	80,000
350,000	350,000	Electrical Works on Change of Tenancy	500,000	150,000
1,596,000	1,596,000	Change of Tenancy Other Expenditure	1,596,000	0
4,996,000	4,996,000	Total Major Repairs	5,146,000	150,000

Significant changes and areas of interest in 2016/17

Tenant Participation has decreased due to a reduction in Strata recharges for printing and postage.

The **Road Repairs** and **Off Street Parking** budgets are not required.

Major Repairs are classed as capital expenditure and are now included in the HRA capital programme but are shown here for information. They are fully funded by the HRA through the Major Repairs Reserve.

Report to: **Housing Review Board**

Date of Meeting: 14 January 2015

Public Document: Yes

Exemption: None



Agenda item: 10

Subject: **Draft Housing Service Plan 2016-2017.**

Purpose of report: This report presents the draft Service Plan for the Housing Service covering the period 2016-2017.

The Service Plan is a document produced annually and sets out the key achievements over the past year and the forthcoming issues to be faced by the Service. A range of Service improvements are identified, performance data reported, consultation proposals outlined, budget information etc.

The Service Plan is presented in draft form for the Board's consideration.

Recommendation: **To consider, comment on and approve the Housing Service Plan for 2016 – 2017.**

Reason for recommendation: To enable the Housing Review Board to influence the production of the Service Plan.

Officer: John Golding, Strategic Lead – Housing, Health & Environment. Tel: 01395 517567

jgolding@eastdevon.gov.uk

Financial implications: Any financial implications will be identified at the time the action is to be initiated.

Legal implications: There are no legal implications requiring comment.

Equalities impact: Low Impact

Risk: Low Risk

Links to background information: [Housing Service Plan 2015/15](#)

Link to Council Plan: Living in this outstanding place.

Report in full

1 Producing a Service Plan

- 1.1 For some time now all the Council's services have organised an annual Service Planning exercise and produced a Service Plan, which sets out details of past performance and achievements, and future challenges and targets.
- 1.2 The Service Plan is produced using a corporate template and it shows how the service improvements link with the Corporate Strategy, identifies the key Service objectives, challenges ahead and outlines areas of performance that we should measure. It also considers efficiencies, key risks, training needs, equalities, opportunities to do things differently and workforce planning.
- 1.3 For Housing the Service Plan links with and complements the Homes and Sustainable Communities Plan and Housing Revenue Account Business Plan, Homelessness Strategy, Private Sector Renewal Plan, Empty Homes Strategy, Energy Conservation Act Plan and other service specific policies, the Council Plan and various housing budgets.
- 1.4 The Service Plan is intended as a working document and the Service managers will cascade the contents of the Plan at their team meetings. It is a good discipline to complete an annual statement of what the Service expects to achieve, set out in a structured way using a template and involving staff, service users and members in the process. I have tried to capture both the core housing activities we undertake and the areas for service development/improvement.
- 1.5 We have refreshed a number of our policy documents during the course of the year and have given a number of new commitments as well as agreeing a series of 'stretch targets'.
- 1.6 The Service Plan reproduces our ten key aims in the Homes and Communities Plan. It also sets out a series of Systems Thinking purposes to capture 'what matters' to our customers.
- 1.7 I have drafted the Service Plan following consultation with service managers to a point where it is ready for the Board's consideration. I have reproduced the draft Service Plan in **Annex 1**.
- 1.8 It will be noted that many of the dates in the Service Plan for particular actions are on-going activities for the Housing Service and therefore do not sit comfortably with the presumed start and completion date in the template.
- 1.9 I welcome the Housing Review Board's input into the Service Plan before it is finalised and reported to the Cabinet.



Service Planning 2016/17

Housing Service

Version 0.5

April 2016 – March 2017

Strategic Lead: John Golding

Portfolio Holder: Cllr Jill Elson

Service Plan 2016/17: Contents Page

Section 1	Brief description of service and purpose(s)
Section 2	Key achievements in 2015/16
Section 3	Looking forward: what we will do in 2016/17
Section 3a	Looking forward: any Service challenges or pressures for next 3 years
Section 3b	Looking forward: options for doing things differently
Section 3c	Looking forward: what we will measure, how often and for whom
Section 4	Resources and workforce planning
Section 5	Training and development
Section 6	Service risks: current and new/emerging
Section 7	Equalities

Section 1 – Brief description of service and purpose(s)

<p>What we do</p>	<p>In Housing we aim and work towards a high level ambition to secure - A decent home for all. We have also adopted the following purposes where we have undertaken Systems Thinking reviews:</p> <ul style="list-style-type: none"> • <i>To match the right people with the right home (voids & allocations).</i> • <i>Do the right repair at the right time, get it right first time, and stay fixed (responsive repairs).</i> • <i>Do the right service/repair at the right time, and leave safe (gas servicing).</i> • <i>To collect the right amount of rent at the right time (rent management).</i> • <i>Deal with customer emergencies promptly (Home Safeguard).</i> • <i>Better housing, better health (private sector housing).</i> • <i>To deliver outstanding Support Services to residents of East Devon regardless of housing tenure.</i>
<p>How we deliver and ensure equal access</p>	<p>Service delivery is through a variety of direct or in-house provision and a number of contracts/partnerships with partners.</p> <p>In Landlord Services we work to an adopted series of housing diversity commitments and a Housing Customer Charter.</p> <p>We set service standards with our customers.</p>
<p>How we compare</p>	<p>We use HouseMark for periodic benchmarking exercises of Landlord Services and report the results to the Housing Review Board. We have also undertaken STAR tenant satisfaction surveys biannually.</p> <p>The Devon Housing Options Partnership uses the Quality Standards Framework which we have reported to Cabinet.</p>
<p>Statutory elements of the service</p>	<p>Landlord services Homelessness/Housing Advice Housing Register and Allocations Tenancy Strategy Private sector housing enforcement including Empty Homes and Houses in Multiple Occupation, Private Water Supply assessment and enforcement, Caravan Site Licensing, Provision of Disabled Facilities Grants, Environmental Pollution associated with Rural Drainage and statutory nuisance, public</p>

	health and wellbeing.
Current net budget (excludes Internal support charges and capital budget)	Housing Revenue Account has an annual turnover of £18 million. Housing General Fund budgets are annually circa. £282k for private sector housing; £405k for homelessness; and a trading surplus for Home Safeguard (£237k).

Section 2 – Key achievements in 2015/16		
	<i>Briefly describe key achievements and what outcomes were created. This will inform Annual Report at year end.</i>	<i>Strategic link to Council Plan priorities</i>
1	<p>Housing Needs and Strategy</p> <p>388 new affordable homes produced, 29 of which being affordable by design. Supported the delivery of two Community Land Trust schemes. Fifth Annual Report to Tenants produced. Homeless prevention increased and reduced use of temporary accommodation. Handed back private sector leased properties. Maintaining homeless acceptances at low numbers through early intervention and timely housing options advice. Rough Sleeping initiative maintained to ensure no second night out. Operating and working towards an exit strategy for the Local Welfare Support scheme. Reduced the number of applicants, and housing applicants rehoused quicker from the Housing Register. Reduced the financial liability on the Rent Deposit Bond and Guarantee Scheme by signing up all customers seeking a bond to a payment plan through Plough and Share. New style Tenancy Agreement updated, consulted upon and sent out to all tenants. Housing management software upgrade commenced. Phase 1 live in February 2016.</p>	<p>Council Plan</p> <p>Homes and Communities Plan</p> <p>HRA Business Plan</p> <p>Homelessness Strategy</p>
2	<p>Landlord Services</p> <p>Maintaining a high proportion of rent collection and managing the impact of Welfare Reform (Bedroom Tax). Introduction of alarm/support charge following loss of Supporting People funding. Launch of Home Safeguard rebranding and publicity. Home Safeguard maintaining TSA accreditation (no improvement notices) and new working patterns established. Home Safeguard Annual Report published. Social inclusion and Get Digital projects being rolled out to people of all ages. Increased use of community centres. Engaged with Early Help and key workers appointed. Extension and consolidation of community development activities with new work plan developed. Community Orchard planted in Exmouth with Countryside. Community orchard feasibility study completed, and second site</p>	<p>Council Plan</p> <p>Homes and Communities Plan</p> <p>HRA Business Plan</p> <p>Tenant Involvement Strategy</p>

	<p>identified. Honiton Together project progressed. A programme of Tenancy Audits has been undertaken. Mapping project of housing land undertaken. SWITCH Project extended into Axminster & Honiton with the Countryside Service. Parenting skills course devised and run. Grounds maintenance TaFF completed verifying and plotting council land being maintained by StreetScene. Housing Matters magazines issued during the year as planned. Designated Tenant Complaint Panel shortlisted and placed in top three in the country. Tenant Scrutiny report presented on tenant participation review. 10th Annual Tenants conference held. Youth Conference planned for February 2016. Sheltered housing community alarm upgrade completed. Welcome centre in Morgan Court Community Centre Exmouth established. Supporting and enabling Men's Shed Clayton House, Exmouth. Lower Brook Meadow Residents Association established Community Development apprentice in post. Recruiting for Home Safeguard apprentice. Contract with Fire and Rescue Service to install smoke alarms in the private sector homes of Home Safeguard customers.</p>	
3	<p>Property and Asset Services Maintaining Council homes in good condition. Undertaken extensive works to cure water penetration/storm damage to tenants homes. Procurement efficiencies and sharing good practice through Advantage South West. Powell Close, Seaton estate improvements completed. Accelerated improvement programmes leading to higher spend on tenants homes. Fire Risk Assessments being rolled out and fire protection works undertaken. Asbestos surveys being accelerated and Asbestos Register updated. Asbestos Policy updated. Car parking and garage reviews undertaken and actions being implemented. Proactive in gas safety awareness and took part in Gas Safety Awareness week. Focus on compliance issues in relation to fire, gas and asbestos safety. Legionella and electrical safety incorporated into focus on compliance with tenant safety at the centre of our aims. Rolled out CO detectors in all homes with gas and solid fuel Began feasibility and evaluation of 'off gas' homes to enable us to access ECO funding. Extensive fire protection measures undertaken at Dray Court, Exmouth. Installation of new lift at Trumps Court, Sidmouth. Handy Person scheme introduced. Tenant Inspectors for voids appointed and trained. Carried out an energy data survey to inform energy efficiency</p>	<p>Council Plan Homes and Communities Plan HRA Business Plan</p>

	strategy and fuel poverty strategy.	
4	<p>Private Sector Housing</p> <p>Empty Homes Plan refreshed and adopted. Empty Homes project initiated and first stage completed. Second stage under development. Private water supplies monitoring and risk assessments completed within deadlines. Completion of Drinking Water Inspectorate report within deadline. Input into the Drinking Water Inspectorate annual report. Private Water Supply sampling brought back in house. Improving housing conditions with an increase in regulatory action taken. Changes to procedures with tenant protection now woven into procedures. Revised enforcement charges report confirmed and actioned. Flood Support Repair & Renew Grant promoted and administered and completed. Home Improvement Loans promoted. Disabled Facilities Grants administered and clients supported. Implementing the Home Energy Conservation Act Plan. Website improvements including online customer enquiry forms and specific application forms for licenses.</p>	<p>Council Plan</p> <p>Homes and Communities Plan</p> <p>Private Sector Housing Renewal Plan</p> <p>Empty Homes Strategy</p>
5	<p>General</p> <p>Housing Revenue Account Business Plan updated. Risk Register reviewed and updated. Public Health Plan produced with outcome to improve resident's health and wellbeing. Housing volatility fund being built up. HRA loan portfolio being monitored and managed. STAR tenant satisfaction survey undertaken. Plans, strategies and website updated. Housing Review Board considering a wide range of issues. Team building days undertaken. Staff engagement action plans produced and implemented. Improved content of website information. Keeping abreast of change in a rapidly changing housing environment. Resolved some long standing difficult hoarding and ASB cases. Improved engagement with the private sector and internally. Recruitment of generic housing advisers. Improved use of social media. Increased awareness of illegal money lending. Service level agreement with childrens centre Increased mobile working. Work experience opportunities. As part of the Open Housing project audited large amount of data reviewed and processes updated. Housing WebPages improved with online service request reporting capability established in some areas.</p>	<p>Council Plan</p> <p>Homes and Communities Plan</p> <p>HRA Business Plan</p> <p>Private Sector Housing Renewal Plan</p>

Section 3 – Looking forward : what we will do in 2016/17

Key Service Objectives <i>(please include consultation or procurement activity required)</i>	Financial/ corporate resource	Lead Officers	Start date	End date
1) Encouraging communities to be outstanding				
<p>Our Homes & Communities Plan aims are:</p> <ol style="list-style-type: none"> 1. Provide a range of affordable housing to meet housing needs. 2. Prevent homelessness wherever possible, and otherwise ensure that accommodation is available for those who do become homeless. 3. Maintain and manage the council owned housing stock to a high standard, actively involving tenants in all aspects of the service. 4. Bring sub-standard housing (of all tenures) up to current standards. 5. Improve the use and safety of housing. 6. Enable elderly persons, disabled people, and people with special needs to live as Independently as possible and remain in their own homes if they so wish. 7. Improve the sustainability and energy efficiency of housing and eliminate fuel poverty. 8. Widen the choice of housing, especially for those in priority need. 9. Support the improvement and regeneration of local communities by encouraging social inclusion, involving children and young people in housing issues, and enabling residents to actively participate in their communities. 10. Have consistently satisfied customers. 	<p>HRA/Capital Plan</p> <p>General Fund</p> <p>HRA</p> <p>HRA/General Fund/Capital Plan</p> <p>Ditto</p> <p>Ditto</p> <p>Ditto</p> <p>Ditto</p> <p>Ditto</p>	<p>AM</p> <p>AM</p> <p>SB</p> <p>MS/AG</p> <p>MS</p> <p>MS/SB</p> <p>MS/AG</p> <p>AM</p> <p>SB</p> <p>All</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	
2) Developing an outstanding local economy				
Supporting local businesses through spending locally, where procurement rules permit.	HRA	AG/SB	Ongoing	

Undertaking training and mentoring of staff.	HRA	All	Ongoing	
Supporting Early Help and helping people into work.	HRA	SB	Ongoing	
Maintaining effective rent management assisted through the provision of free independent financial advice to optimise tenant's household income.	HRA	SB	Ongoing	
Supporting apprentices and work experience opportunities.	HRA	All	Ongoing	
Developing the SWITCH job club preparing more young people for work.	HRA	SB	Ongoing	
3) Delivering and promoting our outstanding environment				
Promoting Community Orchards and tenants accessing the countryside through partnership working with Countryside and Leisure.	HRA	SB	April 2016	March 2017
Promoting and installing energy efficiency measures in Council properties.	HRA/GF	AG	Ongoing	
Monitoring and helping to improve the carbon footprint of our contractors.	HRA	AG	Ongoing	
Rolling out of mobile/flexible working reducing our carbon footprint.	HRA/GF	All	Ongoing	
4) Continuously improving to be an outstanding council				
Undertaking Systems Thinking reviews throughout the service.	HRA/GF	All	Ongoing	
Maintaining the Housing training budget and encouraging business improvement through appropriately trained staff.	HRA/GF	All	Ongoing	
Maintaining and continuing to meet the professional development requirements of professional and technical staff.	HRA/GF	All	Ongoing	
Continuing rollout of digital technology and mobile working, including the OpenHousing housing management software.	HRA/GF	All	Ongoing	

**Section 3 a – Looking forward: any Service challenges or pressures for the next three years?
(Revenue/Capital)**

1. Operating the Housing Revenue Account under the self-financing regime and managing high levels of debt and government imposed rent reductions and sale of stock, whilst continuously improving services for customers and delivering our development/acquisition ambitions.

2. Managing the transition to Welfare Reform and rent reductions which will lead to the loss of income and recognising that some tenants may struggle to pay their rent and service charges. Managing the wider issues of welfare reform impacting on many East Devon residents and the need for enhanced advice and support.
3. Improving housing standards in the private sector with increasing regulatory requirements and reducing budgets.
4. Preventing homelessness and increasing housing options at a time when it is recognised that homelessness is likely to increase, including contributing towards the resettlement of refugees and asylum seekers.
5. Managing the ending of the Local Welfare Support scheme for vulnerable groups and stretching existing funding over the financial year.
6. Managing the loss of Supporting People income and the integration of support services with Social Care.
7. Continuing to manage housing need against the supply of affordable homes.
8. Overcoming the problem of insufficient subsidy/grant/opportunities to provide new affordable homes.
9. Dealing with the uncertainty over the funding for the Disabled Facility Grants under the Better Care Fund.
10. Implementing the Health and Wellbeing priorities as set out in our Public Health Plan within a scenario of reducing resources.
11. Improving the energy efficiency of tenant's homes to meet our aspiration of minimum levels of energy use.
12. Assisting the development of a sense of community in Cranbrook and encouraging the delivery of high quality homes.
13. Improving tenancy sustainment and wellbeing of tenants and communities.
14. Changing the lives of identified Troubled/Targeted/Early Help families.
15. Implementing a new housing management IT system/Worksmart/Electronic Document Management.
16. Recording all non housing assets and producing an inspection schedule and programme maintenance schedule.
17. Recruiting and training of professional/technical staff to have the right staff in the right job.
18. Implementing the Tenant Scrutiny Panel recommendations in respect of tenant involvement.
19. Managing the impact of enhanced Right to Buy; sale of high value stock; and Pay to Stay, and its impact on the Housing Revenue Account Business Plan.
20. Embedding the culture of 'can do', customer focus, and 'one family' joined up working with other Council services, and Systems Thinking in the Service.
21. Ensuring that our approach to compliance issues (Fire; Gas and Asbestos safety) is core business with robust policies and procedures in place.
22. Reviewing the options for communal cleaning in flats.

23. Reviewing and redesigning invoicing procedures to ensure accurate and faster payments.

Section 3 b– Looking forward: options for doing things differently –

financial savings / increasing income

1. Establishing East Devon Homes as a standalone business unit of the Council.
2. Self-financing of Council housing and reviewing the Housing Revenue Account Business Plan and debt schedule to maintain viable services.
3. Implementing the new software package for housing, implementation and the introduction of mobile working for staff to create service efficiencies. The project will deliver added value through the review of data and working practices.
4. Increasing customer self service through roll out of Open Housing, customer portal and enhanced service provision at Exmouth Town Hall.
5. Encouraging generic working and review the 'patch' arrangements. Continuing to explore the Customer Hub concept.
6. Continuing the shift from responsive to proactive asset management for all Housing assets.
7. Exploring opportunities for shared working and improving value for money from services/activities.
8. Phasing the support charge in and providing a mobile support service in general needs housing.
9. Continuing to extract savings from the homelessness budget through early intervention and prevention initiatives, without compromising service delivery.
10. Attracting more Home Safeguard business, including Telecare, through marketing and promotion of our services.
11. Facilitating activities through our community development programme with a focus on health and wellbeing outcomes consistent with the Public Health Plan.
12. Introducing a Service Charge regime and examining incentive schemes.
13. Ensuring a greater enforcement presence in the private sector, including empty homes.
14. Responding to the findings of the new longitudinal survey and Viewpoint survey results.
15. Establishing consistent working arrangements for the delivery of Disabled Facilities Grants across Devon, including fast track processes.
16. Reviewing the pilot Handy Person scheme including option of charging for service.

Section 3 c – Looking forward: Changes to measures and performance indicators - what we will measure, how often and for whom

Measure/indicator	How often – monthly, quarterly, bi-annually, annually	For whom? Cabinet, Overview and Scrutiny	Link to Corporate Priorities (listed on page 3 1,2,3 or 4)	Responsible Officer for production of management information	Retain this measure (yes/no) or new
1. Homes and Communities Plan.	Annually	Scrutiny Committee and Housing Review Board	Encouraging communities to be outstanding	John Golding	Yes
2. Housing Revenue Account Business Plan.	Quarterly	Housing Review Board	Encouraging communities to be outstanding	John Golding	Yes
3. Housing Revenue Account budget.	Quarterly	Housing Review Board	Encouraging communities to be outstanding	John Golding	Yes
4. Private Sector Renewal Plan & Home Energy Conservation Act Plan.	Annually	Scrutiny Committee	Encouraging communities to be outstanding	Meryl Spencer	Yes
5. Number of affordable homes delivered (former NI 155).	Quarterly	Overview & Scrutiny	Encouraging communities to be outstanding	Paul Lowe	Yes
6. Number of households living in temporary accommodation (former NI 156).	Quarterly	Scrutiny Committee	Encouraging communities to be outstanding	Andrew Mitchell	Yes
7. Percentage of Customer Satisfaction within the Housing Service.	Quarterly	Housing Review Board	Encouraging communities to be outstanding	John Golding	Yes
8. Responsive repair End to End times & right first time.	Quarterly	Housing Review Board	Encouraging communities to be outstanding	Mark Dale	Yes
9. Number of empty properties returned to use.	Quarterly	Scrutiny Committee	Encouraging communities to be outstanding	Meryl Spencer	Yes
10. Risk assessments of private water supplies.	Quarterly	Scrutiny Committee	Encouraging communities to be outstanding	Meryl Spencer	Yes

11. Percentage of HRA income due on council owned homes collected.	Monthly	Cabinet	Encouraging communities to be outstanding	Sue Bewes	Yes
12. End to End times for a void Council property.	Monthly	Cabinet	Encouraging communities to be outstanding	Andrew Mitchell	Yes
13. Time taken between the start of a tenancy (keys to the new tenant) until the point when the first rent or benefit payment is received.	Monthly	Cabinet	Encouraging communities to be outstanding	Peter Richards	Yes
14. Home Safeguard call response and installation times.	Monthly	Housing Review Board	Encouraging communities to be outstanding	Sue Hodges	Yes

Section 4 – Resources and workforce planning	
Full time equivalents/Headcount as at 01/04/2015	FTE = 93.05 Headcount = 102
Turnover (April 2014 to March 2015)	Voluntary Turnover = 10% Voluntary & Non Voluntary Turnover = 13%
Absence (April 2014 to March 2015)	Days lost per person: 10.6 days
Which posts have you found it difficult to recruit for/retain in last 12 months?	Programme Works and Technical Officers/Maintenance Surveyors
Number of staff rated below 'meets' in Performance Excellence Review?	A small number of people are being performance managed with close supervision, support and task monitoring.
Number of 'high potential staff'	We have several officers on professional education courses and a Service Training programme that seeks to develop staff.

Section 5 – Training and development *(please outline special requirements not available through our partnership)*

Team based skills/development required	Who for	Expected outcome	When
1. Customer service	All staff	Improved customer service and complaint handling	During 2016
2. Equalities	All staff	Awareness of our responsibilities	During 2016
3. Safeguarding children	All staff	Awareness of the Councils policy and reporting procedure	During 2016
4. Safeguarding adults	All staff	Awareness of the Councils policy and reporting procedure	During 2016
5. Prevent (radicalisation)	Frontline staff	Awareness of how to report concerns	During 2016
6. Data protection and information security	All staff	Awareness of the Councils policy and housing specific requirements	During 2016
7. Social Media policy and use	Selected staff	Appropriate and positive use of social media	During 2016
8. Systems Thinking	Managers	Take forward the next series of reviews	During 2016
9. Mental Health Awareness	Selected staff	Improved understanding of mental health issues	During 2016
10. Continuing Professional Development/professional training	Selected staff	Maintaining high standards of professional service	During 2016
11. OpenHousing document and mobile device training.	All staff	All users able to benefit from new comprehensive housing management system	During 2016
12. Customer involvement awareness training	All staff	Embed tenant/customer involvement	During 2016

Section 6 – Risks			
New/emerging risks description – See attached Risk Register for current service risks	Impact [minor, significant serious, major]	Likely- hood [remote, unlikely, likely, very likely]	How managed/controlled What action will you take to reduce/minimise risk
Failure to protect against tenancy fraud	Serious	Very likely	Occupancy checks on tenants in temporary and general accommodation, Social housing fraud initiative, Tenancy 'sign up' checks, Tenancy Fraud Strategy.
Fraud in respect of Rent Collection	Significant	Unlikely	Internal procedures, Systems Thinking review, Anite software system, Manual controls.
Loss of rental income	Serious	Very likely	New tenancy 'sign up', Systems Thinking Regime, Procedures for income management, Rent payment methods.
Right to Buy (sales differ from Business Plan expectations)	Significant	Unlikely	Cancel agreement, Costs could be reduced, Loans could be increased.
Safeguarding adults	Serious	Very likely	Safeguarding Older People Policy, Risk Assessments, Scheme Manager's Procedure Manual, Devon County 'Pathways'.
Sheltered housing improvements	Significant	Unlikely	Funding availability, Tenant involvement.
A major homelessness incident	Major	Unlikely	Training for an emergency, Out of hours contact, Emergency and Rest Centre Plan, Devon County Council joint working.
Failure to achieve Housing Strategy targets	Major	Likely	Monitoring performance, Assign actions to lead managers, SPAR.net monitoring.
Failure to provide accurate or helpful housing/homelessness advice	Serious	Very likely	Staff training, Staff supervision, Scrutinise decisions, Procedures in place.
Maintain a Housing Register	Serious	Very likely	Staff training, Policy and procedures, Devon Home Choice.
New-Build Council Homes	Major	Very likely	Robust development proposals, Development expertise, Homes and Community Agency (HCA) bids and grants, Joining Partnership South West development consortium.

Failure of Responsive Repairs contractor	Serious	Very likely	Contract performance monitoring, Contract conditions, Ability to transfer work between contractors, Re-tendering of contract to select two contractors
Loans taken out for self-financing	Serious	Unlikely	Set aside provision for repayment, Tracking Welfare Reform.
Safeguarding Children	Major	Likely	Safeguarding Children Policy, Liaison with the Children's Trust, Staff training, Email reminders from Corporate Lead.
Unforeseen expenditure on council homes	Serious	Unlikely	Stock survey information, Insurance, Improvement programmes, HRA Business Plan.
Housing staff lone working	Major	Very likely	Policies in place to mitigate the risk, Home Safeguard monitoring, Health and Safety Advisor, bespoke Lone Working arrangements.
Failure of private water supply	Serious	Likely	Water supply sampling, Risk assessments, Advice.
Fraud in respect of housing grants	Serious	Very likely	Capital expenditure monitoring, Monitoring of grant approvals.
Lone Working - Private Sector Housing	Major	Very likely	Lone Working Policy and associated training, Health and Safety Advisor, Home Safeguard monitoring of Lone Workers, Bespoke Lone Working arrangements.
Home Safeguard system failure/interruption to service	Major	Very likely	Disaster recovery arrangements, maintenance contract, UPS system, staff trained on system failure.

Section 7 - Equalities		
Equalities Analysis Requirements	Impact Level [High, Medium, Low]	How managed/controlled
1. Homes and Communities Plan 2012	Medium	Equalities Analysis undertaken on the plan.
2. HRA Business Plan 2014	Medium	Equalities Analysis undertaken on the plan.
3. Homelessness Strategy	High	Equalities Analysis refreshed with new strategy.

4. Private Sector Renewal Plan 2012	Medium	Equalities Analysis refreshed with new strategy.
5. Devon Home Choice	High	Equalities Analysis undertaken on the policy.
6. Tenant Involvement Strategy	Medium	Equalities Analysis undertaken on the strategy.
7. Local Welfare Support Scheme	High	Equalities Analysis refreshed as the scheme changed.

Report to: **Housing Review Board**

Date of Meeting: 14 January 2016

Public Document: Yes

Exemption: None

Review date for release None



Agenda item: 11

Subject: **Asbestos Policy Update.**

Purpose of report: In November 2014 Members agreed our revised Asbestos Policy and Procedures. This document will now be reviewed on an annual basis in order to reflect good practice and consider any changes in legislation.

In November 2015 Members agreed to a 2 year programme to capture all remaining management surveys across our stock. This information will then complete the Asbestos Register that we are required to hold to ensure we have up to date information in relation to where asbestos is present across our housing stock.

Recommendation: **Members are asked to approve the revised Asbestos Management Plan and procedures applicable to Council homes.**

Reason for recommendation: To ensure we are meeting our legal duties in relation to the management and control of asbestos containing material (ACM) in our stock.

Officer: Amy Gilbert, Property and Asset Manager
agilbert@eastdevon.gov.uk

Financial implications: Appropriate sums have been included in the 2016/17 budget for asbestos inspections and removal.

Legal implications: The legal framework is set out within the report and requires no further comment.

Equalities impact: Low Impact

Risk: Low Risk
If Policy is agreed

Links to background information: • HSE Asbestos link to website

Link to Council Plan: Living in, working in this outstanding place

1. Introduction

- 1.1 As part of the Management of Health and Safety at Work Regulations 1999 and the Control of Asbestos Regulations 2012, the Council has a duty to ensure the appropriate management of asbestos in relation to our Council properties. As with many matters of health and safety, legislation is continuing to tighten and significant resources are required to ensure the Council is meeting its duties.
- 1.2 In November 2014, Members approved a revised Policy document; Asbestos Control Procedure and Management Plan for Housing. The policy set out steps to put in place to ensure we are meeting requirements 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, the 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. Keep an up to date 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 the 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;
 - h. Provide information on the location and condition of the materials to anyone who is liable to work on or disturb them.
- 1.3 At the November 2015 Housing Review Board meeting you received a report that highlighted progress being made in relation to our day to day management of asbestos. A lot of this success is down to our decision to employ a dedicated Asbestos Officer within the Property and Asset Team. This Officer has been in post since November 2014 and is a central point in terms of how we co-ordinate all issues regarding asbestos.
- 1.4 We are currently setting up a 2 year programme of works to complete all management surveys across our stock; this was a recommendation made at the November 2015 meeting. This will place us in a strong position with regards to ensuring we hold all required information for our properties.
- 1.5 To ensure we keep up to date with current legislation and good practice, we will review the Asbestos Management Plan and Procedure document on an annual basis.

- 1.6 We have also set up an Asbestos Working Group who will meet on a quarterly basis to discuss all related matters and ensure that we are working in accordance with the procedure. We will use this as an opportunity to discuss further improvements that can be made to the plans based on our ongoing experience of working to the procedures. Membership of the group will include the Property and Asset Manager, the Senior Technical Officer (day to day repairs), Senior Technical Officer (Programme Works) Asbestos Officer and the Council's Corporate Health and Safety Officer.

2. Policy

- 2.1 A review of the current document has been undertaken and a revised document is attached for approval by the Board (**Annex 1**).
- 2.2 The document sets out in detail the overall plan for management of ACM, alongside the individual procedures that will need to be followed under various scenarios. The appendices at the end of the document present a series of flow charts that have been designed to easily identify the flow of actions we may be required to take. We have included the appropriate changes to legislation and have attempted to include further detail on general awareness of the risks of asbestos. The format of the document has been changed to make it easier to read.
- 2.3 Once approved the document will be cascaded accordingly to ensure that all Officers with responsibilities in this area are clear as to their exact responsibilities. All Officers in the Property and Asset Team undertake regular asbestos awareness training, but it is important that sufficient time is given to ensure Officers have a strong awareness of our own management plan and procedures.
- 2.4 We are in the process of producing a leaflet on raising awareness of asbestos amongst our tenants. We are finding an increase in the number of enquiries from tenants and we need to be sure we are educating tenants accordingly. Careful consideration needs to be given not to concern tenants unnecessarily (**Annex 2** gives an example from a neighbouring Authority). The leaflet shows a nice balance of general awareness-raising as well as useful facts and statements about how the Authority manages the risks on a day to day basis.

3. Conclusion

- 3.1 We will continue to keep the Board up to date regarding all issues that relate to asbestos. The policy will be reviewed on an annual basis.
- 3.2 In order to ensure we are meeting legislation in this important area of compliance it is vital that we have an up to date Asbestos Management Plan. Members are asked to approve the annual review of the document Asbestos Management Plan and Procedure for Housing.



ASBESTOS MANAGEMENT PLAN & PROCEDURES FOR HOUSING



Version: 1

Revision Date: December 2016

East Devon District Council Asbestos Management Plan

i Executive Policy

ii Statement of Intent

1.0 Introduction

2.0 Policy

3.0 Asbestos Management Plan

3.1 Location and Condition of ACM

3.2 Asbestos Risk Assessments

3.3 Action Plan and Identified ACM

3.4 Long Term ACM Management

3.5 Monitoring and Re-inspection

3.6 Training and Quality Control

3.7 Responsibilities

3.8 Distribution of Information

3.9 Emergency Procedures

3.10 Monitor and Reviewing the Plan

4.0 The Asbestos Register

4.1 Location and Access

4.2 Updates

5.0 Procedures

5.1 Procedure for Previously Unidentified ACM

5.2 Procedure for Damaged ACM

5.3 Procedure for Project Works

5.4 Procedure for Giving Contractors Access to the Register

5.5 Procedure for Labelling ACM

5.6 Procedure for Entry into ACM Contaminated Areas

5.7 Procedure for Working with ACM

5.8 Procedure for ACM Removal

5.9 Procedure for ACM Left Insitu

Appendix 1 Asbestos Management Plan Review Comments Sheet

Appendix 2 Procedural Flow Charts:

1 – The Council's Main Steps in Managing Asbestos

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

3 – Actions after Accidental Uncontrolled Release of Asbestos

4 – Determine whether a Licensed Asbestos Contractor is needed

5 – Contractors whose work may accidentally disturb asbestos materials

6 – Distribution of Asbestos Information

EXECUTIVE POLICY ON THE MANAGEMENT OF ASBESTOS AND ACMS

East Devon District Council has arranged a series of asbestos surveys to be undertaken to their housing stock and workplace sites under their responsibility. The findings of the surveys are available via hardcopy asbestos reports and in electronic database records.

East Devon District Council recognises that exposure to respirable asbestos fibres has the potential to cause serious and irreversible disease. It will, however, be necessary to periodically remove or maintain Asbestos Containing Materials (hereinafter referred to as ACM). It is the policy of East Devon District Council to prevent the exposure of its employees, contractors, tenants and any other persons to asbestos fibres. Where this is not possible, for example, during removal of ACMs, then it is our policy to reduce that exposure to the lowest level that is reasonably practicable.

This Asbestos Management Plan is intended to put this policy into effect.

It is the responsibility of all persons identified in paragraphs 3.7 to be familiar with the procedures contained within the Asbestos Management Plan, to comply with these procedures, and also with current legislation, official guidance and good practice.

In this way, East Devon District Council so far as is reasonably practicable will ensure that the health and safety of all our staff and other persons is not put at risk from exposure to asbestos fibres.

This management plan forms the basis of East Devon District Council's arrangements for satisfying the relevant legislation and is in keeping with the statements contained within the Council's Health & Safety Policy Arrangements for Asbestos and the Council's Asbestos Guidance Notes.

Signed:

Designation:

Date:

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 ACMs in the Council housing stock
- ii. Adopt a programmed approach over the next two years to identify existing ACMs within the housing stock.
- iii. Maintain a comprehensive register of ACMs within the housing stock.
- iv. We will:
 - Undertake:
 - Asbestos Management surveys to all domestic properties.
 - Refurbishment and Demolition surveys where any disturbance to building materials may take place
 - A minimal of an Asbestos Management survey to all Communal Areas and Community Centres.
 - Re-inspections in areas where asbestos is found
- v. Either remove or actively manage all existing ACMs, whichever is the most practicable and effective way to control the risk from asbestos.
- vi. Clearly and appropriately label ACMs 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 the tenants in writing of the position of any ACMs within their home, when requested.
- x. Ensure all work with asbestos is carried out in accordance with the Control of Asbestos Regulations 2012.

1.0 Introduction

1.1 This document sets out East Devon District Council's policy, management plan and procedures for managing asbestos across its portfolio. Since 21st May 2004 there has been a statutory duty to manage asbestos in non-domestic premises in accordance with Regulation 4 of the Control of Asbestos at Work Regulations 2002. This piece of legislation amended the 1987 Regulations by incorporating the principle of 'duty holder' of the premises under Regulation 4. The 2002 regulations and the subsequent Control of Asbestos Regulations 2006 have since been superseded by the Control of Asbestos Regulations 2012 (hereinafter referred to as CAR). Regulation 4, the 'Duty holder' still exists in the same manner. CAR incorporates two other, formerly separate pieces of legislation namely The Asbestos (Licensing) Regulations 1983 and The Asbestos Prohibition Regulations 1992. Within this Policy, we aim to not only meet our legal obligations, but also to incorporate best practice.

1.2 In principle, Regulation 4 requires the duty holder to:

- Take reasonable steps to find materials in premises likely to contain asbestos;
- Presume that materials contain asbestos unless there is a strong evidence to suppose they do not;
- Make a written record of the location and condition of ACMs and presumed ACMs and keep the record up to date;
- Assess the risk of the likelihood of anyone being exposed to these materials;
- Prepare a plan to manage that risk and put it into effect to ensure that:
 - Any material known or presumed ACM is kept in a good state of repair;
 - Any known or presumed ACM is, because of the risks associated with its location or condition, repaired or removed; and
 - Information on the location and condition of the material is given to anyone potentially at risk.

1.3 There are many health and safety regulations that directly or indirectly place duties on employers in relation to asbestos. The key facts of these regulations are listed below. It is important that the Employer is familiar with these. If the Duty holder has followed the steps detailed in this guidance in managing ACMs within the Council premises, major steps will have been taken towards preventing or minimising exposure to asbestos. We will also have taken major steps towards complying with our duties under these Regulations.

1.4 The major health and safety legislation is the Health and Safety at Work etc Act 1974 (HSWA) which requires an employer to conduct their work in such a way that their employees will not be exposed to health and safety risks; and to provide information to other persons about their workplace which might affect their health and safety. Section 3 of HSWA contains general duties on employers and the self-employed in respect of people other than their own employees. Section 4 contains general duties for anyone who has control, to any extent, over a workplace.

1.5 The Management of Health and Safety at Work Regulations 1999 require employers and self-employed people to make an assessment of the risks to the health and safety of themselves, employees and persons not in their employment arising out of or in connection with the conduct of their business – and to make appropriate arrangements for protecting those person’s health and safety. This therefore includes tenants as 3rd parties who need protection against the Employers construction and maintenance work within the property.

1.6 There are duties to maintain workplace buildings/premises to protect occupants and workers under the Workplace (Health, Safety and Welfare) Regulations 1992.

1.7 The Construction (Design and Management) Regulations 2015 (hereinafter referred to as the CDM Regs) require the client to pass on information about the state or condition of any premises (including the presence of hazardous materials, such as asbestos) to the relevant person before any work commences and to ensure that the health and safety file is available for inspection by any person who needs the information.

1.8 To that end and in accordance with CDM 2015 the EDDC Officer who assumes the role of the Planning Designer is to initiate the Construction Phase Plan for all major and minor works undertaken by contractors.

1.9 It must be recognised that the Principal Contractor must complete the Construction Phase plan in accordance with the CDM 2015 Regulations and identify the main dangers on the site prior to work commencing.

1.10 A construction phase plan is required for any construction project no matter how large or small or whether in the commercial or domestic arena. Planning of the project would include the identification of significant hazards and particularly those arising from asbestos and ACMs.

1.11 It should be noted that CAR arises from the parent enabling act, The Health and Safety at Work Act 1974 and is thus confined to non-domestic premises, i.e. workplaces. **Therefore, CAR does not directly apply to a domestic premise, but does apply to any work activity that takes place there, e.g. plumbing, electrics etc.** However, it has been legally established that common parts of a block of flats are not part of a private dwelling and are considered as non-domestic. Thus Regulation 4 of CAR does apply to the common and external parts of flats.

1.12 Does the Council have a duty to manage the asbestos within the private part of the dwelling?

Under CAR the answer is ‘no’. However, whilst they are excluded from CAR, domestic premises (and in fact all premises) are subject to The Occupiers Liability Act 1984. These require property owners and occupiers to be aware of potential significant hazards to health and safety. All persons including visitors, contractors (and trespassers) must be provided with reasonable care not to suffer injury or harm on these premises. Therefore, whilst under Regulation 4 a written plan is not required for the private dwelling, the location and condition of any asbestos does need to be known and expressed to all people to ensure due consideration is given to deciding what, if any, protective measures are required.

1.13 Therefore, CAR does not specifically cover domestic premises, but there is a legal requirement to manage the health and safety risks associated with asbestos and this would be best achieved if managed in parallel with the asbestos in the common and external parts.

1.14 The aim of this Plan is to ensure that the Council, its employees, contractors, occupants and tenants are aware of the presence and location of any ACM within their respective working areas, together with the action being taken or required to ensure that they are not exposed to airborne fibres from ACM. It is essentially a way of ensuring that employees or others do not disturb ACM.

1.15 Asbestos is the common name for a group of naturally occurring fibrous minerals which include Chrysotile (commonly known as white asbestos), Amosite (commonly known as brown asbestos), Crocidolite (commonly known as blue asbestos) Tremolite, Anthophyllite and Actonolite. There are two main classes of asbestos – Serpentine class, which includes Chrysotile and Amphibole class which includes all other types listed above. The raw asbestos that has been imported into the UK over the last 100 years have been manufactured into over 3,500 different products, many of which have been used in buildings, for example boiler and pipework insulations, vinyl floor tiles, lift shaft linings, wall claddings, sanitary ware, fire blankets and roof sheeting.

1.16 The use of asbestos in buildings has been gradually and voluntarily banned since 1969 (A Comprehensive Guide to Managing Asbestos in Premises, 2002). By 1999 the UK created a complete ban on the import, supply and use of all forms of asbestos (please note however, that asbestos held in stock may have been used after these dates).

1.17 ACM can only pose a risk to health if they are disturbed and the asbestos fibres become airborne and inhaled. Therefore if ACM are maintained in good condition, there is not actually a need to remove the products and in fact they may be best left in place and managed.

1.18 Although it is generally considered that brown and blue asbestos are more dangerous to health than white, all can cause fatal diseases, including asbestosis, lung cancer and mesothelioma. Generally speaking, the greater the exposure levels the greater is the risk to health. Other non-fatal diseases include pleural plaques and pleural thickening. The latency period for the diseases is between fifteen and sixty years. The biggest population at risk are those people who worked with asbestos for long periods, such as ship-workers, maintenance and building contractors. It has been estimated that over 3,500 deaths each year in the UK are as a direct result of inhalation of asbestos fibres, the majority of who worked with asbestos in the 1950s and 1960s.

1.19 Asbestos Related Diseases

- Asbestos Warts** – caused when the sharp fibres lodge in the skin and are overgrown, causing callous-like growths which are benign;
- Pleural Plaques** – discrete fibrous or partially calcified thickened areas when can be seen on X-rays of individuals exposed to asbestos. They do not become malignant nor normally cause any lung impairment;
- Diffuse Pleural Thickening** – similar to above and can sometimes be associated with asbestosis. Usually no symptoms shown, but if extensive can cause lung impairment;
- Asbestosis** – irreversible fibrosis or scarring of the lungs in which the tissue becomes less elastic, making breathing progressively more difficult. This is an industrial disease arising from high levels of exposure to asbestos fibres, including blue, brown and white. There is no risk of asbestosis from normal levels of environmental exposure to asbestos;
- Lung Cancer** – an increased incidence of lung cancer has been found in people who work with asbestos and research suggests that both lung cancer and asbestosis do exhibit a dose response relationship. The three main types of asbestos can all cause lung cancer, but blue and brown are more dangerous than white. It is also important to remember that people who are exposed to asbestos fibres and who smoke are at an even greater risk of developing lung cancer than those who do not smoke;

•**Mesothelioma** – a cancer of the inner lining of the chest or the abdominal wall. This cancer is generally shown to be due to exposure to asbestos in the workplace or to living in the same house as someone who works/worked with asbestos. The risk of Mesothelioma is not influenced by smoking. Although a threshold has not been established, evidence shows that low/short exposures to asbestos fibres, primarily from blue and brown asbestos, have resulted in this disease.

1.20 Is there a safe level?

1.20.1 The risk of developing an asbestos-related disease depends on a number of factors, including the cumulative dose received, the time since first exposure and the type and size of asbestos fibres concerned. We are all exposed to a background level of asbestos fibres e.g. externally from erosion of rocks/mining and indoors from proximity to ACMs.

1.20.2 The majority of people now dying from asbestos-related diseases were exposed to asbestos during the 1950's and 1960's, when asbestos use in the UK was at its peak. Many of them were employed in the production of asbestos products and in the building trade, and were exposed to high concentrations of airborne asbestos fibres at work, often over many years. Some were exposed due to contact with dusty work clothes from asbestos workers at home. These exposures were not measured as accurately as we are able to do now, so it is not possible to compare past exposures with incidence of the diseases – there is insufficient information to deduce a 'safe' level.

1.20.3 This relationship can be better established as more information about exposures can be compared with incidences of disease. However, the long latency period makes this slow work.

1.20.4 There is usually a long delay between first exposure to asbestos fibres and diagnosis of disease, ranging from 15 to as many as 60 years. Current UK regulations are such that those now knowingly working with asbestos are unlikely to develop asbestos-related diseases, provided they observe the required precautions.

1.21 Persons at Risk

1.21.1 A study carried out by Professor Peto and HSE epidemiologists in 1995 showed that the largest single group of people at risk of coming into contact with asbestos was building and maintenance workers, often accidentally exposed to ACMs. This group accounts for approximately 25% of the estimated 3,500 annual deaths from asbestos-related diseases. The workers, their own employers and even those in control of the building are often unaware that asbestos was present during maintenance work

1.21.2 Maintenance and building workers may have breathed in asbestos fibres during their day-to-day work with asbestos materials, or because work with asbestos was carried out near to them. Until recently, it was thought that those now dying from asbestos-related diseases were exposed to large amounts of asbestos, either regularly or during a single spell of work lasting from a few weeks to a few years. It is now thought possible that repeated low-level exposures, such as those that could occur during routine repair work, may also lead to asbestos-induced cancers. The scientific evidence on exactly what levels of exposure cause disease is unclear, but we do know that the more asbestos fibres are inhaled, the greater the risk to health. That is why it is important that everyone who works with asbestos, or presumed asbestos, should take the strictest precautions.

2.0 Policy

(See also the opening pages to this document)

2.1 East Devon District Council's policy conforms to the Health and Safety at Work etc Act 1974; the Management of Health and Safety at Work Regulations 1999; Workplace (Health, Safety and Welfare) Regulations 1992; the Occupiers' Liability Acts 1984; the Health and Safety (Safety, Signs and Signals) Regulations 1996, and the Control of Asbestos Regulations 2012.

2.2 As part of East Devon District Council's overall commitment to the health and safety of its employees, tenants, contractors and members of the public in general, the asbestos policy is designed to prevent exposure to the hazards associated with ACMs identified. East Devon District Council will either remove, leave undisturbed or encapsulate asbestos as appropriate to location and risk.

2.3 It is policy to identify, locate and monitor any ACM in undamaged condition. Any identified damaged ACM will be sealed, repaired and monitored or removed.

2.4 East Devon District Council will promote awareness of the hazards of ACMs through information and training for employees, information to contractors working in our homes and common areas and provide information to residents.

2.5 All staff, whether they are external contractors or in house staff, particularly maintenance staff whose day to day activities may take them into areas containing ACM, will be provided with appropriate training including a balanced knowledge of the health risks; that risk is generally dependent upon exposure levels and that ACM in good condition is safe and usually best left undisturbed.

2.6 East Devon District Council will maintain an asbestos register, which is held on file electronically and will shortly be linked to the Open Housing System. In time this will also be available through a 'Portal' which is to be provided to all contractors where appropriate. Until then the information is passed to Contractors by means of a disk. A log is kept of distribution dates and contractors signatures. This information is also held by the Council's Out of Hours Service.

2.7 East Devon District Council (via the Asbestos Technical Officer) will freely provide information on asbestos within the premises that they own and manage and ensure that occupants of asbestos containing premises are informed of the hazards and safe working methods if requested.

2.8 East Devon District Council will implement an effective asbestos management plan so that appropriate measures, such as monitoring, encapsulation, sealing, labelling, inspection or removal of the material are undertaken.

2.9 To ensure identification and location of ACMs, East Devon District Council will always deploy suitably qualified personnel to survey a sample of the housing stock and a 100% survey of all communal areas. East Devon District Council will annually review the asbestos management plan and procedures and after any significant incident.

2.10 The Policy, Plan and Procedures will apply to all premises under the control of East Devon Homes without exception.

2.11 A number of suitably accredited Asbestos Contractors will be retained, to ensure continuity in the event of a major asbestos occurrence which may affect EDDC. This business resilience measure will ensure that other projects can be conducted during any period of investigation.

3.0 Asbestos Management Plan

3.1 Location and Condition of ACM

3.1.1 Existing information regarding the location and condition of ACM at a given premise is held in electronic format by the Asset Management Team (custodian of which is the Asbestos Technical Officer), at the head office at The Knowle, Station Road, Sidmouth, EX10 8HL.

3.1.2 The Council has undertaken Management Surveys of around 35% of their housing stock in accordance with the HSE guidance documents HSG 264 and HSG227, carried out by external consultants and whose operatives are qualified to a minimum of P402 certification as British Occupational Hygiene Society.

3.2 Asbestos Risk Assessments

3.2.1 All identified and presumed ACM have been given a risk assessment score. These scores are formed from a Material Assessment algorithm and a Priority Assessment algorithm. These algorithms take into account the condition of the asbestos (Material) and the likelihood of people being exposed to fibres (Priority).

3.2.2 Material Assessment Algorithm

Variable	Score	Example
Product Type	1	Vinyl floor tile
	2	Asbestos Insulating Board
	3	Thermal Insulation
Extent of Damage	0	Good Condition
	1	Low Damage
	2	Medium Damage
	3	High Damage
Surface Treatment	0	Vinyl tiles
	1	Encapsulated Asbestos Insulating Board
	2	Unsealed Asbestos Insulating Board
	3	Unsealed Lagging
Asbestos Type	1	Chrysotile
	2	Amphibole (excluding Crocidolite)
	3	Crocidolite

3.2.3 Priority Assessment Algorithm

Variable	Score	Example
Normal Occupant Activity	0	Rare disturbance activity
	1	Low disturbance activity
	2	Periodic disturbance activity
	3	High disturbance activity
Likelihood of Disturbance		
Location	0	Outdoors
	1	Large Rooms
	2	Rooms upto 100m ²
	3	Confined Spaces
Accessibility	0	Unlikely to be disturbed
	1	Occasionally likely to be disturbed
	2	Easily disturbed
	3	Routinely disturbed
Extent / Amount	0	Small amounts
	1	Up to 10m ²
	2	10 – 50m ²
	3	Greater than 50m ²
Human Exposure potential		
No. of Occupants	0	None
	1	1 to 3
	2	4 to 10
	3	Greater than 10
Frequency of Use	0	Infrequent
	1	Monthly
	2	Weekly
	3	Daily
Average time area is in use	0	Less than 1 hour
	1	1 to 3 hours
	2	3 – 6 hours
	3	Greater than 6 hours
Maintenance Activity		
Type of Maintenance	0	Minor Disturbance
	1	Low disturbance
	2	Medium disturbance
	3	High Disturbance
Frequency of Maintenance	0	Unlikely to be disturbed
	1	Greater than once per year
	2	Less than once per year
	3	Less than once per month

3.2.4 The scoring system helps to prioritise the required actions, for example those with higher scores are most likely to require the most urgent action. The algorithms help to account for the fact that a person has to actually breathe in asbestos fibres and that there is no health risk simply from a damaged and friable ACM. For example, damaged sprayed asbestos in a locked and unsealed room does not pose a risk to health.

3.2.5 The Risk Assessment will form the basis of asbestos management and will be used to determine the management and control actions necessary. As dutyholder under CAR it is the Council's responsibility to make the Risk Assessment. The surveying consultants have completed the Risk Assessment in consultation with the Council with the ultimate responsibility for ensuring the Priority Assessment accurate is with the Council.

3.3 Action Plan and Identified ACM

3.3.1 Where previous surveys have identified ACMs, that information is incorporated into the asbestos register. This will be kept, maintained and co-ordinated by the Asset Management team. This information is freely available for reference.

Where no information regarding ACM is available, it must be presumed that ACMs are present e.g. where no access was available to parts of a building during a previous Management survey.

3.3.2 The Asbestos Action Plan is to be reviewed annually or as follows:

- Whenever the use of an area changes;
- Whenever circumstances change;
- Should there be reasons to suspect the plan is no longer valid;
- In the event of an incident such as accidental damage.

3.3.3 The Action Plan is set out below:

Action Required	Action by:	Target Completion Date	Actual Completion Date
Confirm Council Policy	EDDC Board	TBC	TBC
Asbestos Management Survey, risk assessments and reports of 35% sampled housing stock	Asset Management / Approved Asbestos Contractor	Complete	Complete
Refurbishment/Demolition Surveys for Planned Works Team	Approved Asbestos Contractor	Ongoing	Ongoing
Management & Refurbishment/Demolition Surveys, risk assessments and reports of void properties	Approved Asbestos Contractor	Ongoing	Ongoing
Management Surveys, risk assessments and reports of Council Communal Areas and other Workplaces	Approved Asbestos Contractor	Ongoing	Ongoing
Planned Works Team properties: Provide information to contractors under CDM	Planned Works Team	Continuous	Continuous
Void Refurbishment properties: Provide information to contractors under CDM	Void Team	Continuous	Continuous
Prepare Asbestos Register	Asbestos Technical Officer	Continuous	Continuous
Prepare Asbestos Management Plan	Asset Management Team	30 th November 2015	
Review Asbestos Management Plan	Asbestos Technical Officer/ Asset Management Team	Annually	
Identify Asbestos Re-inspections	Asbestos Technical Officer / Approved Asbestos Contractor	Continuous at pre-determined frequencies	Continuous at pre-determined frequencies

3.4 Long Term ACM Management

3.4.1 The overall aim is to ensure that all ACM are effectively managed and the risks reduced to its lowest practical level or removed entirely. This will be achieved through initial surveying by archetypes, re-inspections and monitoring, resulting in any necessary remedial or removal works.

3.4.2 As mentioned earlier in this document, there is no risk from ACM if people are not exposed to the released fibres. Therefore we do not plan to remove all ACM as a matter of course, rather only those where the risk to health warrants this.

3.5 Monitoring and Re-inspection

3.5.1 All ACM will be re-inspected at intervals in accordance with HSG 227 and the Council's priority rating determined by risk assessment (refer to the table in 3.5.2). Re-inspections will be carried out by competent persons with a minimum of asbestos awareness training. This aim of this re-inspection is to use information to update the asbestos register.

3.5.2 As a general minimum guideline, the following frequencies of ACM re-inspections, as linked to the risk assessment priority scaling are as follows. Note that the frequency is risk related and the re-inspection frequencies are to be used as a general guideline only.

RISK ASSESSMENT	INSPECTION FREQUENCY (MONTHS)
Very Low	24 Months
Low	18 Months
Medium	12 Months
High	0 – 3 Months
Very High	ASAP

3.6 Training & Quality Control

East Devon District Council

3.6.1 All Council staff whose day-to-day activities may take them into areas containing ACMs will be provided with appropriate training including a balanced knowledge of the health risks; that risk is generally dependent upon exposure levels; that ACM in good condition is safe and usually best left in place; and the procedures to follow if damaged ACM are found.

3.6.2 Refresher training will be provided at regular intervals for all EDDC officers engaged in work where asbestos may be encountered, this can be effected using the online Teignbridge learning partnership for basic levels of technical knowledge and other courses at higher levels of knowledge for The Asbestos Technical Officer and his deputy who deal directly with the issue.

3.6.3 Records of training must be kept by the individual in either electronic or hard copy in the event that their bona fides are required to be determined.

3.6.4 The Council's corporate training matrix if not already reflecting this strategy should be amended accordingly and asbestos training discussed at the regular PER for the concerned individual.

3.6.5 All Council Officers must be knowledgeable with the internal incident accident reporting system

3.6.6 The Council will welcome audits either from in house departments or external bodies and can only benefit from recommendations and advice that will lead to improvement of policies and procedures.

This procedure is to be audited as per internal audit procedure as determined by the EDDC corporate H&S policy. It should be audited at least once in a three year period, or when circumstances indicate that the procedures contained in the policy are no longer relevant and require revision following events occurring on the EDDC demise.

External Contractors

3.6.7 External maintenance and building contractors will be expected to have their own specific company training but in addition will have periodic toolbox talk training explaining the health effects of ACM; premises / site specific risks from any ACM; procedure of work that could disturb ACM; accidental disturbance procedures; the reporting of incidents; and the identification of the contractor's responsible person/s. The Contractors will also be required to undergo, maintain and confirm if requested a suitable formal refresher training programme. Evidence of attendance of these training events should be provided to the Council.

3.6.8 Contractors must identify the competent person, and their qualifications and experience that will advise and or train their staff on asbestos matters.

The contractor will identify the competent person, their qualifications and experience that will advise their management and staff of the CDM Regs 2015, who will conduct the construction phase plan, and inform relevant personnel of any hazard likely to be encountered with regards to asbestos on any particular project

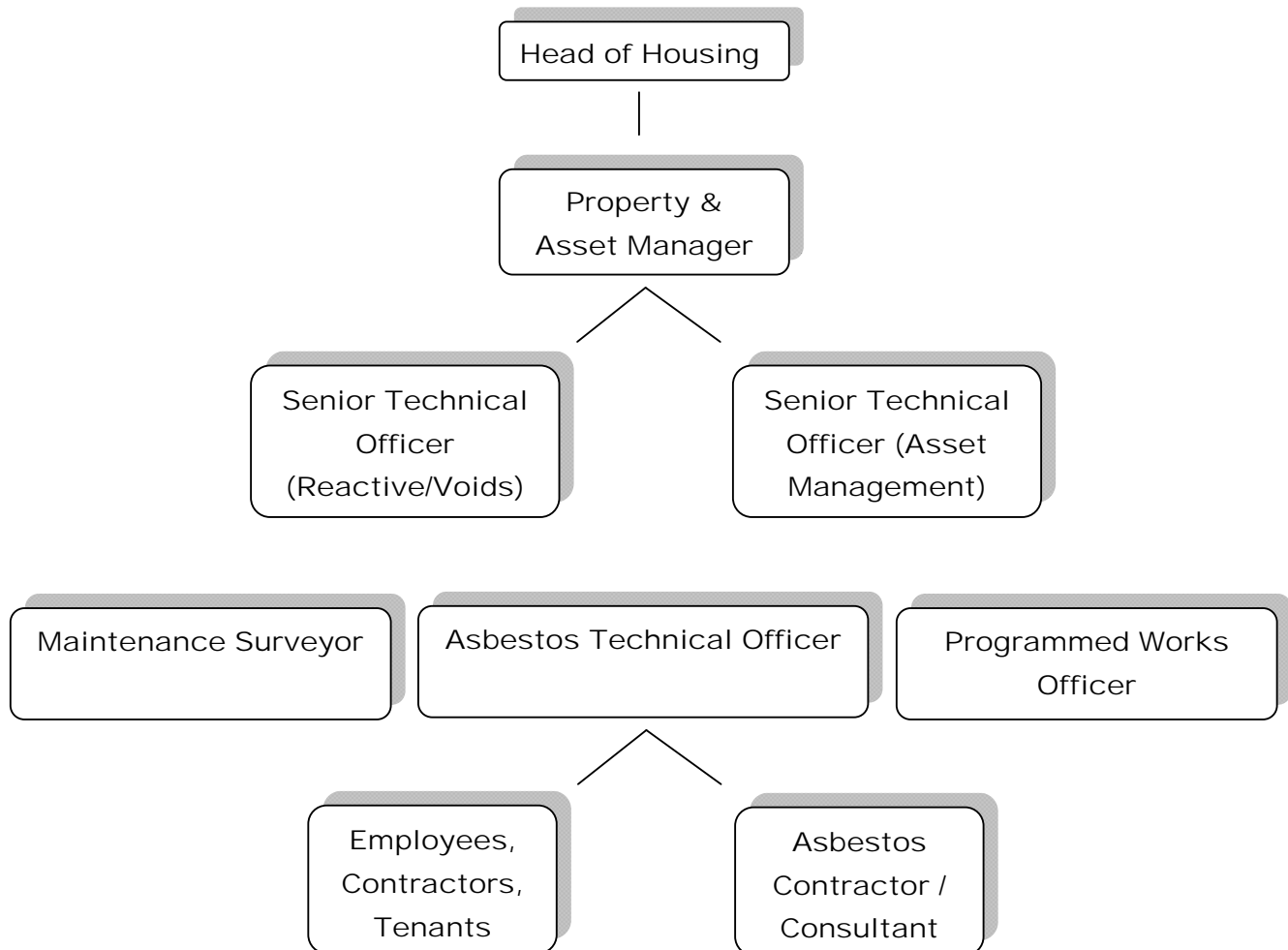
3.6.9 Records of training must be kept by the individual in either electronic or hard copy in the event that their bona fides are required to be determined.

3.6.10 As well as training, Contractor operatives will be required to sign the site induction file stating they have read and understood the asbestos information held for the property.

3.6.11 Non UKAS accredited Asbestos Surveying Contractors will be subject to annual percentage checks by a UKAS accredited Contractors. The Council understands that the HSE does not require Contractors to be registered with UKAS but the stringent guidelines, regular audits and quality procedures can only be beneficial to the Council, their Contractors and their tenants.

3.7 Responsibilities

3.7.1 Management Responsibilities Chart



3.8 Distribution of Information

3.8.1 The Asbestos Register is held on the Council's asset management system. This Asbestos Management Plan is held in hard copy format by the Asbestos Technical Officer, who is responsible for its monitoring, review and distribution.

3.8.2 A summary of the asbestos surveys carried out is held at the head office by the Asbestos Technical Officer. A full copy of the asbestos risk assessments for each site is available by e-mail at short notice or in an emergency.

3.8.3 All contractors retained on term contracts are issued with current copies of the asbestos register.

Emergency Procedures

3.9 Where damaged or unexpected ACM's are encountered

3.9.1 Staff, contractors and consultants are required to **STOP WORK IMMEDIATELY** and undertake the following steps:

3.9.2 The onsite contractor should evacuate the area, without causing alarm, seal and cordon off (lock the area if possible but otherwise ensure that the area which may be affected is put beyond access by unauthorised personnel) until a full assessment has been completed.

3.9.3 Report the incident to the Contractor's Site Supervisor and then the EDDC Asbestos Technical Officer. If this person is not available then the Senior Technical Officer, Duty Surveyor or another member of the EDDC Housing Team should be informed of the incident.

3.9.4 If not already confirmed by the register, the Asbestos Technical Officer will arrange for a competent and nominated person to undertake a survey and sample analysis of the element/s;

3.9.5 The Asbestos Technical Officer will then decide the best action to take on repairing or removing the ACM.

3.9.6 Where unexpected ACM's are accidentally damaged

3.9.7 Staff, contractors and consultants are required to **STOP WORK IMMEDIATELY** and undertake the following steps:

3.9.8 Evacuate the area, without causing alarm, seal and cordon off (lock the area if possible but otherwise ensure that the area which may be affected is put beyond access by unauthorised personnel and that the air-space within the area is isolated from all other areas internally and externally) until a full assessment has been completed;

3.9.9 If there is the potential for dust or debris on the clothing of personnel, the clothing must be removed and placed in sealed plastic bags; all affected personnel should be removed immediately from the source to a controlled, safe place but without the potential to spread contamination, the affected personnel should not be allowed back in to the affected area but should be allowed to shower, or be washed thoroughly as soon as possible and the washing facility be wet cleaned and tidied afterwards, with all rags, tissues, wipes, fabric and clothing being control bagged for safe removal, before allowing this person to go to other locations.

3.9.10 Immediately report the incident to the Contractor's Site Supervisor and then the EDDC Asbestos Technical Officer. If this person is not available then the Senior Technical Officer, Duty Surveyor or another member of the EDDC Housing Team should be informed of the incident.

3.9.11 The Council has an Incident/Accident Reporting System in place which requires a Council Officer to complete a report. The incident will then be investigated by the Council's in house Health and Safety Team.

3.9.12 Contractors are expected to investigate, make relevant occurrence reports and to advise their affected parties to consult their GPs with regards to the potential effects of an exposure to asbestos.

3.9.13 The Council is duty bound as an enforcing agency where it suspects or confirms that an asbestos release has occurred on its demise that report under RIDDOR 2013 will be made to the relevant enforcing agency as a Dangerous Occurrence. In the first instance it is the Contractors responsibility to report the incident and supply the report to the Asbestos Technical Officer. In the event of any dispute or the Contractor failing to report the incident, the Council will report it on their behalf. Any accidental exposure to asbestos fibres must be reported under RIDDOR.

3.10 Monitor and Reviewing the Plan

3.10.1 This Plan will be reviewed as per paragraph 3.3.2 by the Asbestos Technical Officer to ensure that all information is correct and that objectives are being met.

4.0 The Asbestos Register

4.1 Location and Access

4.1.1 The asbestos register is held in electronic format on the Council's asset management system. A disk is distributed to Contractors on a monthly basis containing all asbestos records held by the Council. This allows ease of access for contractors and consultants prior to maintenance or remedial works taking place. This Asbestos Management Plan is held in hard copy format by the Asbestos Technical Officer who is responsible for its monitoring and review. Relevant sections are available for contractors and maintenance staff, out of hours (i.e. in an emergency) - access is via the Asbestos Technical Officer.

4.1.2 It is a record of all known ACMs throughout the Council's portfolio. The intention is to make the following information available: the extent and condition of the material, photographs, annotated plans and risk assessments.

4.1.3 The historic initial 35% stock sample Management surveys used to compile the asbestos register has been completed. This will be frequently supplemented by Management Surveys as per the Action Plan.

4.2 Updates

4.2.1 The Asbestos Technical Officer will update the Register based on investigation, sampling and remedial works carried out and information gained during inspections or supplied by contractors or occupants, utilising the standard pro-forma Asbestos Notification Form (ASB3).

4.2.2 A regular audit / re-inspection will be undertaken to check that the Register has been kept up to date. This will be organised by the Asbestos Technical Officer.

5.0 Procedures

5.1 Procedure for Previously Unidentified ACM

5.1.1 It is the responsibility of all staff to report any suspect ACM material to the person in charge. The Asbestos Technical Officer must be notified where such material was identified, who will ensure that the suspect material is inspected in accordance with HSG264 and HSG 227 and a risk assessment made.

5.1.2 Previously unidentified materials may be discovered for example where rooms or parts of the interior or exterior of a building were inaccessible at the time of the historic surveys.

5.1.3 Suspect material should not be disturbed until the material has been inspected by a competent person and in accordance with the above.

5.2 Procedure for Damaged ACM

5.2.1 It is the responsibility of all staff to report any damaged ACM material to the person in charge. The Asbestos Technical Officer must be notified where such material was identified, who will ensure that a risk assessment is undertaken.

5.2.2 Damaged material should be left in place and the immediate area evacuated and sealed off if possible to avoid further potential contamination from asbestos fibres. The material should only be handled by suitably trained and competent personnel / contractors.

5.3 Procedure for Building Project Works

5.3.1 Where demolition or major refurbishment is planned a Refurbishment and/or Demolition Survey (full access sampling and identification survey) must be undertaken before a project starts where the works entail exposure of parts of the structure or fabric that could not be seen during the Management surveys. This may even mean a part-destructive survey in the particular area of a building where works are to be undertaken.

5.3.2 Under CDM 2015 the planning designer is to raise a relevant project document initiating the construction phase plan for every project. The principal contractor is to be in receipt of the document and devise the plan for how the works are to be undertaken and identify any hazards including asbestos that could arise. Reference must be made with regards to the structure of any information provided from the Asbestos Technical Officer.

5.3.3 If suspect materials are discovered during the course of building works the supervising officer will halt work and take any necessary or recommended action which may include informing staff and building occupants and clearing the site.

5.3.4 Where relevant, ACM will be dealt with under the CDM Regs, where the Project Manager/Surveyor has responsibilities as outlined in 3.7 above. Recommendations made by the Asbestos Technical Officer will be incorporated into the project works. The Project Manager/Surveyor will arrange for any necessary analytical works and seek advice from the Asbestos Technical Officer on the most appropriate remedial action.

5.3.5 It is likely that the removal of the material will be recommended in the majority of projects. On completion of the remedial works the Project Manager must submit a completed Asbestos Notification Form (ASB3) and all relevant documentation so that the asbestos register can be updated.

5.4 Procedure for Giving Contractors Access to the Register and Reports

5.4.1 The Asbestos Register and Reports will be distributed monthly by the Asbestos Technical Officer by means of disk. All relevant personnel and contractors must refer to this prior to starting any work.

5.4.2 Hard copies of the register and report will be in the on-site Health and Safety File.

5.5 Procedure for Labelling of ACM

5.5.1 Labelling with industry standard 'a' type labels may be carried out internally within communal areas in accordance with the results of the asbestos surveys, all in accordance with the Health and Safety (Safety Signs and Signals) Regulations 1996. Labels will be clearly fixed in position and their condition inspected at the same time as the monitoring of the ACM. This may be discussed with residents to establish the best way to ensure this does not alarm but inform resident. For externally identified ACM and internal areas of dwellings reference will need to be made to the summary asbestos report held at the head office where labelling will not be undertaken

5.5.2 It must be noted that labelling is a back-up measure and is not to be relied on as a control measure in itself. Good lines of communication between occupants, contractors and managers of the asbestos management system are essential and these must be maintained.

5.6 Procedure for Entry into ACM Contaminated Area

5.6.1 Restricted access will be implemented and the Asbestos Technical Officer or relevant Project Surveyor will control access after a risk assessment has been completed and under such control measures as recommended.

5.6.2 Where ACM are suspected but are not labelled, any works in the immediate or adjacent area must **not** be carried out without the consent of the Asbestos Technical Officer after a risk assessment has been completed and under such control measures as recommended.

5.7 Procedure for Working with ACM

5.7.1 Work with ACM that **does not require** a licence should only be carried out by competent personnel (see paragraph 3.6), utilising appropriate tools and personal protective equipment (PPE).

5.7.2 The work will be carried out in strict adherence with the following documents:

- 'Asbestos Essentials' HES guidance documents (Introduction to Asbestos Essentials (HSG 210 - 2001) and Asbestos Essentials Task Manual (HSG 213 - 2001));
- CAR 2012
- Approved Code of Practice – 'Work with asbestos that does not normally require a license (4th Edition).
- Approved Code of Practice – 'Work with materials containing asbestos'

5.7.3 Work with ACM that **does require** a licence must only be carried out by a suitably approved licensed contractor after he has issued the HSE Form 'ASB5' which effectively gives the HSE a 14-day notice period for inspection (note that the HSE are not obliged to visit). There are specific circumstances where the 14 day notice may be waived. Reference to the Health and Safety Executive website and their personnel is recommended for further information, but generally speaking these are usually only issued during emergency works.

5.7.4 The work will be carried out in strict adherence with the following documents:

- CAR 2012;
- HSG247 – The Licensed Contractors Guide;
- 'Asbestos Essentials' HES guidance documents (Introduction to Asbestos Essentials (HSG 210 - 2001) and Asbestos Essentials Task Manual (HSG 213 - 2001));
- HSE guidance document 'Controlled Asbestos Stripping Techniques for Work Requiring a licence (HSG – 189/1);
- Approved Code of Practice – 'Work with materials containing asbestos'

5.7.5 The contractor will produce a plan of work including all necessary method statements and risk assessments. The plan must include the proposed asbestos stripping technique and an assessment of the likely exposure to employees, together with emergency procedures. The Asset Manager or his/her appointed individuals, as the Council's representatives have a legal duty as duty holder to check the contractors' method statements and risk assessments.

5.7.6 Disposal of asbestos waste will be in accordance with the Hazardous Waste (England and Wales) Regulations 2005.

5.8 Procedure for ACM Removal

5.8.1 Removal of asbestos is a hazardous operation and must be carried out under strictly controlled conditions. The works are to be undertaken as paragraphs 5.7.1 to 5.7.4 depending upon whether the work is licensable or not.

5.8.2 The licensed contractor will employ an onsite supervisor who holds a valid training certificate in supervising asbestos removal works.

5.8.3 The contractor is to adhere to the current approved control levels and action limits when working with asbestos. All required PPE and decontamination units will be provided by the contractor to his employees and anyone found not wearing appropriate PPE will be required to leave the site.

5.8.4 Following the asbestos removal works, the contractor will arrange suitable air testing and appropriate certification produced prior to any reinstatement works. Air tests must be carried out by an UKAS accredited organisation complying with ISO 17025.

Reference to HSG 248 'Asbestos: The analysts' guide for sampling, analysis and clearance procedures' is recommended.

5.9 Procedure for ACM Left In-Situ

5.9.1 The Council is to record information as to the type, quantity and location of asbestos for every premise containing or presumed to contain ACM. This record will be held by the Asset Management Team.

5.9.2 During the initial asbestos identification surveys Material and Priority Risk Assessments will have been carried out using algorithmic techniques as set out in HSG264 and HSG 227 (see glossary) to help determine whether asbestos will be managed in-situ or removed.

5.9.3 As a general minimum guideline, the following frequencies of ACM re-inspections, as linked to the risk assessment priority scaling are as follows. Note that the frequency is risk related and the **re-inspection frequencies are to be used as a general guideline only**.

RISK ASSESSMENT	INSPECTION FREQUENCY (MONTHS)
Very Low	24 Months
Low	18 Months
Medium	12 Months
High	0 – 3 Months
Very High	ASAP

5.9.4 Inspection will be carried out to ensure that no damage or significant deterioration to the ACM has taken place since the previous inspection. The dates of the inspections and results are to be held on the asbestos register or future web-link. Any damage or deterioration to the edges or surface must be reported to the Asset Manager who will arrange for priority remedial works to be put in hand if required.

5.9.5 Any damage to known ACM must be reported as soon as it occurs to the Asbestos Technical Officer as should any change or increased intensity of use of any room in which ACM are present. The Asbestos Technical Officer will decide on the type of remedial action to be taken and undertake a revised Risk Assessment.

5.9.6 In non-residential locations, the physical location of known ACM may be identified by an ‘a’ type sticker placed on the corner of the material as per the Health and Safety (Safety, Signs and Signals) Regulations 1996.

5.9.7 Where alterations, refurbishments or any minor works are to be carried out, the person responsible for the project management, execution or ordering of such works must ensure that they have checked for the presence of asbestos in the proposed working area. Should ACM be identified, no works must proceed before specialist advice is sought from the Asbestos Technical Officer.

5.9.8 For those cases where refurbishment involves design work, the project manager must identify all areas of ACM as required under the CDM Regs, and notify these to the relevant person for inclusion in the risk assessment. Where the design involves dismantling and exposure of areas not previously inspected for the purposes of asbestos identification, the designer must take all necessary actions to determine the use of ACM being used in these areas and prevent discharge of asbestos fibres to the air during the dismantling process.

5.9.9 In any cases where asbestos is discovered after dismantling work has commenced, all work in that area must cease immediately and the person in charge informed immediately who will instruct further actions to be taken.

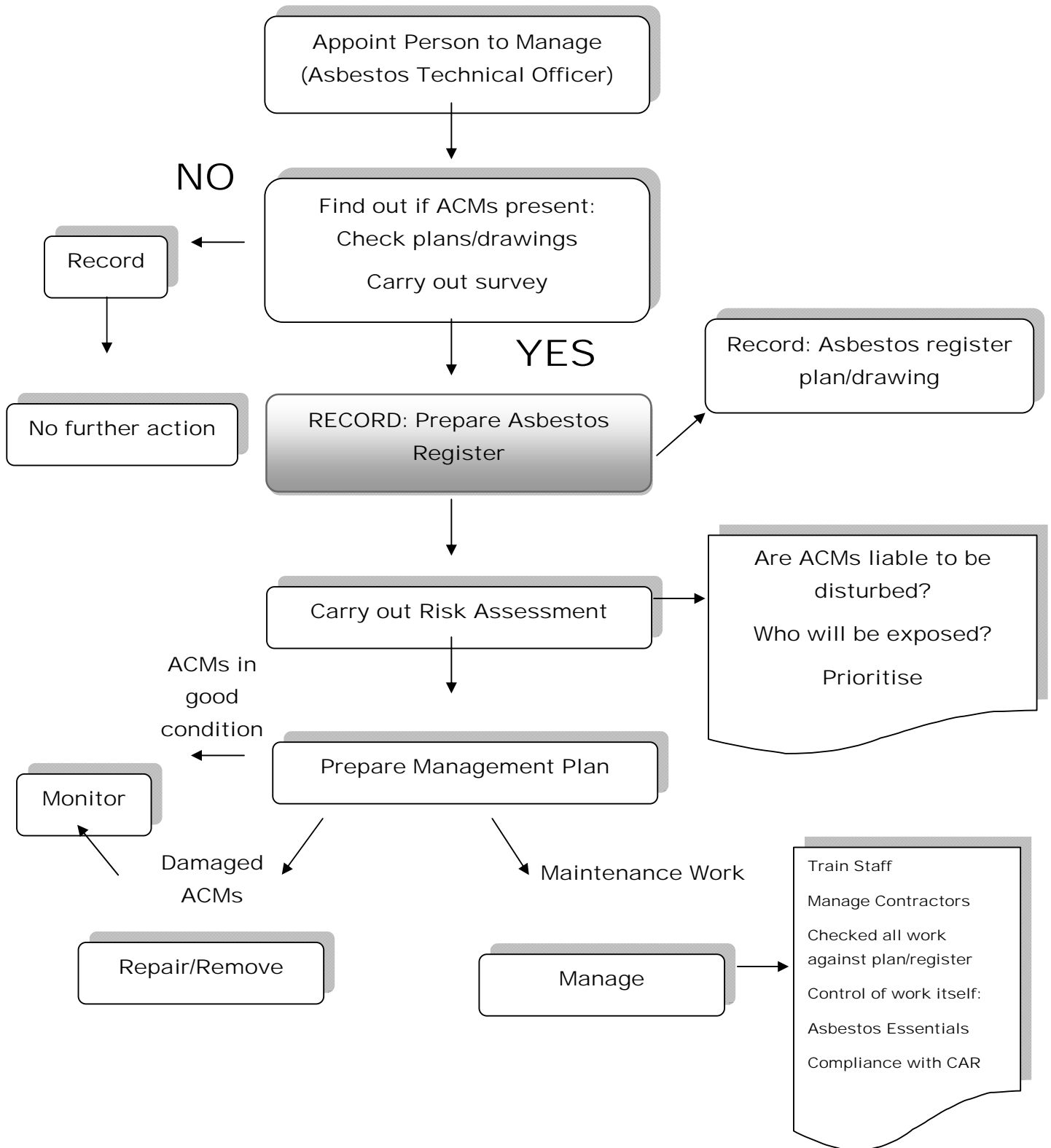
END.

Appendix 1 – Asbestos Management Plan Review Comments Sheet

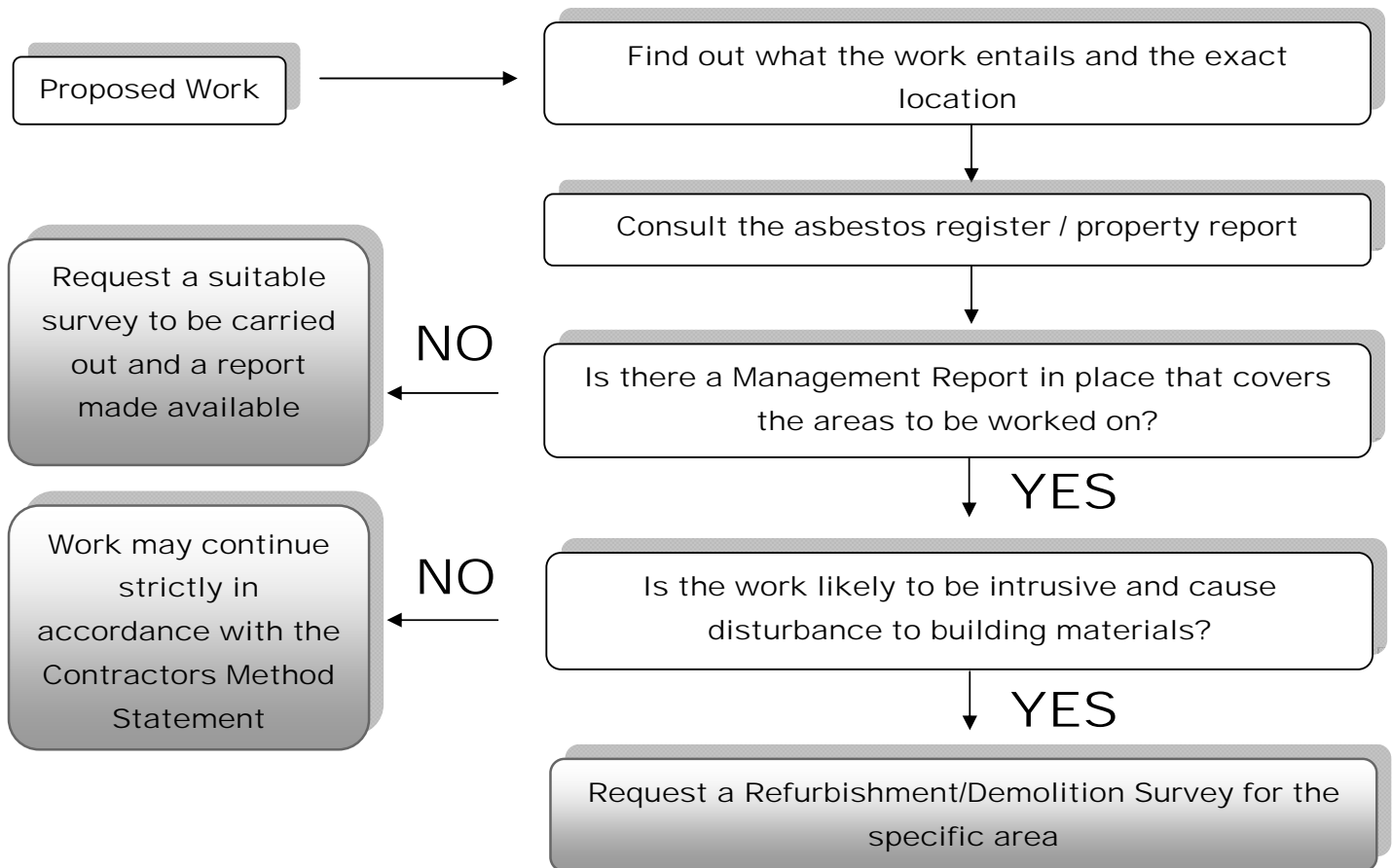
Date	Review Comments	Reviewed By

Appendix 2 –Flow Charts

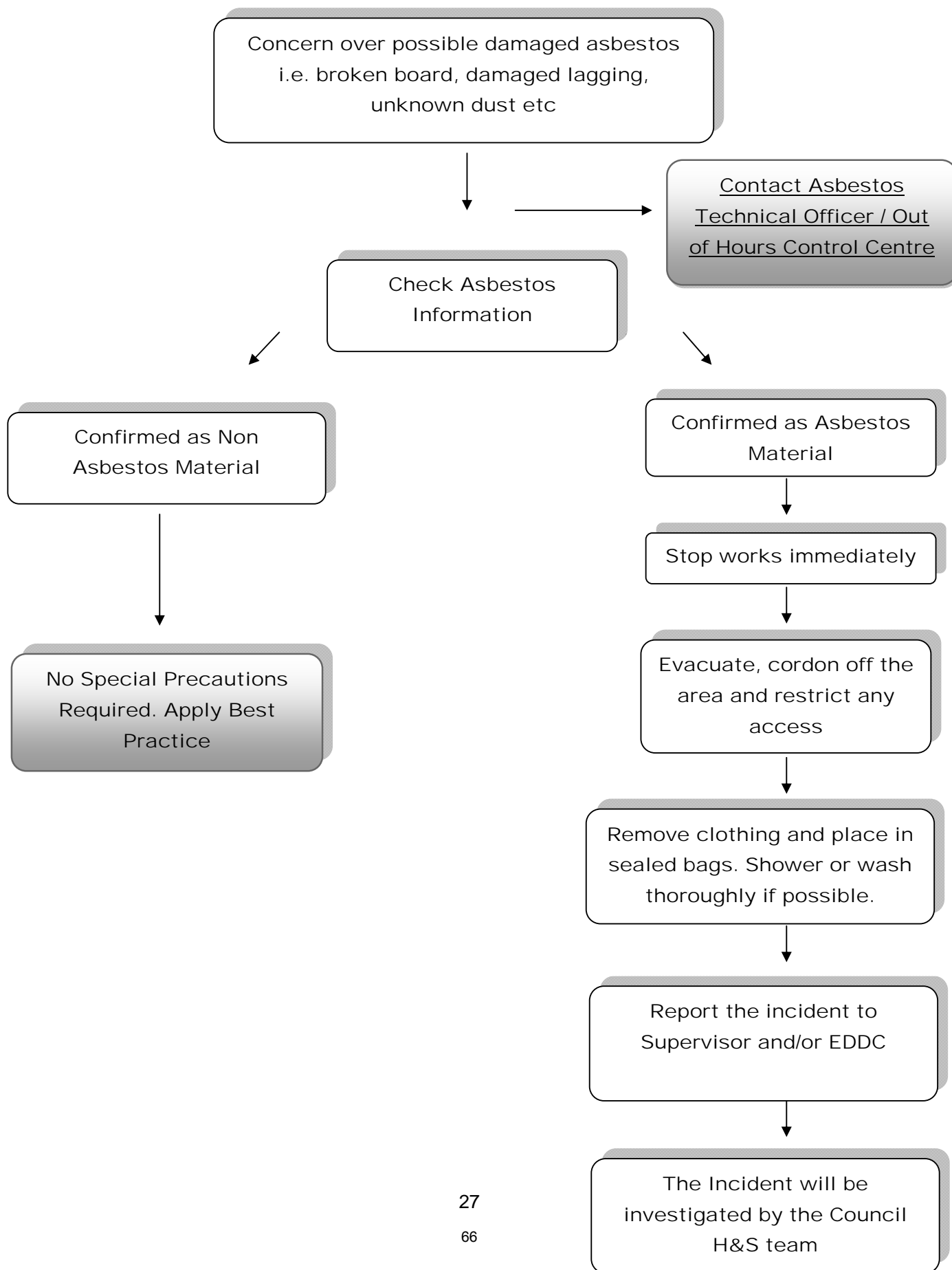
The Council's Main Steps in Managing Asbestos



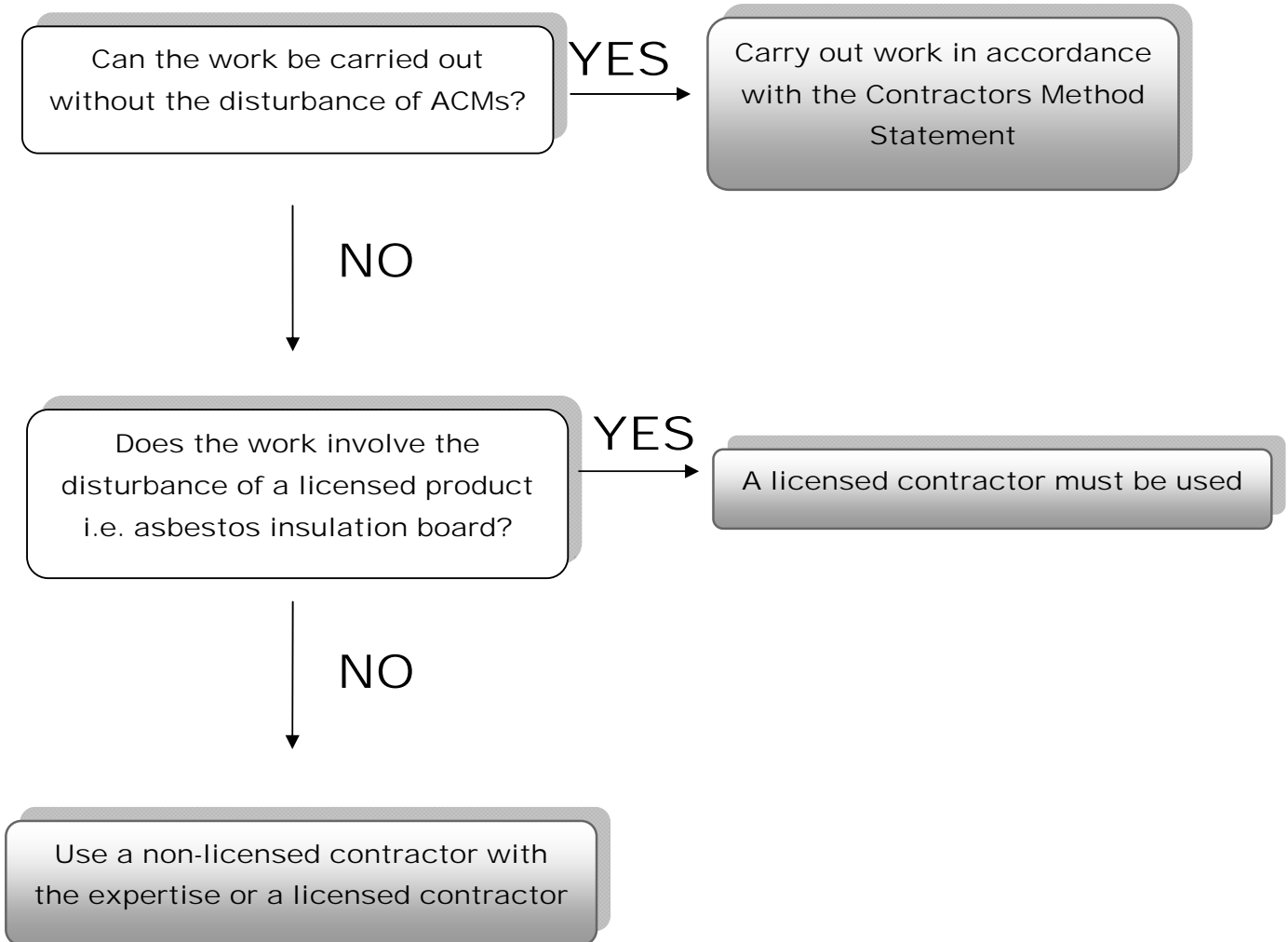
Consult the Asbestos Register as part of the planning process



Actions after Accidental Uncontrolled Release of Asbestos



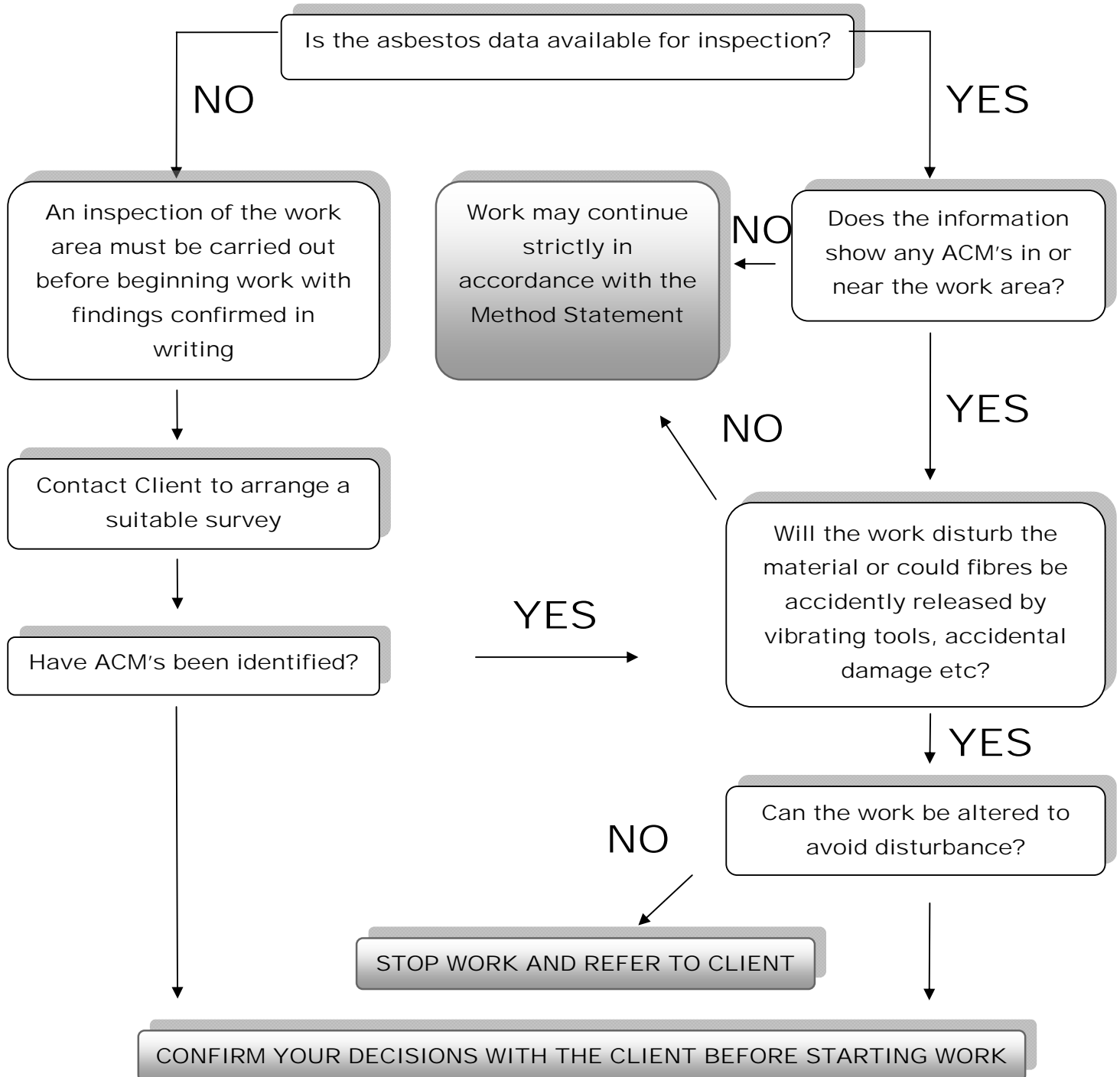
To determine whether a Licensed Asbestos Contractor is needed



Building trades operatives or contractors whose work may accidentally disturb asbestos materials e.g. building maintenance or repair and refurbishment of buildings or services.

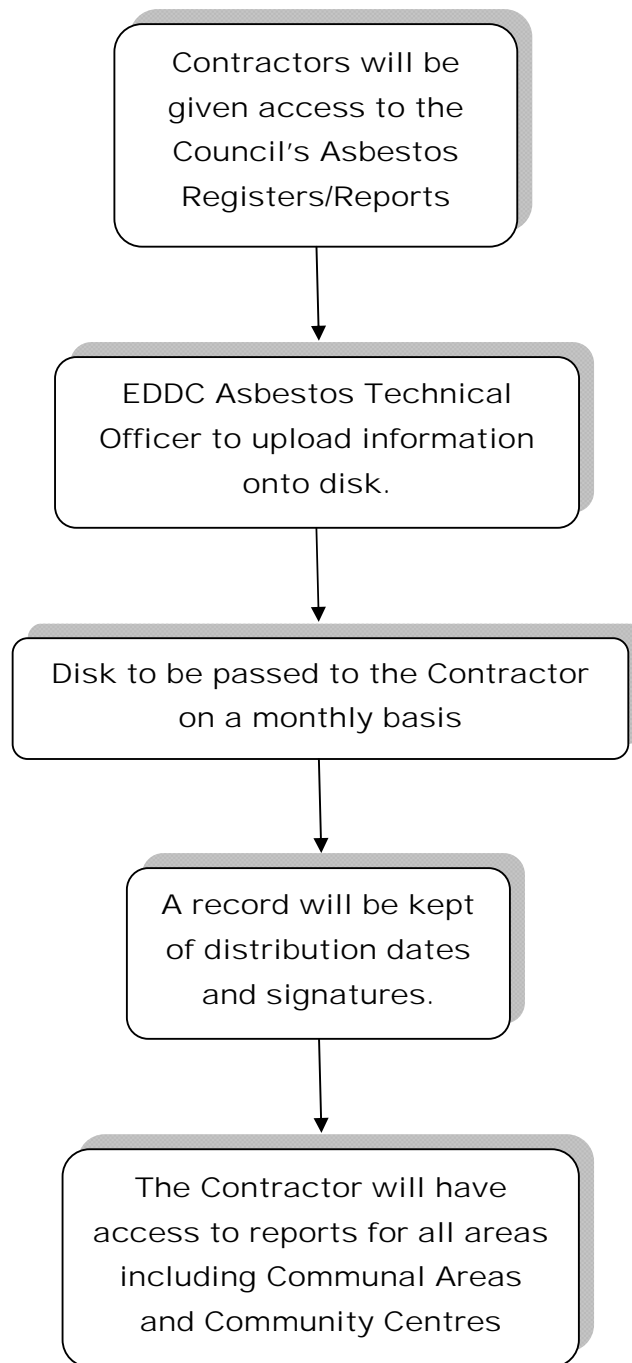
This asbestos policy states you must be trained in identifying materials likely to contain asbestos, refer to the property/area report before work begins and stop work if you suspect asbestos materials may be disturbed if work continues.

Before you start work ask for all of the asbestos report/information which relates not only to the property/area in which you propose to work, but also to the entire building / construction physically associated with the proposed works. Do not attempt to start work without having received all of this information. Ensure you have received asbestos awareness training in the recognition of suspect materials.



Distribution of Asbestos Information

(To include EDDC Out of Hours Service)





Your guide to help
you deal with

Asbestos in your home

- Facts about asbestos
- What should I do if I think I have asbestos in my home?
- What can be done about asbestos?
- Will Mid Devon District Council remove the asbestos?
- Common locations of asbestos
- Where can I find more information regarding asbestos?

www.middevon.gov.uk

Facts about asbestos

- Building materials containing asbestos were widely used between 1950 and 1980, particularly from 1960 onwards, as its fibres are strong and resistant to heat and chemicals.
- When asbestos is damaged it releases fibres into the air which can cause problems if breathed in.

What should I do if I think I have asbestos in my home?

- Don't panic as it is very unlikely that the levels of asbestos fibres found in the building will be harmful.
- Don't attempt to remove the asbestos lagging, spray coatings or large areas of insulation board yourself. Nobody should undertake the removal of asbestos unless they have obtained the HSE license to do so.
- If you are planning to carry out any DIY, painting or alterations (this includes drilling and sanding) and it has been confirmed your home has asbestos, please contact Mid Devon District Council for advice and guidance before proceeding with this work.
- If you are at all concerned that you might have damaged or aging asbestos, please do not hesitate to contact one of our members of staff trained in dealing with asbestos on 01884 233024.

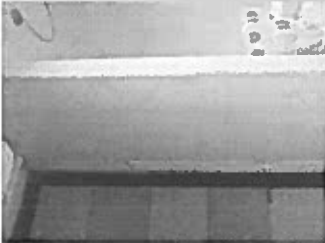
What can be done about asbestos?

- As a landlord, we have a legal duty to register each property that has asbestos.
- We have carried out a representative survey of all properties and identified all known locations of asbestos.
- Depending on the severity of the asbestos material found in your home, we will either repair the material usually by sealing or enclosing it, or we will remove it, especially where it is badly damaged or deteriorated.

Will Mid Devon District Council remove the asbestos?

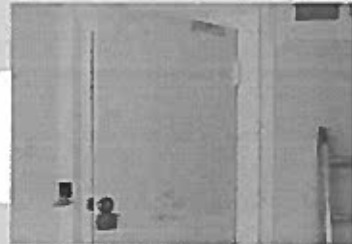
- We will manage and regularly monitor all asbestos found in your home.
- Not all asbestos will be immediately removed. However, we will carry out a programme of removal where asbestos is found to be in disrepair and needs replacing.
- Asbestos materials in a good condition that can not readily be damaged are often best left where they are.
- The general rule for asbestos removal is: if undamaged and completely sealed, leave it alone.

The common locations of asbestos in the home



◀ Asbestos cement bath panels

▶ Insulation panels to the inside of the doors to warm air boiler cupboards



◀ Ceiling tiles and textured coatings

▶ Artex and vinyl floortiles up until 1999



◀ Asbestos cement on garage or shed roofs and wall panels

▶ Sprayed coatings for insulation and fire protection



◀ Asbestos cement drain pipes, gutters, soil outpipes, soffits and fascias.

▶ Watertanks in roof space



◀ Asbestos cement insulation boards, infill panels and partitions

Image of roof © Timothy Allen, asbestos surface © Jason Robinson

Where can I find out more information about asbestos?

- Information regarding asbestos can be found by visiting the Health and Safety Executive website at www.hse.gov.uk or by contacting them over the telephone on 0845 345 0055.
- Alternatively, please contact Mid Devon District Council on 01884 233024.



Address: Mid Devon District Council
Phoenix House
Phoenix Lane
Tiverton, EX16 6PP

Telephone: 01884 233024

Fax: 01884 234318

Email: plannedmaintenance@middevon.gov.uk

Please note: Mid Devon District Council is presenting this leaflet to tenants to help provide information about asbestos. It provides advice and information available at the time of writing which may change. It is intended for guidance only and does not provide authoritative legal advice.



For large print, audio version or other languages please call 01884 233024



X0884

Report to: **Housing Review Board**

Date of Meeting: 14 January 2016

Public Document: Yes

Exemption: None

Review date for release None



Agenda item: 12

Subject: **Energy South West Scheme.**

Purpose of report: This report is an introduction to the presentation that will be given to Members at the start of the meeting.

Recommendation: **To offer support to the project and encourage and advertise the benefits of the scheme to tenants.**
To consider transferring the management of void properties to Energy South West.

Reason for recommendation: As Members of Advantage South West we can benefit from this scheme in a variety of ways, the presentation given will bring Members up to date with how the project has been developed and what the advantages will be for tenants and for the organisation.

To actively encourage tenants to consider their own energy costs, recognising that fuel poverty is a major issue for social housing tenants.

Officer: Amy Gilbert, Property and Asset Manager
agilbert@eastdevon.gov.uk

Financial implications: Financial implications have been stated in the report where they are known.

Legal implications: There are no legal implications.

Equalities impact: Low

Risk: Low

Links to background information: • [Advantage South West](#)

Link to Council Plan: Living in this outstanding place.

1. Introduction

1.1 Advantage South West (ASW) is a limited liability partnership owned by 4 registered providers; Devon and Cornwall Housing, North Devon Homes, Ocean Housing Group and Yarlington Housing Group. The purpose of the partnership is to create better outcomes for social housing customers through collaborative working.

1.2 There are two parts to ASW. The first relates to new build properties, Advantage South West owns the rights to a number of house type designs. These designs have been developed with tenant input and meet or exceed the Homes and Communities Agencies

(HCA) minimum space standards. In the year 2014-15, 124 homes were built (started and/or finished) through the scheme. The second part is the procurement consortium which improves value for money for its Members in the products used in new build, planned and responsive maintenance to social housing properties.

1.3 As an active member of the procurement consortium we have saved over £500,000. The procurement consortium enables local housing associations and Councils to work together to achieve better value through the extra power of a 'larger client'. In the past 5 years, ASW has saved its members more than £13m.

1.4 For some time now ASW have recognised that fuel poverty is a major issue for social housing tenants and have been keen to work with members to look at this wider issue. As a result ASW have teamed up with the energy supplier OVO and have formed the initiative Energy South West.

2. The initiative: Energy South West

2.1 Members are invited to view the presentation by Neil Biddiscombe, Procurement Manager and Thomas Storey, Energy South West Manager.

2.2 There are 2 key elements to this project:

- Ensuring our tenants are aware of the issue of fuel poverty and assisting and encouraging them to switch suppliers in order to save money and receive better services.
- Switching the management of our void properties to OVO (this is currently undertaken by British Gas).

2.3 The presentation will outline the benefits of tenants switching to Energy South West as their main supplier. ASW have teamed up with the energy supplier OVO to create a scheme that will offer residents in the South West a variety of benefits including:

- A 'local' tariff that will be consistently low and available to non internet users
- Excellent customer service
- No tie- ins
- Access to Warm Homes Discount
- Smart Meters as an option

2.4 Although the scheme is not claiming to be the cheapest on the market, it is consistently competitive when compared to other providers. As an energy supplier, OVO boasts extremely high levels of customer service. In a recent WITCH survey, it rated 4th out of 18 providers. Disappointingly our current void management company (British Gas) rated 15th out of 18 (2015 Energy companies' satisfaction survey, WHICH.uk).

2.5 In terms of funding, for every customer that switches, ASW will benefit from commission that will then directly fund activities to drive more energy supplier switching and to promote awareness amongst members of energy efficiency issues.

3. Void Management

3.1 We have been in an arrangement with British Gas for several years who manage all elements of our void properties. This includes:

- Taking over void properties at earliest opportunity
- Writing off debt from previous British Gas customers

- Organising large debts to be removed/ organising engineers to do this
- Replacing damaged or faulty meters in properties
- Provide a token credit for usage during the void period
- Automatically setting up the incoming tenant on a British Gas tariff and crediting the account by £5.00

3.2 It is important to point out that the current arrangement works well for us. We have a designated Account Manager who we liaise closely with over any issues and the general view is that there are no problems with this area of the service. On this basis we must carefully consider changing the arrangement.

3.3 We recently met with our Account Manager from British Gas and discussed the prospect of changing suppliers as a way of trying to see what extra services British Gas could offer us. Their response to this has been non committal and overall the company are not putting forward any significant offers in order to keep our custom.

3.4 We highlighted to British Gas the disappointment over the WHICH Survey results and talked through our concerns around setting up customers with a Company that is rating so low in many areas. It is important to acknowledge that this is the area that our concerns are in terms of us starting tenants on this tariff, evidence suggests that the likelihood of tenants actively changing suppliers in terms of finding a better/cheaper service is extremely low.

3.5 Several Members of ASW have confirmed their intentions to switch void properties onto the scheme once it is launched in early 2016. This will give us the opportunity to reflect on how the experience has been for neighbouring organisations with a view to us potentially switching our void properties to the scheme at a future point. Due to us not having any operational issues with the current scheme we must consider that there will be risks involved with a new arrangement.

4. Conclusions

4.1 Members are asked to offer support for the project. We will be able to promote the benefits of the scheme to tenants in a variety of ways, including:

- Leaflets and information given at sign up
- Mobile Support Officers to promote the scheme to sheltered housing residents
- Advertising in community centres
- Website and social media channels
- Article in next issue of Housing Matters

4.2 The presentation you will receive today was recently given to our Tenant Repairs Group, There was a great deal of enthusiasm for the project amongst tenants and they were very keen for all tenants to benefit from the scheme.

4.3 There is the opportunity for us to open the scheme up to other residents of East Devon (not just tenants in social housing). We can work closely with the ASW team to look for ways to do this.

4.4 We will consider the future management of voids under the scheme at a future point following the initial launch of the void service, we will reflect on the experiences of other providers. We are in no immediate rush to alter our void management owing to the fact that the arrangement works well for us but we should consider the reputational factors of setting tenants up on a tariff that shows poor levels of customer service.

Report to: **Housing Review Board**

Date of Meeting: 14 January 2016

Public Document: Yes

Exemption: None

Review date for release None



Agenda item: 13

Subject: **Housing Repairs- Update on priority timescales and appointment system.**

Purpose of report: To consider the success of a pilot project which introduced changes to the housing repairs priority timescales and appointment system. The changes have been made in line with our Systems Thinking approach to service delivery with the following purpose; **'to do the right repair at the right time, get it right first time and stay fixed'**.

Recommendation: **To implement the changes to priority timescales following the completion of the pilot project and agree the recommendations to improve the system further.**

Reason for recommendation: To ensure we are delivering an efficient housing repairs service that meets the needs of our tenants.

Officer: Amy Gilbert, Property and Asset Manager
agilbert@eastdevon.gov.uk

Financial implications: The financial implications have been indicated in the report.

Legal implications: There are no legal implications.

Equalities impact: Low Impact

Risk: Low Risk

Links to background information:

- [eddcweb\papers\housingreviewboard\14012015bphousingreviewboardhrbeporrepairstimescalesmarch2014.pdf](#)

Link to Council Plan: Living in this outstanding place

1. Introduction

1.1 On the 6 March 2014 Members were presented with a proposal to implement a pilot project to change the priority timescales in relation to our housing repairs service.

1.2 Previously, once a tenant reports a repair, a works order is issued with a timescale for completion and the contractor contacts the tenant to arrange an appointment within that deadline. The work is then done. The government determined timescales we used were:

- a. Immediate – 4 hours
- b. Emergency – 24 hours
- c. Urgent – 5 working days
- d. Priority – 20 working days
- e. Non priority – 30 working days

1.3 Following approval to trial a new way of operating (doing What matters for the customers) we have changed the timescales to offer just 2 repair timescale options;

a. Emergency priority (E) – contractor on site within 2 hours and work complete or make safe within 4 hours.

The emergency repair criteria will be the same as our current (I) immediate priority e.g. no electricity at all/ internal burst pipe.

b. Routine priority – all repairs other than (E) priority. The day/time to be agreed between the tenant and the contractor. The repair should be completed within 30 days.

1.4 As part of the proposal to change the timescales, Members were presented with a number of reasons why these changes would improve the service we offer to tenants, these included:

- To offer tenants more flexibility and control around appointment times;
- To simplify the process in line with our Systems Thinking approach by cutting out waste and focusing on the experience of the customer;
- To reduce costs - one example being the contractor having more flexibility to make their own appointments, this could then see efficiencies in terms of grouping jobs together in one area.

1.5 The approach was also consistent with the Chartered Institute of Housing (CIH) Repairs Charter that set out a flexible framework to help identify what outcomes a good quality repairs service should deliver.

The framework is underpinned by 6 commitments:

- Delivering an effective repairs service as a strategic priority;
- Equipping everyone involved in repairs with the right skills, capacity and resources;
- Providing an accessible and accountable repairs service;
- Delivering a quality responsive repairs service;
- Ensuring value for money is embedded throughout the repairs service;
- Continually striving to better understand and improve our performance.

1.6 The new priority timescales have been in place for the east of the district since September 2014 and following a successful start we introduced the concept to the west side of the district in February 2015.

2. Customer Satisfaction

2.1 With the implementation of the new repair priority timescales and appointment system a revised customer satisfaction form was introduced focusing more on the tenant experience. The form is sent to all tenants who report a responsive repair. Despite changes being made to the form, tenant satisfaction with the service can be compared between the 'old' and the 'new' system.

2.2 Using the tenant satisfaction data available it has shown that satisfaction rates are high for both the 'old' and 'new' system and there were no significant changes in satisfaction with the introduction of the 'new' system. There is little difference in reported tenant satisfaction between the two contractors. See table 1 – table 3 for a more detailed breakdown.

Table 1 Satisfaction with aspects of the new repairs system (824 responses since April 2015)

Question	Yes	No
Satisfied with the appointment agreed with the contractor	96.4%	3.2%
Did the contractor fix the problem right first time?	91.3%	8.7%
Expected standard	98.0%	2.0%
Overall satisfaction with the work carried out	97.9%	2.1%

Table 2 Satisfaction with aspects of the 'old' repairs system (824 responses, April-Oct 2014)

Question	%
% repairs completed right first time	83.5%
How was the repair dealt with (% indicating reasonable)	96.9%

Table 3: Comparing tenant satisfaction with aspects of the new repairs system by contractors

Was the job up to the expected standard?	MD	Skinner
Yes	97.1%	99.0%
No	2.9%	1.0%

Did the contractor fix the problem right first time?	MD	Skinner
Yes	91.0%	91.6%
No	9.0%	8.4%

Overall satisfaction with the work carried out	MD	Skinner
Yes	96.7%	99.2%
No	3.3%	0.8%

2.3 Interestingly, despite reported satisfaction being high the repairs team have noticed a peak in telephone complaints. The complaints are generally tenants 'chasing' when their repair is going to be dealt with. This has been discussed with the contractors who are going to enable the repairs team to see the status of the jobs e.g. appointment time, when the contractor tried to call the tenant etc so the repairs team can communicate better with our tenants.

3 Performance

3.1 Table 4 compares the performance of the ‘old’ system (April-September 2014) and the ‘new’ system (April-September 2015). The comparison column is coloured green if the performance is better with the new system than the old system. As you can see for all indicators the new systems performance is better.

3.2 One of our key commitments and Systems Thinking purpose was “to do the right repair at the right time, get it right first time and stay fixed.” The performance statistics show that first time fix has improved with the ‘new’ system.

Table 4 – Responsive Repairs Performance Indicators for ‘old’ and ‘new’ priority timescale system

	Apr-Sept 2014 (Old system)	Apr-Sept 2015 (New system)	2014 – 2015 Comparison
Total number emergency repairs	253	236	
Completed within target	241	221	
% completed within target	92%	93.7%	
Total number routine repairs	3476	3561	
Completed within target	3188	3422	
% completed within target	92%	96%	
Average days routine	17.86	9.15	
% first time fix	83.5%	87.7%	

3.3 To provide an understanding of whether costs have been affected by the introduction of the new system, table 5 compares the average spend per responsive repair before and during the pilot project. There is little difference in the average cost per repair. However, there are hidden savings which are worth recognising, for example, more efficient process, and fuel efficiencies.

Table 5 – Average spend per responsive repair

	Number of repairs	Average cost per repair
01/09/2014 - 31/07/2015 (PILOT)	11,195	£202.77
01/09/2013 – 31/07/2014 (OLD SYSTEM)	10,281	£198.63

4. Timescale Benefits

4.1 For the EDDC repairs team the new system is working well. Benefits include:

- Easier working with two timescales compared with five;
- More tenant led approach;

- Considerable reduction in the generation of CO emissions as result of the change as well as reduced fuel costs to the contactors;
- Reduced travelling time for operatives;
- Not constrained by old priority timescales and ability to be more flexible when arranging a suitable appointment time with the tenant.

4.2 Both contractors are satisfied with the new repair timescales. "Since this trial started we have found it to be an enormous benefit to us and the tenants, receiving less complaints and 'chasers' regarding orders placed. Unlike the previous timescales, where we were restricted to shorter completion times, we are able to offer dates to suit both the tenant and us to help maintain a good performance." (Skinners).

5 Areas for further improvement

5.1 It has been unclear when the contractors are receiving and acting on the routine orders (i.e. booking an appointment with the tenant). Following a discussion with the contractors both confirm the orders within 48 hours of receipt. However, the repairs team have raised a concern for those routine jobs in terms of not knowing when the appointment will then be made with the tenant. Often tenants will call back in to find out when the appointment will be made. Having a set procedure for contractors to follow in terms of the timescales for making appointments will help this.

5.2 There are occasions where perhaps attendance is not an emergency, but is required within 1 to 2 days. We intend to discuss this scenario with contractors in order to come to an agreement with how such jobs should be dealt with. We may want to introduce a further arrangement for this scenario.

5.2 MD has offered us the opportunity to have access to their interface enabling us to check the status of the job. This will be enormously helpful for the repairs team when tenants telephone asking about their job status. We need to explore a similar arrangement that might be possible with Skinners.

5.3 The number of incoming and outgoing telephone calls has not decreased since the introduction of the new system. The average number of incoming calls for 3 weeks in September 2014 is 473 and September 2015 is 479. The average number of outgoing calls for the same period is 121 and 131 respectively. Better efficiency could be made in this area, for instance the contractors have asked for more detailed notes to be sent through on the order so they can make better plans and avoid having to ask the tenant the same questions again about the repair.

6 Conclusion

6.1 This report highlights that the new system is working well, we have considered carefully tenant satisfaction. Particularly pleasing is the drop in the number of days for a routine to be completed this has come down from 18 in the old system down to just 9 in the new system.

6.2 Taking into account the high performance and reported satisfaction with the new repair timescales, it is recommended that the new repair timescales and appointment system is adopted with the proposal that the issues which have been raised are resolved and

agreement given that there are regular meetings with the repairs team and the contractors to continue to monitor the system in place.

6.3 Overall we are able to see that the new system is working well for tenants, contractors and officers and although we can implement these changes on a permanent basis there are some further areas for improvement to consider.

6.4 The testing period for these changes has raised a number of issues that we must consider going forward:

- Having just two timescales can at times be restrictive and the team have found that many repair jobs fit neither the 4 hour or 30 day timescale. An agreement with the contractors on how the repair orders can be prioritised within these two timescales will be made to best address this. This may mean the introduction of a timescale for jobs that require completion within 1-2 days.
- Formally agree with the contractors a set process and timescale for arranging appointment times with the tenant.
- Ensure contractors receive all the information they need about a job in order to prioritise correctly.
- Ensure both contractors are managing the repairs orders in the same way, this will be covered by the introduction of a set process for how appointments are made.
- Clarify role of the repairs team and their day to day management of the repair orders and contractors to ensure time is used most effectively.
- Ensure tenants are aware of the repair timescales and manage tenant expectations.
- Continue to monitor complaint telephone calls as well as tenant satisfaction responses.
- Be provided with an indicator on number of complaints the contractors receive.
- Ensure regular peer review meetings between contractors to discuss learning and improvements.
- Achieve visibility from the contractors on the status of repair jobs.

6.5 Taking the above issues into account, we will continue to work closely with our day to day repairs contractors to streamline processes and further improve arrangements that can see us all operating more efficiently. This approach is in line with our commitment to Systems Thinking in terms of ensuring our procedures are as streamlined and efficient as they can be, with a focus on what works best for the customer as the main priority. We have

consulted with contractors on the issues raised in this report and will continue to work closely with them to address the areas we have raised as needing further work. We are aware of the increased freedoms we are giving contractors and there is the need to carefully ensure that arrangements with tenants are not 'contractor led' in terms of contractors telling tenants when they will be in the area, this has been one concern. This issue will be monitored closely by us directly talking to tenants about the process of setting up a repairs appointment.

6.6 The high level of customer satisfaction with this area of the service is reassuring although we must ensure we continue to monitor satisfaction in this area closely. We have introduced a number of new performance indicators to monitor the work of the contractors and will continue to report on tenant satisfaction and monitor complaints/dissatisfaction.

Report to: **Housing Review Board**

Date of Meeting: 14 January 2016

Public Document: Yes

Exemption: None

Review date for release None.



Agenda item: 14

Subject: **Six month extension to the trial Handy Person scheme.**

Purpose of report: To explain the reasoning behind the recommended extension to the Handy Person scheme.

Recommendation: **To extend the trial of the Handy Person scheme for a further six months until end of August 2016.**

Reason for recommendation: To further explore the feasibility of bringing in a permanent Handy Person scheme and to test out how this could be funded.

Officer: Amy Gilbert, Property and Asset Manager, agilbert@eastdevon.gov.uk

Financial implications: £100,000 has been included in the HRA budget for 2016/17 – this is equivalent to a full year's funding based on the assumption that the scheme will continue after the further trial period.

Legal implications: There are no legal implications.

Equalities impact: Low Impact

Risk: Low Risk

Links to background information: • <http://eastdevon.gov.uk/media/1361440/hrb-agenda-051115-combined.pdf>

Link to Council Plan: Living in this outstanding place

1. Background

- 1.1 The full background to the Handy Person scheme is given in the paper presented to the Housing Review Board on 5 November 2015.
- 1.2 The service has two parts – (1) to provide a free handy person service for specific tenants; (2) to carry out EDDC small scale repairs, under the value of £100.
- 1.3 Our main contractors EmmDee and Skinners are providing the handy persons, vans etc. For the initial six months trial the cost is approximately £46,000 plus materials.
- 1.4 At the meeting on 5 November 2015 the Board agreed to a request for the trial of the Handy Person service to be opened up across the whole district. This has proved popular and we are pleased to be able to now offer this service to eligible tenants across the whole district.

- 1.5 Since advertising that the scheme is now open to all eligible tenants, regardless of where they live, over 130 new tenants have registered (as at 8.12.15) and we expect this to continue to grow over the next few weeks. We expect that an article in the December Housing Matters magazine will lead more tenants to register.
- 1.6 Between the end of November and 20 December we ran a 'festive offer' to tenants already registered. This offer was to take down all items in tenants lofts, and at the same time inspect the amount of insulation, electric safety and fire breaks. This has proved very popular with about 50 people taking up the offer so far (to 10.12.15). As well as this being an opportunity to push the scheme, it has been a pro-active approach to us managing our properties in terms of ensuring loft insulation is intact as well as taking the opportunity to address important matters such as electrical safety and assessing the fire safety issues in our loft spaces.
- 1.7 The trial scheme is now in its fourth month and ends at end of February 2015. The purpose of this report is to ask the Board to consider extending the trial period for a further six months.

2. Reasons for requesting the extension to August 2016

- 2.1 Having a further six months will allow us to fully assess the uptake of the scheme by tenants.
 - 2.1.1 It has been relatively easy to contact tenants in our sheltered properties to let them know about the scheme but getting information to eligible tenants in our general purpose accommodation has proved more difficult. Currently only 44 out of nearly 400 on the register do not live in sheltered properties. We believe that there is a need within the general purpose community which is not currently being met.
 - 2.1.2 We have advertised the scheme in the press and in our Housing Matters magazine but we need to build on this and think of ways to contact eligible general purpose tenants who may also wish to use the scheme.
- 2.2 When the service was first proposed it was suggested that the costs saved by having the handy persons carry out the small EDDC repair jobs would fund the provision of the handy person free to tenants for their own small jobs 'handy person jobs'. We need time to carefully analyse whether this has proved to be the case. As with any new project there have been start up costs such as building up a stock of basic materials that we would expect to see decrease over time. A further six months would provide us with more accurate information on the costs and any potential savings.
- 2.3 If the service continues to be popular with tenants we need to carefully consider how best to continue the service after the end of the trial. Under the terms of the current repairs contracts with EmmDee and Skinners we cannot use the handy persons for the small EDDC repair jobs once the trial has finished. We can renegotiate this when the contracts come up for renewal in 2017, but until then any Handy Person scheme would need to be paid for by the HRA, or would need to be self-financing. We need further time to consider both these options, as well as exploring other potential sources of income.
- 2.4 We feel that there is scope for taking the service out into the private sector (including clients of our Home Safeguard service), again for residents who meet the eligibility criteria. An extension would allow us time to consider whether this is feasible and how it would be carried out and administered. We will liaise with Home Safeguard and private sector housing colleagues to further develop this area. We also would need to consider how we charge for this service in the private sector. This could prove to be an excellent income generator.
- 2.5 One option being considered is that we take the Handy Person service 'in-house', directly employing the handy persons.

2.6 Consideration is also being given to making a small charge for the service of say £10/15 per hour to tenants. In this case we would need to also consider a charge to private customers (if we go out into the private sector).

3. Cost of extending the trial period

3.1 The costs would be the same as for the current six month trial – just over £46,000 plus materials. We understand from our Procurement Officer that we would not be required to tender for this extension.

3.2 We are therefore asking the Housing Review Board to agree to fund a further £50,000 for a six month extension to the trial handy person scheme to run to the end of August 2016.

Report to: **Housing Review Board**

Date of Meeting: 14 January 2016

Public Document: Yes

Exemption: None

Review date for release None



Agenda item: 15

Subject: **Garages – an update and further recommendations.**

Purpose of report: This report provides an update to the Housing Review Board on progress on the agreed actions following the garage review and recommendations for further action to be taken.

Recommendation: **To note the progress made to date, and
To agree to the disposal of three rural garage sites.**

Reason for recommendation: To provide the Housing Review Board with an update on the implementation of agreed actions following the garage review and to agree further actions to be taken.
To be more proactive in the management of these assets by agreeing to dispose of several vacant garage sites.

Officer: Housing Projects Officer Melissa Wall mwall@eastdevon.gov.uk – 01395 519982

Financial implications: Financial implications have been included in the report where known. Disposal of the rural garage sites will generate capital receipts which can be reinvested in maintaining the current housing stock.

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

Equalities impact: Low Impact

Risk: Low Risk

Links to background information:

- [HRB Report September 2012](#)
- [HRB Report September 2013](#)
- [HRP Report September 2013 annex 1](#)

Link to Council Plan: Living in this outstanding place

1 Background

1.1 The Housing Review Board set up a Garage Task and Finish Forum (TAFF) in 2012 to review the HRA garage portfolio. A series of recommendations and actions were reported to and approved by the Housing Review Board on 6th September 2012. This included recommendations on which garages should be retained, which ones should be sold and which garage sites had development potential to provide affordable housing to add to our housing stock.

- 1.2 A further update report detailing the progress made was presented to the Board on 5 September 2013. It was recommended and approved that a budget would be available to undertake feasibility work for the sites which had development potential.

2 Garage Stock

- 2.1 A review of our garage stock and waiting list was recently completed by the Allocations team. As at October 2015 we have 515 garages let, 213 void and 13 unable to be let due to disrepair. In the last financial year income generated from our garages was £439,051. The potential income we are losing from these void garages is circa £130,000 per annum. However, on recent inspections it is evident that a number of these garages cannot be let due to the poor state of repair to the garage doors. The cost of replacing a garage door is approximately £300-£400.
- 2.2 The allocations team will be doing a push in the New Year to promote the vacant garages and we will be leaflet dropping in areas with high vacancy rates together with advertising on our website.
- 2.3 If this does not prove successful it may be necessary to consider reducing the rents on vacant garages or to offer some incentives. Garage rents are currently £11.79 per week for our tenants and £14.15 per week for private individuals (inclusive of VAT).
- 2.4 The poor condition of some of our garages requires investment in them to be able to continue using them as garages. We have not been regularly monitoring the condition and are reactive in our approach to repairs and maintenance.

3 Progress on Garage Sites with Potential for Housing Development

- 3.1 The following garage schemes were identified as having development potential for additional housing to add to our stock. However, further investigative work has revealed services running through the site making them unfeasible for development.

Garage Site	Update and recommendation
Elizabeth Way, Seaton	<p>There is a large combined water and sewerage pipe running through the site requiring a 3 metre exclusion zone. Development would be limited.</p> <p>New recommendation: The garages are in a good condition and we should try to let them. If there is a lack of interest in them for rent we could sell the garages on the open market or consider selling them to the Town Council for a parking area for the adjoining park in their ownership.</p>
Prestor, Axminster	<p>Electric and mains water running through the site.</p> <p>New recommendation: Leave as garages until refurbishment required. Once refurbishment required consider demolition and the creation of an additional parking area. An alternative idea is to use the area as a community orchard.</p>
Charles Road, Honiton	<p>Mains water and sewerage pipe running through the site. Development of this site would be difficult.</p> <p>Recommendation: The garages are in a poor condition. The surrounding area is now mostly private properties. Recommend that this block is sold on the open market.</p>

3.2 The following garage sites are going through the design stage:

Garage Site	Update
Courtenay Drive, Colyton	<p>Indicative plans have been drawn up showing various options for development. These range from a block of flats to a mixture of flats and houses.</p> <p>Additional note: With recent new housing developments in Colyton the affordable housing need may have already been met. We will need to engage with the Parish Council and ascertain their thoughts on the site and what they will support. If housing need has been met it may be more appropriate to obtain outline planning permission and sell the site with the benefit of the permission. The receipt from sale could then be used to fund additional affordable housing.</p>
Jerrard Close, Honiton	<p>The garages have been demolished and the site has been fenced off.</p> <p>Discussions have been had with the planners and indicative plans have been drawn up which show a detached bungalow. There may be scope for 2 flats here instead.</p>
Millwey Rise (football field & allotments), Axminster	<p>Awaiting plans to be prepared.</p> <p>The site was originally designated as a football pitch however a change in designation in the Playing Pitch Strategy has provided comfort that we can pursue developing this site for housing in the future.</p>

3.3 Due to more urgent, unforeseen work taking priority this has resulted in constraints to Officer's time and the design and feasibility work has been put on hold. We hope to progress these sites in the near future.

3.4 **George Street, Honiton** – Development is underway on this site and once completed we will be purchasing a new build 2 bedroom house.

4 Sites with development potential not yet progressed

4.1 The following sites have development potential, but poor access. In order to access these sites it will require the demolition of existing properties and significant infrastructure costs.

Garage Site	Update
Millwey Rise (Blocks A, B & C)	<p>The current access arrangement is very narrow and an alternative route will need to be made. This would involve the demolition of 2 properties and the creation of a new road.</p> <p>Recommendation: Put on hold.</p>
Hillside, Payhembury	The current access is again narrow and an alternative route

	<p>from the main road would need to be made resulting in the loss of a property, additional infrastructure costs and land assembly issues. Developing this site would be costly. We also need to be mindful of the need for affordable housing in Payhembury.</p> <p>Recommendation: To leave as garages or sell them on the open market.</p>
--	--

5 Additional rural garages to consider selling

5.1 We have a number of rural garages which have high vacancy rates and are in poor condition. In some cases we have received interest from potential purchasers. The location of some of these garages in open countryside prohibits development. We recommend that the following garages are disposed of:

- Bakers Mead, Shute
- Plymtree
- Luppitt

6 Conclusions and recommendations

- 6.1 Progress has been made on the sites identified with development potential following the last report to the Board, albeit slowly. We will continue to work up schemes on sites with development potential. However, we need to be mindful following the announcement of rent reductions of the cost of doing this, where funding will come from if we do decide to build out these schemes, and the level housing need in the areas concerned.
- 6.2 We recommend that a number of rural garage sites are sold. In areas where little or no income is being generated by the garages and repairs are not being carried out if we continue to leave them they will deteriorate further and lose value.
- 6.3 We will be taking a more pro-active approach to trying to let some of the vacant garages. However, in some cases the poor state of repair to the garages does prevent us being able to let them at the current rent levels.

Report to: **Housing Review Board**

Date of Meeting: 14 January 2016

Public Document: Yes

Exemption: None

Review date for release None



Agenda item: 16

Subject: **To agree our pet policy and draft pet leaflet.**

Purpose of report: To gain approval for the new pet policy and pet leaflet which is in accordance with our new tenancy agreement.

Recommendation: **To approve the pet policy and draft pet leaflet.**

Reason for recommendation: To ensure we operate best practice when dealing with issues regarding pets in council properties

Officer: Jane Reading, Tenant and Communities Manager,
jmreading@eastdevon.gov.uk

Financial implications: There are no financial implications.

Legal implications: Legal implications are set out within the report and the appendix and require no additional comment.

Equalities impact: Low Impact

Risk: Low Risk

Links to background information: None

Link to Council Plan: Living in this outstanding place

1. The Pet Policy (Appendix 1)

1.1 Our newly revised tenancy agreement comes into effect from 1 January 2016.

1.2 We have put into the revised agreement new clauses around keeping pets in council properties. The clauses are set out in the policy.

1.3 The policy defines the meaning of a 'pet'; sets out what we expect from tenants; gives details about running a pet related business from a council property; covers the burying of pets; explains how we will deal with complaints about pets; explains that there are a few properties which we deem unsuitable for pets; and gives the addresses of other helpful agencies.

1.4 The Housing Review Board is asked to approve this policy.

2. The Pet Leaflet (Appendix 2)

- 2.1 **Appendix 2** is the draft leaflet and Board members are asked to approve the text only. Our graphics team will put the text into an appropriate format with illustrations which can be given out to tenants as and when this is felt to be appropriate.
- 2.2 The draft wording for the leaflet follows the principals set out in the policy.

3. Recommendations

- 3.1 The Housing Review Board is asked to approve the policy and the draft leaflet.

East Devon District Council

Policy regarding pets in council dwellings

Issue details	
Title:	Pets in council dwellings
Version number	Version 1.0
Officer responsible:	Sue Bewes, Landlord Services Manager
Authorisation by:	
Authorisation date:	

1 Previous Policies/Strategies

There are no previous policies on this topic

2 Why has the council introduced this policy?

To ensure consistency and best practice when dealing with the topic of pets in council dwellings

3 What is the council's policy?

3.1 Background

3.1.1 As a landlord East Devon District Council recognizes that well cared for pets can be of benefit to tenants. We are also aware that pets which are not cared for properly can cause a nuisance to others.

3.1.2 Tenants may keep a domestic pet or pets in their home provided they are well cared for and kept under proper control. They do not require our written permission to have a pet as long as it is well looked after and suitable for the property type.

3.1.3 After noise related issues, complaints about pets and animals is our highest antisocial behaviour issue. During 2014/15 we had 47 complaints about pets and animals, and this year to date we have had 23.

3.2 What is a 'pet'?

This is defined as a domestic or tamed animal kept for companionship or pleasure. It does not include any dogs covered by the Dangerous Dogs Act 1991 or any dangerous animals as defined by the Dangerous Wild Animals Act 1976.

3.3 What we expect from tenants

3.3.1 All tenants will be expected to keep to the requirements set out in our tenancy agreement.

Extract from revised tenancy agreement effective from 1 January 2016:

4.8 Keeping pets

4.8.1 You may keep a domestic pet or pets in your home provided they are well cared for and kept under proper control. If any animal you keep in the property causes nuisance, annoyance, damage or a public health risk to anyone in the local area, including our employees or representatives, we can ask you to remove it or take legal action for breaching the nuisance and antisocial behaviour clauses of this agreement. You must not keep a dog that is covered by the Dangerous Dogs Act 1991 or keep dangerous animals as defined by the Dangerous Wild Animals Act 1976.

If you require further information about keeping pets please contact our estate management team.

4.8.2 You must:

- a. be responsible for the care of your pet(s)
- b. comply with any legislation concerning the keeping and control of your pet(s)
- c. keep your dog(s) and other pet(s) under control at all times and not allow excessive barking or fouling by dogs on other people's property or other nuisance behaviour
- d. keep garden areas free of animal faeces and not allow your pet to foul shared areas
- e. not allow intentional breeding of animals
- f. you must not install any type of pet flap or exit without our prior written permission – we cannot allow these items to be fitted in any fire rated door, window or wall
- g. make sure that all of your dogs are micro-chipped.

4.8.3 We will ask you to remove an animal if we believe that any animal you keep is causing a nuisance or we believe it is unsuitable to be kept in the property and we can withdraw our implied permission for you to keep animals at the property in the future. We will do this in writing giving our reasons and the date by which you must comply.

4.8.4 We will charge you the costs if we have to clean up after a pet, or repair damage caused by a pet, which is owned by you, a member of your household, a lodger, sub-tenant or visitor.

3.3.2 Responsible pet owners have a duty of care to make sure that any pets they have are suitable for the type of property and that the needs of the pets are adequately provided for.

3.3.3 Tenants therefore must make sure that any pet has a suitable environment with room to exercise, is kept securely where they cannot escape, and is provided with suitable food and fresh water. Pets must be protected from pain, suffering, injury and disease.

3.3.4 Tenants must keep all pets under proper control at all times. They must not allow excessive barking by dogs, or noise from other animals. All garden areas must be kept free of animal faeces and tenants must not allow their dogs to foul on other people's property or in shared areas.

3.4 Running a pet related business from a council property

- 3.4.1 If a tenant wishes to run any kind of business from their property they require our permission in writing beforehand. They may also require permission from other areas of the Council.
- 3.4.2 We will only give permission for a pet related business to be run from a council property if it will not adversely affect the property or the neighbours. We will not permit any type of animal hostel, boarding or breeding business, or any type of business that involves the selling of animals.

3.5 Burial of animals

Tenants cannot bury a deceased pet or animal in their garden or on any communal land. We recommend that all pets are buried in an animal cemetery, or cremated (your vet will be able to advise about this).

3.6 How we will deal with complaints about pets and animals

- 3.6.1 Nuisance behaviour from pets (such as dog barking)** – If we receive complaints about the behaviour of animals we will try to establish the source of the problem and how often it occurs. We will ask the person making the complaint to keep diary sheets to indicate the extent of the problem.

Where appropriate we will visit the owners of the animals causing the problem, explain their obligations under the tenancy agreement and assess any obvious animal welfare issues.

Where the matter persists, we will work with the tenants and the animal wardens to try to resolve the problem.

If there is no improvement we may require the tenants to make alternative arrangements for the care of their pets, or take action under the terms of the tenancy agreement.

- 3.6.2 Dog fouling** – If we have reports of dog fouling, we will visit the property where the fouling has been reported. We will speak to the tenants and explain that this is a breach of their tenancy agreement.

Tenants will be asked to clear up any faeces immediately, and continue to do this on a daily basis. A follow up visit will be carried out to make sure that this is being done.

If the situation has not been dealt with the tenants will be sent a letter setting out that this is a breach of their tenancy. If it is felt appropriate we will ask the animal warden to visit the tenants concerned. As a last resort we will serve notice on the tenants.

- 3.6.3 Abandoned or unattended pets** – If tenants plan to be away from their home for any period of time they must make reasonable arrangements for the care of any pets.

It is their responsibility to make sure pets are properly looked after and if tenants can no longer care for them they must arrange for them to be re-housed.

If we find that any pets have been abandoned when tenants move out of one of our properties, we will remove the pet and make arrangements for it to be cared for temporarily. We will attempt to contact the owner but where this fails we will contact local animal sanctuaries for assistance. Any costs that we incur in dealing with abandoned animals will be re- charged to the tenants concerned where possible.

3.7 Properties where we feel dogs are not appropriate

We have a very few properties that we deem not to be suitable for dogs. This is usually due to the properties being very close. Where this is the case we will make it clear on all Devon Home Choice advertisements.

3.8 Other agencies

The following organisations provide help and support to pet owners:

Royal Society for the Prevention of Cruelty to Animals (RSPCA) www.rspca.org.uk 0300 1234999

PDSA www.pdsa.org.uk 0800 731 2502 – the PDSA can provide veterinary services for owners who meet their eligibility criteria (see their website for details).

4 Equality impact considerations – the policy is high relevance to equality if it has a big impact on residents and users of the service

Medium

We are aware that certain groups of people such as the elderly, those that live alone and those with mental health issues particularly benefit from the companionship of a pet.

When dealing with problems to do with pets in council dwellings we will take into account these particular individual needs and work with tenants and animal welfare officers to try to resolve any problems amicably.

We will also deal sensitively with any issues around pets, particularly dogs, that provide a specific service for their owner, such as guide dogs.

Our priorities will be to make sure that the animal(s) in question are properly looked after and that neighbours are not unduly affected by their behaviours.

5 Appendices and other relevant information

None

6 Who authorised the policy/strategy and date of authorisation.

Click here to enter who authorised the policy/strategy and when.

7 Related Policies/Strategies, Procedures and Legislation

None

8 Policy date for review and responsible officer

Click here to enter when and who will next review the policy/strategy.

Draft leaflet

Responsible pet ownership – information for tenants of East Devon District Council

Introduction

As your landlord we, East Devon District Council, recognize that well cared for pets can be of benefit to tenants. We are also aware that pets which are not cared for properly can cause a nuisance to others.

You may keep a domestic pet or pets in your home provided they are well cared for and kept under proper control. You do not require our written permission to have a pet as long as it is well looked after and suitable for your property.

This leaflet sets out your rights and responsibilities as a tenant with regard to having pets in your property. It tells you the steps we will take if we believe any pets are causing a nuisance or annoyance to other residents in the area.

What is a 'pet'?

This is defined as a domestic or tamed animal kept for companionship or pleasure. It does not include any dogs covered by the Dangerous Dogs Act 1991 or any dangerous animals as defined by the Dangerous Wild Animals Act 1976.

What your tenancy agreement says about keeping pets

4.8 Keeping pets

4.8.1 You may keep a domestic pet or pets in your home provided they are well cared for and kept under proper control. If any animal you keep in the property causes nuisance, annoyance, damage or a public health risk to anyone in the local area, including our employees or representatives, we can ask you to remove it or take legal action for breaching the nuisance and antisocial behaviour clauses of this agreement. You must not keep a dog that is covered by the Dangerous Dogs Act 1991 or keep dangerous animals as defined by the Dangerous Wild Animals Act 1976.

If you require further information about keeping pets please contact our estate management team.

4.8.2 You must:

- a. be responsible for the care of your pet(s)
- b. comply with any legislation concerning the keeping and control of your pet(s)
- c. keep your dog(s) and other pet(s) under control at all times and not allow excessive barking or fouling by dogs on other people's property or other nuisance behaviour
- d. keep garden areas free of animal faeces and not allow your pet to foul shared areas
- e. not allow intentional breeding of animals
- f. you must not install any type of pet flap or exit without our prior written permission – we cannot allow these items to be fitted in any fire rated door, window or wall
- g. make sure that all of your dogs are micro-chipped.

4.8.3 We will ask you to remove an animal if we believe that any animal you keep is causing a nuisance or we believe it is unsuitable to be kept in the property and we can withdraw our implied permission for you to keep animals at the property in the future. We will do this in writing giving our reasons and the date by which you must comply.

4.8.4 We will charge you the costs if we have to clean up after a pet, or repair damage caused by a pet, which is owned by you, a member of your household, a lodger, sub-tenant or visitor.

Properties where we feel dogs are not suitable

We have a very few properties that we deem not to be suitable for dogs. This is usually due to the properties being very close. Where this is the case we will make it clear on all Devon Home Choice advertisements.

Looking after your pet

As a responsible pet owner you have a duty of care to make sure that any pets you have are suitable for your type of property and that their needs are adequately provided for. You must make sure that any pet has a suitable environment with room to exercise, is kept securely where they cannot escape, and is provided with suitable food and fresh water. Pets must be protected from pain, suffering, injury and disease.

You must keep your pets under proper control at all times. You must not allow excessive barking by dogs, or noise from other animals. All garden areas must be kept free of animal faeces and you must not allow your dogs to foul on other people's property or in shared areas.

Running a pet related business from your home

If you wish to run any kind of business from your property you will require our permission in writing beforehand. You may also require permission from other areas of the Council.

We will only give permission for you to run a pet related business if it will not adversely affect your property or your neighbours. We will not permit you to run any type of animal hostel, boarding or breeding business. Also you cannot run any type of business that involves the selling of animals.

Burial of animals

You cannot bury a deceased pet or animal in your garden or on any communal land. We recommend that you bury your pets in an animal cemetery. Further details will be available from local vets.

How we will deal with complaints about pets and animals

Nuisance behavior from pets (such as dog barking) – If we receive complaints about the behaviour of animals we will try to establish the source of the problem and how often it occurs. We will ask the person making the complaint to keep diary sheets to indicate the extent of the problem.

Where appropriate we will visit the owners of the animals causing the problem, explain their obligations under the tenancy agreement and assess any obvious animal welfare issues. Where the matter persists, we will work with the tenants and the animal wardens to try to resolve the problem. If there is no improvement we may require the tenants to make alternative arrangements for the care of their pets, or take action under the terms of the tenancy agreement.

Dog fouling – If we have reports of dog fouling, we will visit the property where the fouling has been reported. We will speak to the tenants and explain that this is a breach of their tenancy agreement. Tenants will be asked to clear up any faeces immediately and continue on a daily basis. A follow up visit will be carried out to make sure that this has been done. If the situation has not been dealt with the tenants will be sent a letter setting out that this is a breach of their tenancy. If it is felt appropriate we will ask the animal warden to visit the tenants concerned. As a last resort we will service notice on the tenants.

Abandoned or unattended pets – If you plan to be away from your home for any period of time you must make reasonable arrangements for the care of any pets. It is your responsibility to make sure your pets are properly looked after and if you can no longer care for them you must arrange for them to be re-housed.

If we find that any pets have been abandoned when tenants move out of one of our properties, we will remove the pet and make arrangements for it to be cared for temporarily. We will attempt to contact the owner but where this fails we will contact local animal sanctuaries for assistance. Any

costs that we incur in dealing with abandoned animals will be re- charged to the tenants concerned where possible.

Contacting us

If you wish to report an issue regarding problems with pets in your area please contact our Estate Management team on 01395 516551 ext 2381.

We will need you to give us as much information as possible about the problem. We will discuss the course of action we can take and keep you up dated with progress.

Further information

The following organisations provide help and support to pet owners:

Royal Society for the Prevention of Cruelty to Animals (RSPCA) www.rspca.org.uk

PDSA www.pdsa.org.uk 0800 731 2502 – the PDSA can provide veterinary services for owners who meet their eligibility criteria (see their website for details).

Report to: **Housing Review Board**

Date of Meeting: 14 January 2016

Public Document: Yes

Exemption: None



Agenda item: **17**

Subject: **HRA Financial Monitoring Report 2015/16 - Month 8 November**

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 2015/16 at the end of month eight (November 2015).

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 eight be noted.**

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

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 2015/16 – To Month 8 November

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 eight.

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 8 £000	Predicted Outturn Variation £000
Vacancies	(62)	(50)
Fuel Efficiency Measures	(98)	(100)
Asbestos Works	66	100
Electrical Inspections – programme not yet in place	(67)	(100)
Major Repairs – Change of Tenancy expenditure – more COTs and more works required	268	300
Additional capital receipts to fund capital expenditure	(45)	(45)
Capital – Normandy Close redevelopment delayed	(282)	(280)
Capital – purchase of property George St Honiton – likely to slip to April 2016	(136)	(136)
Variations previously reported		279
Total variations		(32)

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
Original Budget surplus	(151)
Month 8 predicted net (under)/overspend to year end	(32)
Predicted Budget (Surplus)/Deficit	(183)

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:

	£000
Housing Revenue Account Balance (01/04/15)	(4,966)
Predicted budget (surplus)/deficit as above	(183)
Predicted HRA Balance (31/03/16)	(5,149)

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 in addition £3.4m is held in a volatility reserve.

3. Capital Programme Position

- 3.1 The following table shows the HRA Capital Programme totalling £1.455m and the expenditure incurred to date. Capital receipts will be used to fund part of this sum with the balance to be met by a S106 contribution and revenue contributions from the HRA.

HRA Capital Programme Summary	Budget £000	Spend to date £000
New Housing IT System	159	23
Major improvements/extensions/loft conversions to existing dwellings	175	20
Off street car parking	50	5
Refurbish Manor Close Seaton	50	0
Re-modelling of sheltered schemes	200	18
Social Services Adaptations	200	156
Works to HMO St Andrews Road Exmouth	168	9
Works to 105 Bradham Lane Exmouth (retention)	16	3
Redevelopment at 24/26 Normandy Close Exmouth	300	14
Purchase of property George St Honiton	137	1
Total Programme	1,455	249

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

Capital Receipts	£000
Sale of council houses/flats	(805)
Other receipts including sales of land/garages	(2)
Total capital receipts received	(807)
Allocation of receipts:	
Retained for provision of new social housing	(273)
Retained for funding other HRA capital expenditure	(314)
Paid to HM Treasury	(220)
Total capital receipts allocation	(807)

There have been 11 Right to Buy sales completed to the end of September 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 2015 we had spent £2.074m so were ahead of the required schedule. However by June 2016 we need to have spent another £0.217m, by September a further £0.805m, by December 2016 another £0.937m and so on. If we cannot do this we need to declare so as soon as possible in order to minimise the interest payment.

Required new social housing expenditure		Date by which expenditure must be incurred
Quarterly	Cumulative	
£000	£000	
286	286	30 September 2015
352	638	31 December 2015
825	1,463	31 March 2016
828	2,291	30 June 2016
805	3,096	30 September 2016
937	4,033	31 December 2016
448	4,481	31 March 2017
1,135	5,616	30 June 2017
1,111	6,727	30 September 2017
1,381	8,108	31 December 2017
1,301	9,409	31 March 2018
391	9,800	30 June 2018
518	10,318	30 September 2018

4. HRA Business Plan

- 4.1 Appendix B shows the Business Plan Operating Account which reflects the above changes in 2015/16 and the subsequent impact on balances for future years. This has been adjusted to reflect the 1% rent reduction.

EAST DEVON DISTRICT COUNCIL
REVENUE BUDGET MONITORING 2015/2016
SUMMARY OF HOUSING REVENUE ACCOUNT
 Period to 30 November 2015

2015/2016			Service	2015/2016	2015/2016
Budget				Actual	Variance
Original	Revised	Year to Date		£	£
£	£	£			
			INCOME		
1	(17,868,180)	(17,868,180)	(11,854,860)	Gross Property Rent including Garages	(11,897,360) (42,500)
2	(257,500)	(257,500)	(197,220)	Other Rents & Income	(229,310) (32,090)
3	(18,125,680)	(18,125,680)	(12,052,080)	Total Income	(12,126,670) (74,590)
			EXPENDITURE		
			Repairs & Maintenance		
4	2,895,000	2,830,000	1,886,803	General	2,323,880 437,077
5	1,020,690	1,110,690	735,130	Special Works	656,303 (78,827)
			Supervision & Management		
6	3,314,240	3,264,240	2,464,580	General	2,444,440 (20,140)
7	1,487,910	1,487,910	1,198,063	Special	1,078,060 (120,003)
8	284,880	304,880	221,503	Other Expenditure	174,203 (47,300)
9	9,002,720	8,997,720	6,506,079	Total Management & Maintenance	6,676,886 170,807
10	0	0	0	Adjustment to Bad Debt Provision	0 0
11	1,089,230	1,089,230	1,089,230	Depreciation - dwellings	1,089,230 0
12	142,810	142,810	142,810	- other	142,810 0
13	3,763,960	3,868,960	3,400,667	Transfer to Major Repairs Reserve	3,573,973 173,306
14	13,998,720	14,098,720	11,138,786	Total Expenditure	11,482,899 344,113
15	(4,126,960)	(4,026,960)	(913,294)	NET COST OF SERVICE	(643,771) 269,523
16	(34,000)	(34,000)	0	Interest on Balances	0 0
17	3,584,920	3,584,920	1,278,060	Principal & Interest Payable (PWLB loans)	1,254,764 (23,296)
18	(60)	(60)	(40)	Interest on Council House Sales (mortgages)	(28) 12
19	3,550,860	3,550,860	1,278,020		1,254,736 (23,284)
20	(576,100)	(476,100)	364,726	NET OPERATING EXPENDITURE - Deficit / (Surplus)	610,965 246,239
21	425,000	292,900	0	Revenue Contribution to Capital Expenditure	0 0
22	(151,100)	(183,200)	364,726	Deficit / (Surplus) for the Year	610,965 246,239
			BALANCES		
23	(4,702,545)	(4,966,288)	(4,966,288)	Balance b/f HRA	(4,966,288) 0
24	(2,900,000)	(3,400,000)	(3,400,000)	Balance b/f Volatility Reserve	(3,400,000) 0
25	(151,100)	(183,200)	364,726	Deficit / (Surplus) in year	610,965 246,239
26	(7,753,645)	(8,549,488)	(8,001,562)	Total Balance C/F	(7,755,323) 246,239

(2,122,500) required balance: £500 per property

(6,426,988) (over)/under required balance

APPENDIX A

EAST DEVON DISTRICT COUNCIL
REVENUE BUDGET MONITORING 2015/2016
HOUSING REVENUE ACCOUNT - DETAILED STATEMENT
Period to 30 November 2015

2015/2016			Service	2015/2016			Comments
Budget				Actual	Variance	Committed	
Original	Revised	Year to Date					
£	£	£	£	£	£		
			INCOME				
1	(17,450,000)	(17,450,000)	(11,577,420) SB	Gross Property Rents	(11,612,715)	(35,295)	
2	(418,180)	(418,180)	(277,440) SB	Garage Rents	(284,645)	(7,205)	
3	(257,500)	(257,500)	(197,220) SB	Other Rents and Income	(229,310)	(32,090)	
4	(18,125,680)	(18,125,680)	(12,052,080)	TOTAL INCOME	(12,126,670)	(74,590)	0
			REPAIRS & MAINTENANCE				
			Repairs and Maintenance - General				
5	1,908,000	1,908,000	1,272,110 AG	Response Maintenance	1,252,779	(19,331)	
6	0	0	0	Storm Damage	499,778	499,778	ongoing insurance claim
				Programmed Maintenance			
7	37,000	37,000	24,640 AG	Communal Areas	2,185	(22,455)	10,000
8	30,000	30,000	20,000 AG	Emergency Equipment Test & Repair	4,548	(15,452)	
9	0	0	0 AG	Legionella Testing	2,010	2,010	
10	80,000	80,000	53,360 AG	Solid Fuel Appliances	82,883	29,523	!
11	500,000	500,000	333,360 AG	Gas Boilers Servicing	313,596	(19,764)	
12	100,000	0	0 AG	Electrical Inspections	0	0	
13	85,000	120,000	79,973 AG	Lift Maintenance & Replacement	45,042	(34,931)	74,958
14	832,000	767,000	511,333	Total Programmed Maintenance	450,264	(61,069)	84,958
				Cyclical Maintenance			
15	150,000	150,000	100,000 AG	External Painting Programme	115,743	15,743	!
16	0	0	0 AG	Extras to Painting Programme	0	0	
17	5,000	5,000	3,360 AG	Service of Rainwater Harvest Systems	5,316	1,956	
18	0	0	0 AG	Gutter Repairs	0	0	
19	0	0	0 AG	Interior Decoration	0	0	
20	155,000	155,000	103,360	Total Cyclical Maintenance	121,059	17,699	0
21	2,895,000	2,830,000	1,886,803	Total Repairs and Maintenance - General	2,323,880	437,077	84,958
				Repairs and Maintenance - Special Works			
22	75,000	50,000	33,333 AG	Adaptations for Disabled	72,528	39,195	reduced to fund Westcott Way fire doors & Summersby
23	20,000	20,000	13,360 AG	Fence Programme	12,463	(897)	! Close balconies
24	250,000	270,000	187,973 AG	Fire Safety Works	90,184	(97,789)	20,000
25	150,000	150,000	86,640 AG	Dampness Eradication & Condensation	109,099	22,459	!
26	10,000	10,000	6,640 AG	Loft Insulation	6,822	182	!
27	0	0	0 AG	Woodworm Treatment	288	288	!
28	150,000	50,000	33,333 AG	Fuel Efficiency Measures	2,498	(30,835)	
29	20,190	20,190	13,530 AG	Improvements Voucher Scheme	5,955	(7,575)	
30	3,500	3,500	2,320 AM	Sanctuary Scheme	8,547	6,227	!
31	150,000	250,000	166,667 AG	Asbestos Works	165,575	(1,092)	
32	10,000	90,000	59,973 AG	Gutter Repairs/Improvements	8,295	(51,678)	80,000
33	0	60,000	40,000 AG	Renewal of Walls	38,829	(1,171)	21,171
34	36,000	0	0 AG	Decoration Scheme	0	0	Parkfield Terrace Branscombe/Avery Ct Exmouth £60k not required. £20k to fund sewage treatment refurb, £16k to Handyperson Scheme
35	0	16,000	10,667 AG	Handyperson Scheme	8,915	(1,752)	16,000
36	20,000	20,000	13,360 AG	Replacement Floors	5,985	(7,392)	£16k from Decoration Scheme. Need £50k

37	30,000	0	0	AG	Structural Works - Subsidence	27,027	27,027		! £30k to be used to fund Parkfield Terrace wall on 65747
38	6,000	6,000	4,000	AG	Grant via Tenant Participation	1,134	(2,866)		
39	20,000	20,000	13,360	AG	Energy Performance Certificates	13,940	580		!
40	10,000	10,000	6,640	AG	Path Repairs	22,598	15,958		!
41	20,000	25,000	16,693	AG	Minor Schemes	1,254	(15,439)	25,000	Summersby Close balconies £25k
42	10,000	10,000	6,640	AG	Flat Roof Repairs	4,421	(2,219)		
43	30,000	30,000	20,000	AG	Chimney Repairs	35,086	15,086		!
44	0	0	0	AG	Rechargeable Works	14,877	14,877		
45	1,020,690	1,110,690	735,130		Total Repairs and Maintenance - Special Works	656,303	(78,827)	162,171	

**EAST DEVON DISTRICT COUNCIL
REVENUE BUDGET MONITORING 2015/2016**

HOUSING REVENUE ACCOUNT - DETAILED STATEMENT

2015/2016				Service	2015/2016			Comments
Budget			Year to Date		Actual	Variance	Committed	
Original	Revised	£						
	£	£	£		£	£	£	
SUPERVISION & MANAGEMENT								
Supervision & Management - General								
1	2,194,320	2,144,320	1,435,897	Employees	1,407,020	(28,877)		vacancies
2	140,820	140,820	139,100	Premises	141,455	2,355		!
3	110,260	110,260	80,760	Transport	96,747	15,987		! car park permits £6k
4	186,830	186,830	125,773	Supplies & Services	119,219	(6,554)		
5	1,095,850	1,095,850	1,095,850	Support Services	1,095,850	0		
6	3,728,080	3,678,080	2,877,380	Total Expenditure	2,860,291	(17,089)		
7	(3,120)	(3,120)	(2,080)	Income	(5,131)	(3,051)		
8	3,724,960	3,674,960	2,875,300	Net Expenditure before Recharges	2,855,160	(20,140)		
9	(410,720)	(410,720)	(410,720)	Recharge income	(410,720)	0		
10	3,314,240	3,264,240	2,464,580	Net Supervision & Management - General	2,444,440	(20,140)	0	
Net Expenditure Analysis by Cost Centre								
11	689,640	689,640	668,796	JG General Operational Management	664,882	(3,914)		
12	185,720	185,720	142,420	JG Strategic Lead Housing & support	142,805	385		!
13	71,110	71,110	14,897	JG Service Lead Housing	3,761	(11,136)		post vacant
14	1,066,220	1,066,220	776,326	SB Landlord Services	762,605	(13,721)		vacancy
15	876,470	876,470	643,210	AM Housing Needs & Strategy	629,185	(14,025)		vacancy
16	807,070	807,070	602,801	AG Asset & Property	626,552	23,751		! cover for long term sickness
17	28,730	28,730	26,850	AG Council House Sales	25,370	(1,480)		
18	3,724,960	3,674,960	2,875,300	Net Expenditure before Recharges	2,855,160	(20,140)		
19	(410,720)	(410,720)	(410,720)	Recharge income	(410,720)	0		
20	3,314,240	3,264,240	2,464,580	Total Analysis by Cost Centre	2,444,440	(20,140)	0	
Supervision & Management - Special								
21	52,630	52,630	38,335	SB Communal Areas Cleaning	36,956	(1,379)		
22	40,670	40,670	31,260	SB Community Centres	25,671	(5,589)		
23	12,180	12,180	8,160	AM Choice Based Lettings	6,935	(1,225)		
24	0	0	0	AM Mutual Exchanges	0	0		
25	319,800	319,800	319,160	SB Maintenance of Grounds	317,800	(1,360)		
26	20,200	20,200	15,260	SB Play Areas	5,818	(9,442)		
27	50,000	50,000	33,360	SB Estate Management	8,907	(24,453)		
28	410	410	300	SB Caretaking & Window Cleaning	308	8		!
29	36,980	36,980	24,640	AG Communal Areas Lighting	16,770	(7,870)		
30	31,500	31,500	21,040	AG Communal Areas Heating	12,081	(8,959)		
31	0	0	0	AM STAR Survey	0	0		
32	3,290	3,290	2,250	SB Tenants' Conference	1,215	(1,035)		

33	30,000	30,000	20,000	AM	New Build Feasibility	3,382	(16,618)	
34	15,000	15,000	15,000	JG	ASW Procurement	14,245	(755)	
35	10,000	10,000	6,640	TC	Decommissioning Costs	0	(6,640)	
36	5,000	5,000	3,360	JG	Business Plan Update	0	(3,360)	
37	14,360	14,360	11,240	TC	District Offices running expenses	8,512	(2,728)	
38	776,620	776,620	591,718	TC	Mobile Support Officers	551,448	(40,270)	manager post vacant
39	65,000	65,000	52,200	SH	Sheltered Schemes Equipment Maintenance	64,112	11,912	
40	4,270	4,270	4,140	AG	Sewage Treatment Works	3,900	(240)	
41	1,487,910	1,487,910	1,198,063		Total Supervision & Management - Special	1,078,060	(120,003)	0

**EAST DEVON DISTRICT COUNCIL
REVENUE BUDGET MONITORING 2015/2016**

HOUSING REVENUE ACCOUNT - DETAILED STATEMENT

	2015/2016			Service	2015/2016			Comments	
	Budget				Actual	Variance	Committed		
	Original	Revised	Year to Date						
£	£	£	£	£	£	£			
				OTHER EXPENDITURE					
1	13,680	33,680	23,293	AG	Sewerage - Repairs, Maintenance & Emptying	9,679	(13,614)	20,000	treatment plant refurb £20k
2	44,350	44,350	33,370	SB	Tenant Participation	38,254	4,884		!
3	5,230	5,230	3,520	SB	Tenant Scrutiny	2,196	(1,324)		
4	2,030	2,030	1,360	SB	Storage	205	(1,155)		
5	5,100	5,100	3,600	SB	Honiton - 38 St Pauls Road Heathpark	773	(2,827)		
6	30,250	30,250	20,210	SB	Community Development Work	11,369	(8,841)		
7	0	0	0	SB	Honiton Together	1,692	1,692		
8	5,050	5,050	4,410	SB	Minor Management Schemes	4,262	(148)		
9	20,000	20,000	13,360	AG	Road Repairs	0	(13,360)		
10	1,020	1,020	720	SB	Signs on Estates	300	(420)		
11	8,120	8,120	5,440	SB	Eviction Expenses	1,780	(3,660)		
12	3,000	3,000	2,000	AG	Off Street parking - Grants to Tenants	0	(2,000)		
13	3,050	3,050	2,000	AG	Pest Control Expenses	2,435	435		!
14	5,200	5,200	5,200	AG	Gully Cleansing	9,947	4,747		!
15	32,920	32,920	29,890	AG	Tree Felling and Planting	23,890	(6,000)		
16	5,000	5,000	3,360	AG	Landscaping	2,045	(1,315)		
17	75,000	75,000	50,000	AM	Removal Expenses (downsizing)	47,363	(2,637)		
18	0	0	0	AG	Private Water Supplies - Service & Maintenance	0	0		
19	18,270	18,270	12,160	SB	Removal of Rubbish	10,839	(1,321)		
20	7,610	7,610	7,610	SB	Best Value - Housemark	7,174	(436)		
21	284,880	304,880	221,503		TOTAL OTHER EXPENDITURE	174,203	(47,300)	20,000	
				MAJOR REPAIRS ACCOUNT					
22	200,000	200,000	133,333	AG	Central Heating replacement	863	(132,470)		central heating budget to cover overspend on boiler replacements
23	720,000	720,000	480,000	AG	Gas Boilers Replacement	738,195	258,195		!
24	150,000	150,000	100,000	AG	Electrical Updating	40,218	(59,782)		
25	150,000	150,000	100,000	AG	Roof Renewal	74,135	(25,865)		
26	650,000	570,000	380,000	AG	Replacement Kitchens	401,441	21,441		! £80k allocated to Westcott Way gutter replacement budget reduced to £400k to cover £30k Avery Ct wall, £50k Manor Close Seaton
27	480,000	400,000	266,667	AG	Replacement Doors	426,092	159,425		!
28	400,000	400,000	266,667	AG	Replacement uPVC fascias etc	235,699	(30,968)		
29	300,000	265,000	176,667	AG	Replacement Bathrooms	92,277	(84,390)		budget reduced by £35k to cover lift replacements
30	350,000	500,000	333,333	AG	Electrical Works on COT	370,405	37,072		!
31	1,596,000	1,746,000	1,164,000	AG	COT: Other Expenditure	1,194,648	30,648		!
32	4,996,000	5,101,000	3,400,667		TOTAL MAJOR REPAIRS ACCOUNT	3,573,973	173,306	0	

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

APPENDIX B

		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	458	0	30	17,530	(3,438)	(1,232)	(3,541)	(240)	0	10	(8,441)	(2,564)	6,525	(5)	(4,403)	(32)	2,084	4,680	27	6,791		
2	2014.15	17,421	606	0	46	18,072	(3,869)	(1,192)	(4,110)	(244)	0	27	(9,387)	(2,563)	6,122	(580)	(3,657)	(342)	1,543	6,791	32	8,366		
3	2015.16	17,450	636	0	39	18,126	(4,752)	(1,232)	(3,941)	(305)	0	0	(10,230)	(2,556)	5,340	(1,029)	(3,869)	(293)	149	8,366	34	8,549		
4	2016.17	17,175	883	700	39	18,797	(4,999)	(1,129)	(3,972)	(249)	0	0	(10,349)	(2,548)	5,900	(1,490)	(4,017)	(325)	68	8,549	37	8,654		
5	2017.18	17,003	947	0	39	17,990	(4,905)	(1,115)	(4,227)	(297)	(47)	0	(10,591)	(2,725)	4,674	(1,310)	(3,500)	0	(137)	8,654	45	8,561		
6	2018.19	16,834	974	0	39	17,847	(4,556)	(1,102)	(4,317)	(303)	(65)	0	(10,343)	(2,672)	4,831	(1,587)	0	(2,543)	701	8,561	46	9,309		
7	2019.20	16,665	1,001	0	39	17,705	(4,713)	(1,088)	(4,410)	(309)	(78)	0	(10,598)	(2,647)	4,460	(1,917)	0	(3,650)	(1,107)	9,309	46	8,247		
8	2020.21	17,082	1,028	0	39	18,150	(4,875)	(1,075)	(4,504)	(315)	(85)	0	(10,854)	(2,615)	4,681	(2,259)	0	(3,749)	(1,328)	8,247	39	6,959		
9	2021.22	17,510	1,057	0	39	18,605	(5,043)	(1,062)	(4,600)	(322)	(115)	0	(11,141)	(2,575)	4,889	(2,619)	0	(3,954)	(1,684)	6,959	32	5,306		
10	2022.23	17,947	1,086	0	39	19,072	(5,218)	(1,049)	(4,698)	(328)	(92)	0	(11,384)	(2,522)	5,166	(2,889)	0	(4,055)	(1,778)	5,306	23	3,551		
11	2023.24	18,396	1,116	0	39	19,551	(5,398)	(1,036)	(4,777)	(335)	(95)	0	(11,641)	(2,508)	5,402	(3,288)	0	(2,132)	(18)	3,551	18	3,552		
12	2024.25	18,856	1,147	0	39	20,042	(5,586)	(1,023)	(4,879)	(341)	(127)	0	(11,956)	(2,538)	5,548	(3,718)	0	(1,848)	(18)	3,552	18	3,552		
13	2025.26	19,327	1,179	0	39	20,545	(5,780)	(1,010)	(4,982)	(348)	(101)	0	(12,222)	(2,568)	5,755	(4,180)	0	(1,594)	(19)	3,552	18	3,551		
14	2026.27	19,810	1,211	0	39	21,061	(5,982)	(997)	(5,088)	(355)	(104)	0	(12,526)	(2,600)	5,935	(4,675)	0	(1,278)	(18)	3,551	18	3,551		
15	2027.28	20,306	1,245	0	39	21,589	(6,191)	(985)	(5,196)	(362)	(106)	0	(12,841)	(2,570)	6,178	(2,427)	0	(3,816)	(65)	3,551	18	3,505		
16	2028.29	20,813	1,279	0	39	22,132	(6,408)	(972)	(5,306)	(370)	(109)	0	(13,165)	(2,595)	6,371	(2,710)	0	(3,666)	(4)	3,505	18	3,519		
17	2029.30	21,334	1,315	0	39	22,687	(6,633)	(960)	(5,418)	(377)	(111)	0	(13,499)	(2,640)	6,548	(3,081)	0	(3,486)	(19)	3,519	18	3,518		
18	2030.31	21,867	1,351	0	39	23,257	(6,867)	(947)	(5,533)	(385)	(113)	0	(13,845)	(2,687)	6,726	(3,483)	0	(3,261)	(19)	3,518	18	3,517		
19	2031.32	22,414	1,389	0	39	23,841	(7,109)	(935)	(5,650)	(392)	(116)	0	(14,202)	(2,738)	6,902	(3,915)	0	(3,005)	(18)	3,517	18	3,517		
20	2032.33	22,974	1,427	0	39	24,440	(7,360)	(923)	(5,770)	(400)	(117)	0	(14,570)	(2,855)	7,015	(6,063)	0	(936)	15	3,517	18	3,551		
21	2033.34	23,548	1,467	0	39	25,054	(7,620)	(911)	(5,892)	(408)	(119)	0	(14,950)	(2,955)	7,149	(6,735)	0	(432)	(18)	3,551	18	3,551		
22	2034.35	24,137	1,507	0	39	25,684	(7,890)	(899)	(6,016)	(416)	(122)	0	(15,344)	(3,103)	7,236	(7,413)	0	0	(177)	3,551	18	3,393		
23	2035.36	24,741	1,549	0	39	26,329	(8,171)	(887)	(6,143)	(425)	(124)	0	(15,750)	(3,416)	7,164	(8,137)	0	0	(973)	3,393	15	2,435		
24	2036.37	25,359	1,592	0	39	26,990	(8,462)	(876)	(6,273)	(433)	(126)	0	(16,169)	(4,782)	6,039	(8,911)	0	0	(2,872)	2,435	5	(432) *		
25	2037.38	25,993	1,636	0	39	27,668	(8,763)	(864)	(6,405)	(442)	(129)	0	(16,603)	(4,283)	6,783	(225)	0	(2,610)	3,948	(432)	8	3,524		
26	2038.39	26,643	1,682	0	39	28,364	(9,077)	(853)	(6,540)	(451)	(132)	0	(17,051)	(4,238)	7,075	(6,735)	0	(7,165)	(110)	3,524	18	3,432		
27	2039.40	27,309	1,729	0	39	29,077	(9,401)	(841)	(6,677)	(460)	(134)	0	(17,513)	(4,332)	7,232	(21)	0	(7,233)	(22)	3,432	18	3,428		
28	2040.41	27,992	1,777	0	39	29,807	(9,738)	(830)	(6,817)	(469)	(136)	0	(17,990)	(4,431)	7,386	(22)	0	(7,388)	(24)	3,428	18	3,422		
29	2041.42	28,691	1,826	0	39	30,556	(10,088)	(819)	(6,961)	(478)	(47)	0	(18,393)	(4,530)	7,634	(23)	0	(7,636)	(26)	3,422	18	3,414		
30	2042.43	29,409	1,877	0	39	31,324	(10,451)	(807)	(7,107)	(488)	0	0	(18,853)	(4,617)	7,855	(25)	0	(7,855)	(25)	3,414	18	3,406		