

Agenda for Housing Review Board

Thursday, 21 June 2018 - 2.30pm



[Members of the Committee](#)

Venue: Council Chamber, Exmouth Town Hall, EX8 1AW
[View directions](#)

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Part A matters

- 1 [Public speaking](#)
- 2 Appointment of vice chairman
- 3 [Minutes for 8 March 2018](#) (pages 3 - 8)
- 4 Apologies
- 5 Declarations of interest
Guidance is available online to Councillors and co-opted members on making [declarations of interest](#).
- 6 [Matters of urgency](#) – none identified
- 7 Confidential/exempt items – there are no items which officers recommend should be dealt with in this way.

Part A matters for decision

- 8 **Housing Review Board forward plan** (pages 9 – 10))
Strategic Lead, Housing, Health and Environment
- 9 **Tenant Scrutiny Panel report – scrutinising community centres** (pages 11 - 15)
Tenant Scrutiny Panel
- 10 **Homelessness in East Devon** (pages 16 - 27)
Strategic Lead, Housing, Health and Environment
- 11 **Housing and safeguarding report to Devon Safeguarding Adults Board** (pages 28 – 47)
Strategic Lead, Housing, Health and Environment
- 12 **Rental exchange scheme** (pages 48 - 49)
Landlord Services Manager
- 13 **Integrated asset management procurement update** (pages 50 - 53)
Property and Asset Manager

- 14 **Void property- 4 Camperdown Terrace, Exmouth** (pages 54 - 56)
Housing Enabling and Allocations Manager
- 15 **Financial monitoring report** (pages 57 - 66)
Housing Accountant
- 16 **Modular homes in social housing** (pages 67 - 72)
Property and Asset Manager
- 17 **Dame Judith Hackitt's final report** (pages 73 - 75)
Strategic Lead, Housing, Health and Environment
- 18 **Request for exemption to contract standing order – extension to Homemaker contract** (pages 76 - 80)
Rental Manger
- 19 **Date of the next Housing Review Board meeting**
To note the dates of the Housing Review Board meetings for the forthcoming year:
Thursday 20 September 2018 - 2:30pm, Council Chamber, Exmouth Town Hall.
Thursday 22 November 2018 - 2:30pm, Council Chamber, Exmouth Town Hall.
Thursday 24 January 2019 - 2:30pm, Council Chamber, Exmouth Town Hall.
Thursday 28 March 2019 - 2:30pm, Council Chamber, Exmouth Town Hall.

[Decision making and equalities](#)

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EAST DEVON DISTRICT COUNCIL

Minutes of a Meeting of the Housing Review Board held at Exmouth Town Hall on 8 March 2018

Attendance list at end of document

The meeting started at 2.30pm and ended at 4.25pm.

***50 Public speaking**

There were no questions raised by members of the public.

The Chairman welcomed everyone to the meeting. She gave particular thanks to all the officers for their assistance over the recent period of snow and also thanked the tenants who went out of their way to help each other.

Councillor Megan Armstrong queried the timing of the publication of the HRB agendas. She requested that the agendas be produced earlier so that the Tenant Involvement Forum had longer to consider the papers. The Democratic Services Officer and Solicitor explained that agendas were produced and published online in accordance with statutory guidelines. Both tenants and HRB members could view the documents at the same time, as soon as the agenda was publicly available. It would be impractical to produce the agendas any earlier due to pressures on officers' time.

The Strategic Lead – Housing, Health and Environment brought to the Board's attention a colourful pamphlet providing an update on the countryside outreach project. From 2015 the Board had funded one and a half days per week, for an Education Ranger from the Countryside team to work in all areas of the district with high levels of council housing. The Chairman requested that one of these leaflets be provided to all district councillors.

***51 Minutes**

The minutes of the Housing Review Board meeting held on 11 January 2018 were confirmed and signed as a true record.

Tenant Peter Sullivan raised minute 41, rental exchange scheme. He explained some concerns of the Tenant Involvement Forum (TIFF) over data protection issues. They felt that the scheme should be an 'opt in' one, rather than an 'opt out'. It was noted that the decision to join to scheme had already been made by the Board and approved by Cabinet and Council. It was Experian's scheme and the Council had no control over how it was operated, but the basis of the scheme was trying to overcome the unfairness social housing tenants often experienced trying to access credit.

***52 Declarations of Interest**

Pat Rous: Personal interest - housing tenant.

Cllr Ian Hall: Personal interest – family member lives in a Council owned property and uses Home Safeguard.

Sue Saunders: Personal interest - family member lives in a Council owned property and a housing tenant.

Peter Sullivan: Personal interest – housing tenant.

***53 Forward plan**

The Strategic Lead, Housing, Health and Environment presented the forward plan and advised Members that the forward plan acted 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 either himself or the Democratic Services Officer.

The Portfolio Holder – Sustainable Homes and Communities, made a request for extra care housing to be added to the forward plan. Extra care housing facilities was included in the Housing Strategy and should be included on the forward plan. A report would be produced on what had been provided so far and the Council's current position.

The Chairman also requested that a report on modular house building be added to the forward plan for a future meeting.

RESOLVED: that the forward plan be updated and noted.

***54 Homelessness Reduction Act**

The Strategic Lead – Housing, Health and Environment's report provided the Board with a summary of the main features of the new legislation. The new Act, which would become live in April 2018, set out significant changes to tackling homelessness and required local authorities to completely review current systems and introduce a culture change in homeless prevention and reduction.

The report set out an overview and provided a high level summary of the homelessness legislation and the duties, powers and obligations on housing authorities and others towards people who were homeless or at risk of homelessness. The Act signaled a significant change to the national approach to preventing homelessness and required local authorities and their partners to adapt existing protocols to ensure that they implemented the new system in accordance with the guidance and code of practice.

Preparing for the implementation was taking a considerable and sustained effort from the Housing Options team. The changes would require a dramatic shift in homelessness operations. The limited supply and difficulty in accessing temporary and permanent accommodation in the district would be a big challenge for the Council, particularly the lack of supported housing for people who found it difficult to live independently in the community. The aim would be to deliver a service that prevented homelessness wherever possible and secured suitable housing for those homeless households who required the Council's assistance.

It was noted that staff training was critical to the effective implementation of the new scheme and a range of training opportunities had been provided to staff to help smooth the transition from the current familiar system to the new approach. A new member of staff had been recruited and it was hoped to recruit another. It was noted that EDDC jointly funded a young persons worker with social services (DCC) through Young Devon to help prevent homelessness in young people.

A big change was the requirement on the council to intervene earlier. The requirement had moved from 28 days to 56 days as well as a requirement to produce a personal housing plan for each person approaching the council as homeless. The legislation required decisions to be made at a number of key points during the applicant's journey. The council had a prevention duty, a relief duty and a housing duty.

It was noted that the Homelessness Reduction Act fell outside of the remit of the Housing Review Board, but a report had been requested at the last meeting. The Chairman asked for an update report to be brought to a future Board meeting. The Strategic Lead – Housing, Health and Environment advised that a report on homelessness would be taken to Cabinet during the summer and that this could also be presented to the HRB.

Councillor Ian Hall raised a specific case of homelessness in Axminster and thanked the officers for their support. He hoped that investigations would take place into the root causes of homelessness in general. Another request was made for information on the number of homeless people the council had helped over the past 12 months. Members were advised that this featured in the quarterly performance digests on the Board's agenda.

RESOLVED: that the Housing Review Board note and understand the main requirements of the Homelessness Reduction Act 2017.

55 Review of housing policies

The Board was presented with 16 housing policies, requiring its approval. It was important to have an up to date suite of policies covering the approach to areas of housing policy where there was room for discretion and interpretation. The Council's position as a landlord was set out in the various policies and would need to be monitored for compliance, variations and application. The policies had all been considered by the Strategic Management Team. Each policy had a responsible officer and a review date. They would need to be kept under review and updated when changes occurred that could impact on the stance adopted. Staff and tenants would need to be made aware of all the policies once they were adopted.

The following policies were presented for the approval of the Housing Review Board:

- Allocations Policy
- Anti-Social Behaviour Policy
- Car Park Management Policy
- Decant Policy
- Domestic Abuse Policy
- Garage Management Policy
- Gas Safety Policy
- Improvements to Council Properties Policy
- Income Management Policy
- Leasehold Management Policy
- Mutual Exchange Policy
- Recharging Policy
- Repossessions Policy
- Responsive Repairs Policy
- Succession Policy
- Void Management Policy

Various issues were discussed during consideration of the policies and officers answered questions that were raised.

New and existing tenants would be informed of the new policies and policy updates, and these would be placed on the website.

RECOMMENDED: that Cabinet approve the housing policies.

56 Credit union consideration

The Rental Manager's report asked for the Board's approval for the Council to recommend the City of Plymouth Credit Union to housing tenants as a replacement for Plough and Share, since it stopped trading.

The City of Plymouth Credit Union was officially registered in 1997 and was a member of the Financial Services Compensation Scheme. It was an ethical, not for profit, member-owned financial organisation dedicated to the economic development of the community of Devon, Cornwall and the Isles of Scilly. It provided financial services to all of its members, including those who had been excluded from traditional financial services.

RECOMMENDED: that Cabinet approve advising tenants of the City of Plymouth Credit Union if asked for a replacement service for Plough and Share.

***57 Financial monitoring report 2017/18 – Month 10 January 2018**

The Board was presented with a summary of the overall financial position on the Housing Revenue Account (HRA), HRA Capital Programme and the Business Plan for 2017/18 at the end of month ten (January 2018), with forecasts to the end of the year.

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

Current monitoring indicated that the Housing Revenue Account Balance would be maintained in line with the budgeted levels within the 30 year business plan. The current budget and year end forecast figures were noted. The cost of financing was also predicted to be on budget including the payoff of the £1.3m 2018 tranche of the Public Works Loans Board loan.

It was noted that asbestos surveys and works were forecast to be over budget by approximately £200,000 as a result of the continued survey programme and resultant management projects. The impact upon the HRA had been mitigated by delaying the energy efficiency program and non-critical fire safety works to the next financial year. Change of tenancy works on void was also forecast to be overspent by over £500,000 as the service continued to use the opportunity a void brought to carry out extensive works that the older stock required without it inconveniencing tenants.

Progress on the purchase of new housing stock was good, with 26 properties purchased and one due to complete.

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

***58 Responsive repairs and works to void properties procurement process**

The Property and Asset Manager's report updated the Board on progress being made to renew the contract for day to day repairs and void work to council housing stock. The contract would be procured through the route of competitive dialogue with negotiation. The OJEU (Official Journal of the European Community) notice was published on 19 February. Potential bidders were able to see clearly all of the requirements as well as the process they would be expected to go through to bid for the contract. This should help the fully determine if they were likely to want to bid for the contract and should eliminate any bidders that may realise later down the line that they no longer wished to proceed. To date 21 expressions of interest had been received. A bidders event was held on 28 February 2018 and 12 organisations attended. This gave potential bidders the opportunity to come and learn more about East Devon as an authority.

Tenant involvement in the procurement process was also outlined in the report. The website had been updated and an article would be included in the next edition of the

Housing Matters magazine to ensure that all tenants were up to date with progress. Members were invited to contact the Property and Asset Manager directly with any queries or concerns.

RESOLVED: that the Housing Review Board note the progress on renewing the responsive repairs and works to void properties contract.

***59 Annual report of the Housing Review Board**

Members were asked to note the annual report of the Housing Review Board which highlighted the achievements and detailed the work undertaken by the Board over the last year.

The Chairman announced that tenant member and Vice Chairman Pat Rous was retiring from the Housing Review Board. On behalf of the Board the Chairman thanked Pat Rous for her work and dedication over the years. Pat thanked the Board and in particular thanked the tenants and officers for all their support.

***60 Date of the next Housing Review Board meeting**

The Board noted the provisional dates of the HRB meetings for the forthcoming year:
Thursday 21 June 2018 – 2:30pm, Council Chamber, Exmouth Town Hall.
Thursday 20 September 2018 – 2:30pm, Council Chamber, Exmouth Town Hall.
Thursday 22 November 2018 – 2:30pm, Council Chamber, Exmouth Town Hall.
Thursday 24 January 2019 – 2:30pm, Council Chamber, Exmouth Town Hall.
Thursday 28 March 2019 – 2:30pm, Council Chamber, Exmouth Town Hall.

Attendance list

Present:

Cllr Pauline Stott (Chairman)
Cllr Megan Armstrong
Cllr Ian Hall
Cllr Brenda Taylor

Co-opted tenant members:

Pat Rous (Vice Chairman)
Sue Saunders
Peter Sullivan

Independent community representative:

Christine Drew

Officers:

Graham Baker, Senior Technical Officer, Asset Management
Sue Bewes, Landlord Services Manager
Charles Derry, Tenant and Communities Section Leader
Amy Gilbert-Jeans, Property and Asset Manager
John Golding, Strategic Lead - Housing, Health and Environment
Tim Laurence-Othen, Housing Projects Officer
Andi Loosemore, Rental Manager
Paul Lowe, Housing Enabling and Allocations Manager
Andrew Mitchell, Housing Needs and Strategy Manager
Giles Salter, Solicitor

Alethea Thompson, Democratic Services Officer
Rob Ward, Housing Accountant

Also present:

Cllr David Barratt
Cllr Jill Elson, Portfolio Holder – Sustainable Homes and Communities
Cllr Steve Gazzard
Cllr Simon Grundy

Alek Williams, tenant

Apologies:

Mike Berridge, tenant representative
Julie Bingham, independent community representative

Cllr Ian Thomas – Portfolio Holder - Finance

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
Tenant Scrutiny Panel report - community centres	June 2018	Tenant Scrutiny Panel
Homelessness in East Devon	June 2018	Strategic Lead - Housing, Health & Environment
Housing & Safeguarding report to the Devon Safeguarding Adults Board	June 2018	Strategic Lead - Housing, Health & Environment
Integrated Asset Management procurement update	June 2018	Property and Asset Manager
Modular Homes	June 2018	Property and Asset Manager
Void property - 4 Camperdown Terrace, Exmouth	June 2018	Housing Enabling & Allocations Manager
Rental Exchange Scheme	June 2018	Landlord Service Manager
Exemption from Standing Orders - Homemaker	June 2018	Rental Manager
Financial Monitoring report	June 2018	Housing Accountant
Dame Judith Hackett's report	June 2018	Strategic Lead - Housing, Health & Environment
Quarterly performance reports and regular reports		
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	Landlord Services Manager
Benchmarking survey	Annual report	Strategic Lead – Housing, Health and Environment

Evaluating the achievements of the Board	Annual report	
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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.



Tenant scrutiny panel report
Review of Recommendations
SCRUTINISING COMMUNITY CENTRES

DATE OF REPORT:

NOVEMBER 2017



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HOW WE UPDATED OUR INVESTIGATION

METHOD

We agreed which methods we wanted to use to complete our investigations. This included:

- Sit visits
- Mobile Support Officers
- In-depth study of the function of Street Scene

Copies of all our findings can be found in our A\$ Box evidence file

All recommendations are based on evidence provided by Participating officers and Contractors. It may be that there is information that we were not made aware of, which may impact on our findings.

WHAT WE FOUND

Our previous report stated that Community Centers largely seem to have been neglected and looked sad, outdated and unwelcoming. We were pleasantly surprised to find a vast improvement. There was evidence of efficient management and good organization. Upcoming events were well advertised and there was an improvement in the use of the premises.

This is laudable but there were other areas wherein we found discrepancies, discovered during our meetings with Street Scene management and Council Officers.

These had not been apparent at the time of our first report

Although the Council is comfortable that Community Centres may not make a profit (or even cover cost of running), there is still income to be had from better advertising

OUR RECOMMENDATIONS

- 1.1. Make Fire Risk & Health & Safety assessments more readily accessible. We found it difficult to obtain clear information from officers.

According to our previous report an officer to oversee the Community Centres was appointed. Unfortunately this position is no longer active. It has been left to the Mobile Support Officers (MSO) to do the following:

- Oversee the community Centres
- Perform Fire Risk and other Health & Safety assessments according to legislation
- Administer bookings
- Keep Notice boards up to date
- Carry out weekly inspection
- Inspect after bookings
- Check equipment etc.,
- Publicity
- Organise repairs
- Arranging cleaning to centres

Further Recommendations

- 2.1. Centralised booking system via one telephone number is proving very successful and easy for people to use.
- 2.2. Keep notice boards up to date and visual (i.e. windows or external notice board). To include all legally required notices such as evacuation procedures.
- 2.3. Provide white board/pens as solution to instant information i.e. list of events and to provide overhead projector and television's these can be used for training.
- 2.4. Complete regular booking and cleaning schedules in advance (up to a year) was evident.
Evidence – Street scène – so they can get in to clean
 - *Draw up simple risk assessment form for each booking. Now MSO's responsibility*

Continue to promote and make better use of Community Centres

- 3.1. Promote Community Centres as useful meeting point for tenants / community
Evidence – Community still not sufficiently involved

3.2. Promote Community Centres via new tenants Welcome Pack

Evidence – Still not implemented

CONCLUSION

This was our first return to our previous scrutiny activity and was very informative. It was good to examine an area visited before and to see what progress had been made.

To recap, our top three recommendations are:

1. Make a 5 year plan a matter of urgency
2. Make the financial statement easier to comprehend with more detail
3. Clarify the contractual responsibilities of Street Scene and their implementation

ACKNOWLEDGEMENTS

We would like to thank the following for their contribution and support during this project:

- Officers of the council and Street Scene who supported us and patiently searched for information in answer to our questions

A special thank you goes to Jane Reading, Bev Anderson and the rest of the team for their unwavering help facilitating this project.

Report to: **Housing Review Board**

Date of Meeting: 21 June 2018.

Public Document: Yes

Exemption: None

Review date for release None



Agenda item: **10**

Subject: **Homelessness in East Devon**

Purpose of report: This report (presented to Cabinet in June) highlights the challenges we are facing with rising levels of homelessness and securing temporary accommodation and long-term affordable housing for homeless households. There are implications for the Housing Revenue Account hence reporting to the Board.

We have experienced an increase in homelessness consistent with national trends, and an extended set of statutory duties to tackle homelessness. Homelessness has always been a priority for the Council and has been managed through prevention, timely advice and assistance, early intervention, resulting in relatively low numbers of homeless cases and the minimal use of temporary accommodation.

We have seen an increase in homeless approaches, more complex cases and a reduction in available accommodation, resulting in a build-up of homeless cases in temporary accommodation. This does not appear to be a seasonal or short-term variation, and when we factor in the impact of the Homelessness Reduction Act 2017 and welfare benefits reductions, there is a need to plan for a continuation of this trend.

Recommendation: **The following recommendations were made to cabinet and agreed:**

- (1) To recognise the increase in homelessness and agree the responses proposed to increase the supply of temporary accommodation, and**
- (2) Approve the creation of a Temporary or Homeless Accommodation Officer post to support households in temporary accommodation and source new temporary accommodation for homeless households, and**
- (3) To request an update of the Homelessness Strategy in response to the changes made by the Homelessness reduction Act 2017 and the changing demand being experienced.**

Reason for recommendation: To ensure we continue to meet our statutory responsibilities and provide a high quality service to meet the needs of homeless households. The report also alerts members to the homeless pressures being experienced by the Housing Service and the implications this is having on service delivery, budgets and staff workloads.

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

Financial implications:	The financial implications and budgetary considerations are considered within the body of the report.
Legal implications:	The statutory requirements of the Homelessness Prevention Act 2017 have placed more exacting duties on the Council's homelessness prevention Housing Options team and this inevitably has led to a greater requirement of resource and need for a proactive strategy which is regularly reviewed.
Equalities impact:	Medium Impact There is an Equality Impact Assessment with the Government Code of Guidance and our own procedures attempt to ensure that we capture homeless applicants' needs accurately and that we design Personal Housing Plans around the individuals needs.
Risk:	Medium Risk The consequences of providing a poor homeless service impacts on individuals seeking our assistance, our reputation as a Council, and an increase in legal challenges. The financial risks are around our budget estimates being inadequate and the service being demand led and influenced by factors outside our control such as the housing market, benefit levels, government policy, lack of supported housing etc.
Links to background information:	<ul style="list-style-type: none"> • https://www.crisis.org.uk/ending-homelessness/homelessness-knowledge-hub/homelessness-monitor/england/the-homelessness-monitor-england-2018/
Link to Council Plan:	Encouraging communities to be outstanding.

1. Background and analysis of the current homeless issues

- 1.1 For many years we have quietly but effectively managed homelessness in East Devon. We have refined our approach around early intervention and prevention of homelessness, ensuring that applicants are housed in affordable housing that is suitably located and of an adequate size. This has enabled us to reduce our range of temporary accommodation in the form of private sector leased properties and arrangements with private landlords, reduce the use of bed and breakfast and secure housing through our Devon Home Choice housing register and allocations system. Our homeless budgets were reduced year on year as we became less reliant on temporary accommodation for homeless households.
- 1.2 The local housing market was enabling us to meet the demands of homelessness effectively and our customers had options available through social housing, rent deposits and bonds to access the private rented sector etc. We also enjoyed a good supply of new affordable housing through housing association developments and through planning conditions requiring applicants to meet Local Plan targets. This has reduced over the last two years and is having a significant impact on our ability to accommodate homeless households and those on the housing register.
- 1.3 In recent years we have seen a reduction in the supply of new affordable housing with developers running viability arguments at planning to avoid planning obligations, housing associations facing rent reductions and downscaling development activity, less generous grants from government via the Homes & Communities Agency (now Homes England), Right to Buy depleting social housing stock etc.

- 1.4 We have seen the reduction in supported accommodation as Supporting People funding disappeared and providers were more exposed to the revenue cost of operating specialised supported housing. Reductions in welfare benefits have impacted and just make supported housing a business risk that many providers are not prepared to take now. We have seen an increase in homeless presentations where people have complex mental health, behavioural, drug dependency, disability etc. needs and will struggle to live independently. Supported housing is required, but simply does not exist now.
- 1.5 A recent report published by the Joseph Rowntree Foundation and Crisis (**Housing Monitor 2018** – longitudinal study) is revealing how the majority of councils in England are struggling to find permanent housing for homeless people and relying more on temporary accommodation. Latest government statistics show 78,000 households in temporary accommodation currently and this figure set to rise over the next few years.
- 1.6 As a consequence of the factors described above homeless pressures have been building and whilst we have been insulated from some of the impacts seen nationally, we are now seeing an increase in homelessness and rough sleeping locally.
- 1.7 These factors combined with the implementation of the Homelessness Reduction Act 2017 from April this year are requiring us to review our approach to managing homelessness in East Devon. Prevention and early intervention will still be core elements of our approach, but with demand unlikely to reduce in the short-term we need a new plan for temporary accommodation to ensure that we can fulfil our statutory duties.
- 1.8 We are dealing with families and people traumatised by homelessness, many demonstrating complex needs beyond not having a home. These applicants require empathy and timely advice and information from us to get a roof over their head. Many need to be supported through the process by our staff as they are unable to secure their housing themselves.
- 1.9 We need to update our **Homelessness Strategy** following the publication of a recent code of guidance that incorporates advice and guidance on implementing the Homelessness Reduction Act. This work is being undertaken as we assess the impact of the new act and how this will affect demand in the longer term.
- 1.10 To provide some context and scale to the issues we are facing I can advise that we currently have 36 people in temporary accommodation. In previous years we were often reporting none or very low numbers. During 2017/18 we received 261 homeless approaches and accepted a homeless duty in respect of 28 cases where we could not prevent homelessness. By mid April we had received an unprecedented 51 homeless approaches in the first 17 days of the new legislation.
- 1.11 To put this into context in previous years our homeless approaches and acceptances illustrating the demand we are facing are set out in **annexes 1 & 2**.
- 1.12 I predict that homelessness will be more prominent locally as we wrestle with the challenges of increased demand and limited opportunities to meet the demand, with an impact on our budgets and a higher profile politically and in the media.

2. Moving forward

- 2.1 We have been preparing for the new legislation for some months and reported on this topic to Cabinet in October 2017 and in more detail to the Housing Review Board in March 2018. We also reported to Cabinet our Temporary Accommodation policy in September 2017. The increase in demand predicted is being seen and we need to respond proportionately to ensure that we are meeting our statutory and moral duties towards

homeless households. Homelessness has always been a priority for the Council and until we have managed this activity 'under the radar' and with a low profile. A refocusing of this as a priority for the Council and the Housing Service is required.

- 2.2 We have increased the staffing in the Housing Options team and moved some work to the Allocations team to allow a focus on homeless prevention. We have acquired a bespoke software package to assist with case management and the production of Personal Housing Plans for every homeless applicant. Our staff have been trained on the new requirements and we recognise that they are under pressure with what seems like an endless stream of homeless cases, which can be emotionally challenging, and we want to provide good outcomes for the people concerned but have limited resources (available homes) to meet clients' needs as quickly as they require.
- 2.3 Homelessness is a General Fund activity of the Council. We receive relatively small amounts of government grant for homelessness (Homelessness Support Grant £61,161 and the Homelessness Reduction Act New Burdens Grant Determination £31,932). For the last decade we have reduced our homeless costs each year as successful prevention measures have been implemented and we experienced higher numbers of new affordable housing being delivered that allows movement from the housing register.
- 2.4 During 2017/18 we have seen a dramatic rise in temporary accommodation costs as we rely on this form of accommodation to meet our duties. At year end we have spent £174k on temporary accommodation against a budget of £20k. The increased income from rent/benefit was £145k against a budget of £20k. A significant overspend was only avoided by crediting an unbudgeted government homelessness grant of £102k to the budget.
- 2.5 Our 2018/19 budget has been increased to reflect the changing environment and legislation, but I can anticipate reporting budget variations in year if demand continues unabated. The homeless budget is demand led and our ability to control expenditure is limited when we are focused on meeting our homeless duties. Government were alerted to the likely financial impact of the Homelessness Reduction Act on local authorities and their offer of short-term is welcome, but inadequate to meet all of our additional costs.
- 2.6 It is difficult to accurately predict the additional financial burdens we are likely to face as a result of the demand for accommodation. We will attempt to minimise the costs to the General Fund by sourcing temporary accommodation that represents good value for money, optimises the subsidy we can claim, and meets the needs of the household. We will continue to monitor the situation closely and highlight variations in expenditure in the monthly monitoring reports.

3. Temporary Accommodation

- 3.1 Our greatest challenge is to ensure that we have sufficient temporary accommodation to fulfil our expanded statutory duties towards homeless households. This accommodation needs to be affordable for the households and the Council, be in the right locations and of a suitable size for the households. Beyond that we need an adequate supply of new affordable housing to be able to offer more permanent housing for the households concerned.
- 3.2 To increase the availability of temporary accommodation I am proposing that we rejuvenate some of our previous policies that we successful in the past in managing our homeless duties. This will include **private sector leasing** where we lease properties from private owners, and allocate and manage the property. These arrangements were cost effective when Housing Benefit covered the cost in most cases.
- 3.3 Our **Rent Deposit and Bond** scheme has been effective in assisting households access the private rented sector where the deposit and rent in advance presents financial barriers.

- 3.4 We are considering entering into an agreement with **bed & breakfast** owners to guarantee access and availability of accommodation when we need it. Many of the establishments we use get fully booked during the holiday season which can make it hard for placements in emergency situations when we are investigating homeless approaches.
- 3.5 We need to revisit the use of our **own housing stock** as temporary accommodation. We make occasional use of our stock at present, but have tried to ensure allocations of Council housing occur via Devon Home Choice. I suggest that we revisit any harder to let stock (typically bedsits) and consider decommissioning sheltered housing for temporary accommodation use. We do not want to inadvertently create 'sink estates/blocks' of homeless people so careful planning is required.
- 3.6 We are investigating the acquisition of property suitable for conversion into **shared housing** or hostel type accommodation to meet some of the demand for single homeless applicants. Our St Andrews Road, Exmouth property was in high demand and we know that there is further demand for shared accommodation from the housing register and homeless approaches.
- 3.7 We are considering the business case for the appointment of a **Temporary Accommodation Officer** to support people in temporary accommodation and work on sourcing new supply of temporary accommodation. We have also recognised the need for a Mobile Support Officer role specialising in mental health to assist homeless household with mental health issues sustain their tenancies. A business case is set out in **annex 3**.
- 3.8 Effective partnership working with other agencies such as CAB, HomeMaker, Young Devon, Registered Providers etc. has the benefit of independent, expert advice for homeless clients from other sources. I would like to see our Registered Provider partners assist more with accommodating homeless households and those with support needs. Similarly more effective support from Social Services would help some clients sustain their tenancies and prevent homelessness. Voluntary agencies and specialist charities can also make a valuable contribution towards preventing homelessness. A multi-agency response will be more effective than a local authority working alone and in isolation.
- 3.9 The position with regard to Housing Benefit and Universal Credit has to be taken into consideration in terms of the cost to the Council. We have to secure the accommodation, but we can make a charge (rent), many households are in receipt of Housing Benefit and this often leaves a shortfall that falls to the Council to meet. We have assessed the benefit shortfalls relating to the subsidy we receive and Local Housing Allowance rates and will attempt to optimise any shortfall. The subsidy loss varies between bed & breakfast; self-contained units, hostel type accommodation etc.
- 3.10 Applying our Systems Thinking principles to the issue our purpose has long been to ensure that – the **Right People are in the Right Home** – in practice this means homeless households are placed in suitable temporary accommodation and secured a permanent home as soon as possible. Linked to this purpose we will always attempt to secure housing that is affordable to our client, that is suitably located, of an appropriate size and of a good quality. We are closely measuring the type and frequency of demand and will measure end to end times of the homeless application process, length of time in temporary accommodation and time taken to secure permanent housing. We will rerun a What Matters to our customers exercise to ensure that we stay 'in tune' with customer needs and expectations.
- 3.11 Changes to homelessness were introduced for Welsh local authorities in April 2015 and whilst it is still too early to draw any firm conclusions, and the Welsh housing market is different, we will take account of lessons learnt and any successful initiatives we can import.

4. Conclusions

- 4.1 In conclusion we are working on a revision to our Homelessness Strategy and will incorporate a temporary accommodation plan as part of that revision picking up on and progressing the range of options above designed to increase supply.
- 4.2 We will continue to work closely with our Benefits colleagues to optimise the benefit for homeless households and reduce any subsidy loss for the Council. We will closely monitor our budgets and seek out cost effective temporary accommodation.
- 4.3 We are determined to maintain a good quality service for those households who experience homelessness recognising that the loss of a home can be hugely disruptive to family life, lead to poor health & wellbeing, cause emotional and mental strain and many need our help to recover from this trauma. Our corporate and Housing commitment is – **A Decent Home for all** – and our focus will be on achieving our purpose.

Annex 1 EDDC - Housing Options - Homeless Approaches 2010- 2018

Month	Year							
	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
April	58	44	44	37	37	19	28	17
May	51	57	52	48	40	42	38	32
June	64	51	43	43	44	35	31	16
July	58	60	46	53	44	45	23	23
August	48	65	31	41	19	26	24	25
September	60	61	39	43	27	37	29	25
October	34	58	36	43	29	35	29	16
November	51	56	34	38	31	20	28	18
December	19	28	14	30	12	19	20	19
January	66	63	33	63	31	27	22	34
February	74	46	51	44	37	36	21	19
March	72	65	42	42	45	31	27	27

Quarterly Totals

	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Q1	173	152	139	128	121	96	97	63
Q2	166	186	116	137	90	108	76	73
Q3	104	142	84	111	72	74	77	53
Q4	212	174	126	149	113	94	70	72

Annex 2

East Devon District Council	P1E statistics			Homelessness Acceptances	
Year	Q1	Q2	Q3	Q4	Total
2003-04	59	56	67	46	228
2004-05	42	45	36	28	154
2005-06	49	53	42	39	183
2006-07	40	35	22	16	113
2007-08	26	34	30	18	108
2008-09	23	22	16	17	78
2009-10	13	5	6	7	31
2010-11	8	9	8	6	31
2011-12	8	10	12	8	38
2012-13	10	9	7	9	35
2013-14	6	9	8	4	27
2014-15	4	0	3	0	7
2015-16	1	3	1	1	6
2016-17	3	9	5	1	18
2017-18	5	8	5	10	28

Business Case for new post – Temporary Accommodation Officer

Background

The temporary accommodation budget has increased significantly over the last two years due mainly to a significant increase in homelessness, in line with the national trend. There is also an increase in customers with complex needs, who are in need of support, who are more difficult to suitably accommodate. This is within an environment where the private rented sector is often inaccessible due to the huge gulf between private rent levels and the Local Housing Allowance (LHA), alongside significant reductions in the numbers of supported and specialised housing projects that would have previously provided alternative accommodation options for this customer group.

It is expected that our expenditure will continue to be high for a number of years. This expectation has been compounded by the new obligations placed upon local authorities through the Homelessness Reduction Act 2017, which came into effect in April 2018.

There has been a sharp increase in the number of homeless approaches being made to EDDC. We have received 42 genuine approaches between 3rd April 2018 and 23rd April alone, a significant rise from previous years. For the whole of April last year there were 17 approaches, with 261 for the entire year from 1st April 2017 to 31st March 2018.

In addition to the number of homeless approaches we are having to deal with the Act introduces an expansion to the amount of time local authorities will be legally obliged to accommodate homeless applicants, significantly further increasing our expenditure on emergency and temporary accommodation. Applicants can expect to be accommodated at an earlier stage and in the majority of cases for twice the period since the introduction of the Act.

Temporary accommodation - what we currently use:

At the present time we use the following differing types of temporary accommodation, requiring a wide range of skills and effort to successfully manage them:

- EDDC stock – this is the most cost effective method and can also be useful financially in letting some of our harder to let properties and avoiding costly voids. Years ago we had several properties within our stock used in this way, currently we have six. The arguments against using our own stock include preventing the properties from being allocated through the Devon Home Choice scheme, and internal concerns regarding the management of the customers within our own properties. We have seen recent cases where parts of the service have been unable to provide appropriate support due to complex mental health needs and/or challenging behaviour. Another argument against using our own stock is that customers become settled,

although in the cases we have currently set up within our own stock it has been in our interests to keep the customers in an environment where we can monitor and review their tenancy, before a more permanent arrangement is agreed.

- Gissage House – a supported housing project consisting of six single rooms and two flats in Honiton through a contract with Independent Futures. The contract costs £20k/year for access to nominate our customers into the project, and for the management costs of Independent Futures in supporting the customers placed there. However, we are facing some issues with the arrangement that we are currently dealing with.
- B&B's – these are used as emergency accommodation only, usually whilst we are making enquiries into the situation of the customers presenting and established as homeless. B&B's are used as a last resort as it is acknowledged that they are expensive, not always appropriate for customers and there are also restrictions to the amount of time we can place families in B&B (6 week limit). We currently have 13 single people and 6 families accommodated in B&B's and holiday lets.
- Holiday lets -similar to B&B's, they are most commonly used when we are accommodating whilst making enquiries. Often self-contained so can avoid the restrictions of B&B's but lack of availability in the spring and summer months, restricting their use.
- Place of Safety – an EDDC property set aside for exclusive use for applicants from any part of Devon fleeing domestic violence. There is a high turnover for this property and much support is needed.
- Private Sector Lease (PSL) property – this a property within the private sector with a lease agreement in place with the owners. We manage the property and it is let to a homeless applicant. We are looking to bring more of these into use although the difficulty is finding home owners who will allow their properties to be rented out at a rate close to the Local Housing Allowance (LHA) due to the big differences between the LHA and the market rent. The customer base also provides barriers so there is an element of a need for some form of 'social consciousnesses from the property owner for the arrangement to get off the ground.
- Syrian Resettlement Scheme – this works on a similar basis to the PSL arrangement and again relies on property owners who are willing to rent out their properties at a much lower level than they could otherwise expect from the private sector. EDDC are signed up to this scheme and have pledged that 8 families will be resettled in the East Devon area over the next few years (4 have been resettled to date) although unlike our legal responsibilities towards homeless applicants, this scheme is being delivered as a power not a duty. At the present time this additional responsibility, outside of the legal objectives of the Options team, is being absorbed by the Housing Officers on top of their current responsibilities. There is a great deal of external interest in the progress of this scheme.

Other responsibilities with many of these properties include a responsibility to furnish the properties and to provide ongoing support to the customers placed there.

At the moment, the Housing Officers are spending a considerable amount of their time in making these arrangements, making bookings and searching for the best deal, moving people around when there are issues such as lack of availability or high levels of risk associated with the customer. There have also been occasions when Housing Officers have been called out to help to evict some customers when they have broken the rules at the temporary accommodation establishment or have displayed criminal behaviour, often with the additional need for police to assist. Resources, especially Housing Officer's time, could be better put to use actively working on their caseloads and making progress with prevention of homelessness. These associated duties are restricting their ability to carry out their main responsibilities. Sourcing suitable and available accommodation for a difficult customer could realistically take a whole day of officer time.

Temporary accommodation expenditure

The last year saw a huge rise in the expenditure on temporary accommodation, with the overall total amounting to £174k.

There are some mitigating factors in last year's expenditure being so high, including distractions from managing ongoing homeless cases such as the office relocation and preparation for the Homelessness Reduction Act. There were two exceptional cases last year that accounted for much of the expenditure.

Subsidy payments

Another factor significantly affecting the budget is the recent change to subsidy payments, as a result of these changes an additional £29k has been added to our expenditure. For example, the subsidy shortfall on Gissage House has been added to our costs on top of the £20k contract, making the arrangement much less cost effective.

What are we doing to tackle this?

With assistance from the Revenues & Benefits team we are analysing the most cost effective temporary accommodation placements for our homeless applicants, including looking at certain scenarios and household compositions against different types of accommodation. This will help to make the placements more cost effective although there is only so far this can go to assist. We struggle to place many of the applicants we have to accommodate due to their complex needs and the risk factors involved with them, so often we have no choice other than to place in more expensive accommodation, anywhere that will accept them. Also, the spring and summer seasons always prove a challenge with huge demand on the local B&B's and guest houses, especially in the seaside towns where many of our B&B's are located, and the more cost effective holiday lets that we take advantage of in the winter are no longer being available throughout the spring and summer months.

Alternative options we have given consideration to

- Camperdown Terrace property – a currently vacant 3 bedroom council property that we have held vacant in case it was needed for the Exmouth Regeneration project is now being considered for use as temporary accommodation suitable for a family or as a shared house. There will be a considerable amount of work needed to bring the property up to our Void standard, at considerable cost. Early indications lean towards the shared house option being unaffordable to implement.
- Purchase of property that can be transformed into a HMO – this is an ongoing objective for our Enabling team. However, again the costs are prohibitive for the examples we have considered, not only to purchase a suitable property (we could use Right to Buy receipts) but the overall costs to transform such a property to meet all regulatory requirements. We will continue looking for suitable property.

Proposal

In order to help tackle the issues we are facing and to provide a more efficient and cost-effective service it is proposed that we create a specialised post for a Housing Officer to specifically deal with managing the temporary accommodation for EDDC. Several other local authorities currently employ a similar specific post.

The main functions for the post would be to:

- Support tenants in temporary accommodation and help them sustain tenancies
- Arrange occupancy/tenancy agreements for customers
- Liaise with accommodation providers over vacancies, repairs and contracts
- Carry out property inspections.
-

A Job Description has been drafted and a job evaluation decision pending.

Funding

The post would be funded from the Flexible Homelessness Support Grant and part HRA (as part sustaining tenants in council homes).

Recommendation

It is recommended that a Temporary Accommodation Officer is recruited to ultimately aim to reduce the spiralling costs of temporary accommodation and provide a more efficient service, freeing up the Housing Officers to manage their caseloads and prevent homelessness in a more proactive manner than they are currently able to achieve. Therefore, the 'flow' of new applicants requiring temporary accommodation would be stemmed, whilst the post holder would work to ensure that the customers stay in temporary accommodation is as short as possible, altogether reducing costs significantly.

The post would also enable a better service to be provided, with more support, to those customers in need of temporary accommodation. It would also be an opportunity to explore move-on options such as accommodation in the private sector or supported projects, so that the end result of the applications is not always council accommodation.

DEVON SAFEGUARDING ADULTS BOARD	
Report to the Board Meeting	
Section 1 – General	
Date of SAB Meeting	05/06/2018
Title of Report / Agenda Item	Themed Report - Housing & Safeguarding
Author / Presenter	John Golding
Section 2 – Report Detail	
Report is for: Decision by DSAB	
Is this confidential to statutory agency member of the DSAB? No	
Are there any communication and / or media implications? No	
If yes, please state below: Click here to enter text.	
Risk Assessment / Impact: Moderate	
<p>Summary of Report: This report looks at safeguarding adults from a housing perspective and considers how safeguarding is being embedded in housing delivery to be regarded as core business, and identifies areas for improvement.</p> <p>Good practice in the sector suggests that safeguarding needs to be understood and 'owned' by strategic and senior managers, within housing organisations perhaps through appointing a safeguarding lead at a senior level to ensure that safeguarding is seen as a leadership issue.</p> <p>Appended to the report is a summary of the Homelessness Reduction Act 2017 that comes into effect in April 2018. This note identifies a number of safeguarding considerations.</p>	
Section 3 – SAB Scrutiny	
Links to SAB Business Plan: Links across DSAB Business Plan objectives	

Recommendations:

- 1) Develop a cross-Devon Housing protocol on safeguarding as a way of spreading good practice and achieving more consistent practice in the county.
- 2) Recognise that more involvement by all housing staff in adult safeguarding is vital due to increasing levels of vulnerability of tenants in all types of social housing.
- 3) To make this involvement effective, all staff must be trained and receive specialist support from safeguarding leads employed by housing providers.
- 4) Senior managers must be encouraged to engage in SABs, MARAC, MAPPA and other fora.
- 5) Special efforts must be made to overcome inherent joint working issues with adult social care.
- 6) Encourage social housing providers to utilise Tenant Profiling and preventative approaches as part of their safeguarding strategy.
- 7) Commit to improving joint working towards the challenges presented by the Homelessness Reduction Act 2017 and to request that this report is considered by the appropriate Board of all Registered Housing Providers (RPs) within Devon.

1. Introduction

- 1.1 Safeguarding is core business for housing providers and local authorities with housing responsibilities. Generally housing providers recognise that safeguarding is everyone's responsibility, inevitably some embrace this aspiration better than others. To this end a Housing & Safeguarding event was convened by the Devon Safeguarding Adults Board (DSAB) in November 2017.
- 1.2 Safeguarding concerns typically arise when dealing with homelessness and rough sleeping; hoarding; managing sheltered and supported housing; estate management and dealing with anti-social behaviour; operating community alarm systems for housing providers.
- 1.3 Adult safeguarding is a statutory responsibility for housing providers. Adults at risk live in all forms of social housing, not just specialist or supported accommodation. There are many links between safeguarding and other agendas in the housing sector. There are relatively weak legal and regulatory incentives for housing providers to engage in safeguarding effectively, often exacerbated by difficulties in partnership working. I would suggest that overcoming these issues requires a commitment to do so, clear strategic leadership, the training of all front-line staff, participation in multi-agency partnerships, up to date tenant profiling information, the appointment of safeguarding leads, an assertiveness in working with statutory agencies; and preventative approaches.
- 1.3 Adult safeguarding is a relatively new statutory activity (Care Act 2014) when compared to safeguarding children, which has had a statutory requirement for considerably longer. It is still new for some housing staff and contractors/partners. It can be defined as the process of protecting adults with care and support needs from abuse or neglect, who, because of those care and support needs are unable to protect themselves. Public awareness of the extent of adult abuse has been raised in the last few years following the media coverage of Winterbourne View (in which people with learning disabilities and challenging behaviour were tortured by staff in a

private hospital) and the Francis report on neglect and abuse in mid Staffordshire hospital. These and other high profile safeguarding cases have helped raise awareness.

- 1.4 Past research on lessons for housing providers from Safeguarding Adult Reviews or Serious Case Reviews (SCRs) identified a significant number of social housing tenants who have died due to abuse or neglect. This highlighted the vital need for all housing staff to pick up on the signs of abuse and to respond appropriately. Housing providers need to ensure that they have appropriate policies and procedures in place to help prevent, detect and deal with abuse. There is evidence of good practice in the sector, but also some areas for improvement.
- 1.5 These policies should apply to all tenants at risk of harm, not just those living in sheltered, extra care and supported housing due to the increasing numbers of adults at risk living in general needs housing. Adult safeguarding also links with other agendas including anti-social behaviour, community safety, hate and crime reduction, domestic abuse, and health and wellbeing.

2. Barriers to effective involvement of housing staff in adult safeguarding

- 2.1 Despite the demographic and moral arguments for the engagement of housing staff in adult safeguarding, the regulatory incentives are weak. Sheltered and supported housing staff working under the old Supporting People (SP) contracts were required to have training on safeguarding, but this imperative has reduced since the removal of ring-fencing of SP funding and successive funding cuts.
- 2.2 The other most significant barrier to the engagement of housing staff in adult safeguarding is the long-standing difficulty inherent in partnership working. Nearly all safeguarding investigations highlight a breakdown in partnership working as a key factor in failing to keep people safe. Typical barriers to partnership working in safeguarding work include a lack of commitment; insufficient funding; lack of clarity about roles and responsibilities; insufficient information sharing; poor relationships; different priorities; (and) delays in decision making.

3. Overcoming these barriers

- 3.1 Senior managers must demonstrate clear strategic leadership and 'own' safeguarding, ensuring that it is 'everyone's business in their organisation. It has been the case that the commitment to child and adult safeguarding is too often agreed at a senior level in commissioning and service provider organisations, but it is not then systematically, consistently and continuously reinforced, monitored and embedded at the front line where it matters most.
- 3.2 At the very least, senior staff should ensure that all front-line staff are trained to recognise the signs of abuse and know how to report concerns. Good practice examples in the sector include safeguarding training for maintenance staff, contractors, tenant representatives, refuse collectors and gas servicing staff and others. This should become standard practice.
- 3.3 Senior staff should ensure that other community safety agendas are linked to adult safeguarding via policies and practice. They should ensure that there is housing representation on the local Safeguarding Adults Boards (SAB), Multi Agency Risk

Assessment Conference (MARAC) and Multi Agency Public Protection Arrangements (MAPPA). Housing organisations working across large geographical areas should nominate senior representatives for these strategic groups ensuring that structures are in place enabling effective information flow in both directions.

- 3.4 Senior managers must ensure that databases of tenants record vulnerability, and that preventative work targets tenants with a high number of recorded vulnerability factors. Tenants with particularly complex needs or challenging behaviour will require the support of staff who have received specialist training.
- 3.5 Adult safeguarding can be extremely complex, raising a range of ethical, legal, political, policy and practice issues. Safeguarding leads within each housing organisation should therefore be appointed, taking responsibility for the development and review of policies, procedures and training for all levels of staff and Board/elected members. The leads can ensure that national and local lessons from SCRs/SARs are disseminated via training. As it is likely that housing organisations will increasingly be asked to conduct their own investigations into adult abuse, housing provider safeguarding leads could take the lead with this activity.
- 3.6 All housing staff need to be familiar with their own adult safeguarding policies, their local multiagency policies on adult safeguarding and the Social Care Institute for Excellence materials on adult safeguarding. They also need to understand the principles and implications of the Mental Capacity Act 2005 and the Human Rights Act 1998. Staff at all levels will need to enhance their assertiveness and other skills in working with professionals from other disciplines.
- 3.7 We have seen a lack of knowledge that different sectors have about the skills and services of each other. Senior housing staff will need to be prepared to intervene more frequently, on behalf of junior staff, in the event of poor responses to referrals, exclusion from strategy meetings, delays in safeguarding investigations, failures in sharing information, unclear monitoring arrangements and disagreements about definitions of vulnerability.
- 3.8 The following advice from the Chartered Institute of Housing may help housing providers develop proactive approaches and form a checklist, which can inform learning:
 - If staff are told that the alert or referral cannot be accepted (as it doesn't meet their referral threshold or their definitions of abuse or vulnerable adult/adult at risk), consider the following points:
 - Check what their policy says on alert and referral criteria and definitions. Is their interpretation open for discussion?
 - Reconsider the facts of your referral – have you left something out and/or underestimated/downplayed the risks?
 - Ask if they have a mechanism for gathering information on apparently low level cases, especially where there is an emerging pattern of referrals.
 - Ask for advice on how to handle the situation yourself or via other agencies.
 - If the case is not accepted and investigated, refer again if circumstances and risks change.

- 3.9 Preventative approaches to safeguarding will be increasingly necessary, given the likelihood of increasing numbers of frail and vulnerable tenants. Sheltered housing schemes are ideally suited to taking part in Safeguarding Awareness events, involving not only tenants, but older and vulnerable people from the wider community. In addition, going forward the following would be helpful:
- More involvement by all housing staff in adult safeguarding is vital due to increasing levels of vulnerability of tenants in all types of social housing.
 - To make this involvement effective, all staff must be trained and receive specialist support from safeguarding leads employed by housing providers.
 - Senior managers must engage in SABs, MARAC, MAPPA and other for a.
 - Special efforts must be made to overcome inherent joint working issues with adult social care.

4. Advice to the housing sector

- 4.1 The Local Government Association and Directors of Adult Social Services published a useful resource titled Making Safeguarding Personal – what might ‘good’ look like for those working in the housing sector?
- 4.2 The summary below sets out the headlines of what should be developed and worked on by the housing sector – the essential steps – to make safeguarding personal.
- 4.3 A core message running through this resource, is that these steps are already integral to core business in the housing sector. They are not new or additional work; they are priorities and principles, within existing housing policy and guidance that need to be applied consistently in front line practice.
- 4.5 The following are essential steps in developing Making Safeguarding Personal for the housing sector:

Leading Making Safeguarding Personal

Step 1: Evidence strong housing leadership of Making Safeguarding Personal

Establishing and developing Making Safeguarding Personal as a core objective within the commissioning and provision of housing services, recognising it as core business.

Step 2: Promote and model the culture shift required for Making Safeguarding Personal

The culture and values of housing organisations are clear and transparent. They are reflected consistently in housing strategies and policies and support housing staff in delivering on expectations set out in guidance and training.

Step 3: Define core principles for strategy and practice

The six statutory safeguarding principles are defined as core to Making Safeguarding Personal and there is an emphasis on wellbeing alongside safety. These principles are made clear to all housing staff as well as contractors (such as for repairs, buildings management and gas services).

Supporting and developing the workforce

Step 4: Promote and support housing workplace and workforce development

Deliver and seek assurance on baseline standards that can contribute to Making Safeguarding Personal (including in respect of staff: recruitment, supervision, induction and development). Ensure that workplace values support staff in this. Make sure that there is a range of support and information for staff.

Step 5: Make sure that staff are aware of and respond to the requirements of the Mental Capacity Act (MCA) (2005)

Recognise its significance as empowering legislation that supports Making Safeguarding Personal.

Early intervention, prevention and engaging with people:

Step 6: Ensure there is a clear focus on prevention and early intervention

The Making Safeguarding Personal approach applies in prevention as well as to responses to abuse and neglect. Prevention and early intervention requires empowering both staff (housing staff and contactors) and people living in communities to recognise the potential for abuse or neglect and to raise concerns.

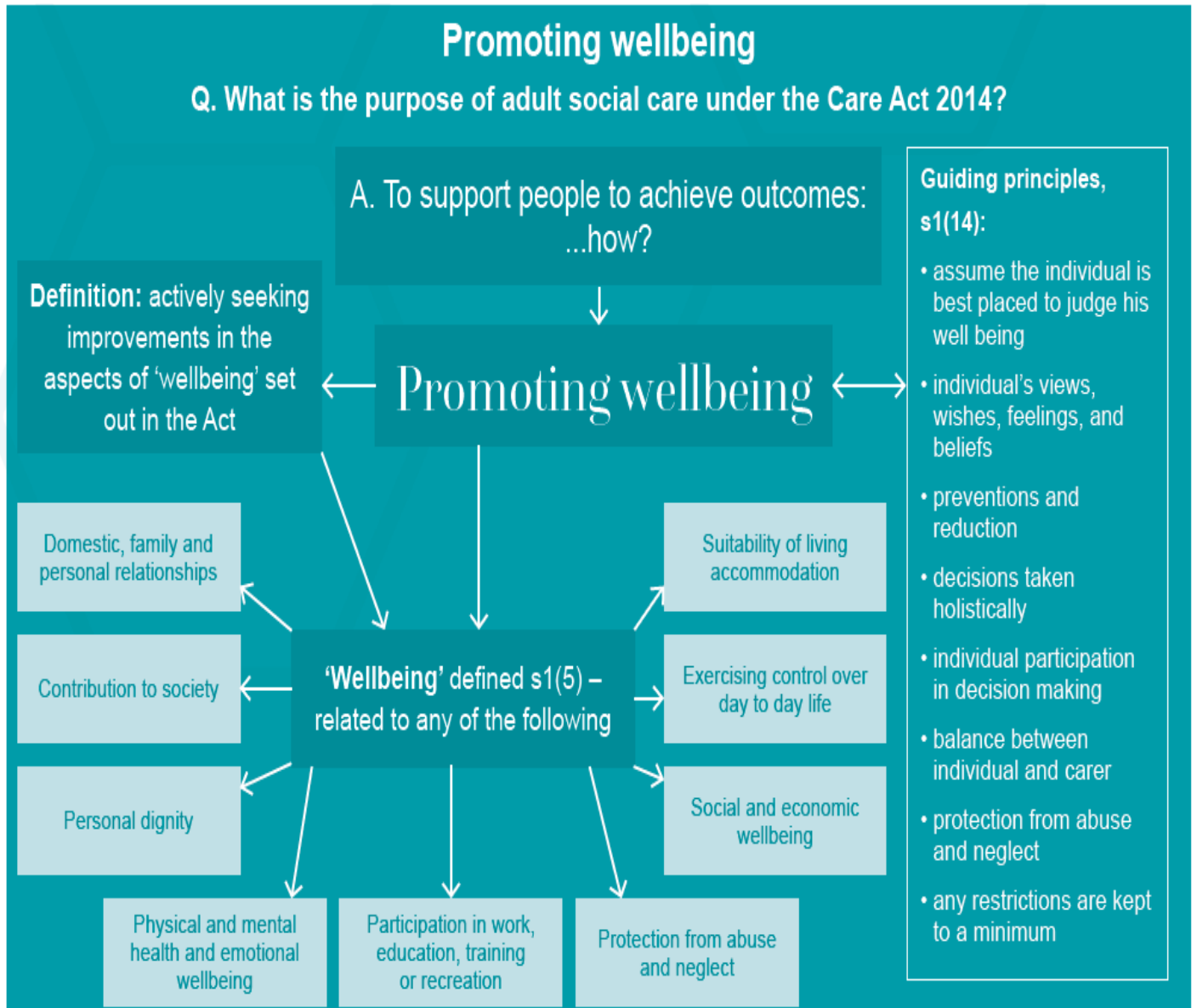
Step 7: Engaging with and including people who use services so that housing services are influenced by the people who use them, both in the way in which they are delivered and at a strategic and policy level.⁴ Support responds to the issues that people have themselves identified. Engagement supports people's resilience.

Engaging across organisations in Making Safeguarding Personal

Step 8: Engage with the range of partners to support gaining a full understanding of the individual and their context; working together to achieve the outcomes people want.

5. **Wellbeing**

- 5.1 The wellbeing principle is at the heart of care and support (as set out in the Care Act, 2014).
- 5.2 This is central to Making Safeguarding Personal which “engages the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.
- 5.3 Housing is reflected specifically in the definition of wellbeing set out in the diagram below with the reference to ‘suitability of living accommodation’ as one of the elements that contributes to wellbeing. This applies to safeguarding responsibilities in the broadest sense, not just to Section 42 enquiries under the Care Act 2014. The wellbeing principle is underlined in guidance across a range of organisations.
- 5.4 The diagram below illustrates how wellbeing is central to effective safeguarding.



5.5 In order for housing organisations to improve their safeguarding arrangements the following list of questions may prove to be a useful checklist for initiating a self-assessment exercise.

5.6 Local authorities have been involved in the audits undertaken by safeguarding boards, but it would be useful to encourage more housing organisations to participate or perform their own checks to satisfy themselves that safeguarding policies and practices are robust and properly embedded in the organisational culture.

Do you have a senior manager with strategic responsibility for safeguarding? OR	Have you discussed (internally and with the adult social care safeguarding lead) the implications of S42(2) in the Care Act and related para in the guidance of the possibility of being asked to 'make enquiries'
Do you have an operational lead for adult safeguarding?	
Have you a safeguarding adults' policy and internal procedures that cover ALL staff and are regularly reviewed?	Have you sought to engage with the local multi-agency safeguarding hub (MASH) (if one exists?)
Do they include the six principles? Do they include guidance on record keeping? Are staff vigilant about adult safeguarding?	Has anyone in your organisation made effective links with local authority safeguarding leads to ensure cooperation and information sharing, improve joint working, addressing barriers? Are roles and responsibilities clear and is there collaboration at all levels?
Do you have internal systems in place to ensure compliance with policies and procedures?	
Have you regular safeguarding training for all staff in contact with adults at risk?	Do you have arrangements in place to ensure review and learning?
Can staff access regular face to face supervision from skilled managers? Can staff access practical and legal guidance, advice and support?	Do you engage with all customers regarding safeguarding (eg information, awareness raising)
Are you involved in a safeguarding adults board or housing sub group? If you are not directly involved, are you able to get involved via a housing representative on any safeguarding adults boards? Have you worked with other local housing providers to seek housing representation and other engagement with the safeguarding adults board?	

6. Homelessness Reduction Act 2017 implications for safeguarding

- 6.1 A current challenge for the Housing sector is the Homelessness Reduction Act 2017, which has obvious links with the safeguarding agenda. This new legislation represents the biggest change in homelessness for a generation and represents a culture shift for many emphasising prevention of homelessness, early intervention and assisting applicants plan to meet their housing needs.
- 6.2 I have appended a paper on the new homelessness legislation that was prepared for the Devon Children and Families Partnership.

7. Conclusions

- 7.1 There is evidence of good practice in the housing sector on safeguarding, but there is room for greater consistency and improvement. This can be achieved through the Board taking a more proactive intervention and senior housing managers genuinely promoting the issues in their organisations.
- 7.2 Housing has a key role to play in safeguarding and by housing organisations appointing senior level safeguarding leads this will help embed the process in housing businesses.
- 7.3 The Board could assist with the publication of safeguarding policy templates, and/or protocols, offering peer review and friendly audit services. Sharing of good practice and advice, encouraging more dialogue on safeguarding would all assist housing organisations 'raise their game' and improve safeguarding arrangements.

Annex 1

Devon Children and Families Partnership Report to Executive	
Subject:	Homelessness Reduction Act 2017
Date:	January 2018
Author:	John Golding Strategic Lead – Housing, Health & Environment - East Devon District Council
Contact for Further Information:	Mark Williams Chief Executive East Devon District Council

Recommendations

It is recommended that the Partnership Executive:

- Recognise the implications of the Homelessness Reduction Act 2017; and
- Encourage all partner agencies to assist districts respond positively to the requirements of the new legislation; and
- Advice on how you would wish to see safeguarding concerns for homeless households with children managed, and develop a protocol for housing authorities to follow.

1. Background

1.1 The Homelessness Reduction Act 2017 will come into effect from April 2018. The Act will create the biggest changes to homelessness legislation in 40 years. The Act amends Part VII of the Housing Act 1996 sections 175 -211 and imposes new duties on Local Authorities towards those that are threatened with homelessness within 56 days (extended period from the current 28 days), it also sets out a new duty to provide advisory services, a duty to assess and review every eligible applicant's case and produce a plan, new duties in cases of threatened homelessness, new duties to those who are intentionally homeless, procedures for ending and/or refusing the duty to house etc. There will also be Statutory Code of Guidance document, which is yet to be finalised by DCLG.

1.2 The purpose of the Act is to give people the help they need to avoid becoming homeless in the first place (emphasis on prevention), and to give those already experiencing homelessness access to help regardless of whether or not they have a priority need or if they are considered as intentionally homeless. Everyone will therefore be eligible to receive assistance and housing authorities will be expected to intervene at earlier stages to prevent homelessness.

1.3 The three main new duties for housing authorities are to assess all eligible applicants and agree a plan (Personal Housing Plan), take reasonable steps to prevent homelessness

(the duty lasts for 56 days) and relieve homelessness by helping the applicant secure accommodation (again, 56 days).

1.4 Similar duties relating to the prevention and relief of homelessness were introduced in Wales in the Housing (Wales) Act 2014, and have been in place since 2015. A complaint from Local Authorities in Wales is that the additional responsibilities have resulted in them ‘drowning in paperwork and legal notification letters.’

2. Challenges and Implications for EDDC and other homeless authorities

2.1 Under the new legislation homeless applicants will be regarded as ‘homeless’ within 56 days rather than the current 28 days. We are confident that this will result in an inevitable rise in homeless applications, in turn leading to a rise in the demand for emergency and temporary accommodation. This will put an already strained system under further pressure.

2.2 We are anticipating that costs will rise as a result creating serious budget implications. Many authorities are planning to increase staff to handle the increased caseload and are attempting to secure access to additional temporary accommodation.

2.3 Rather than the current ‘5 tests’ of homelessness (eligibility, homelessness, priority need, intentionality and local connection) there will be a more complex system to administer. This adds to the administrative burden of managing homeless cases requiring more time for each case.

2.4 There will be additional opportunities throughout the process where reviews of decisions can be requested by applicants, causing an expected rise in cases going through the review process.

2.5 Current staff will need to be retrained to familiarise themselves with the new legislation and guidance issued. Homelessness Strategies will need to be updated and the suite of decision and advice letters amended to reflect the new processes.

2.6 The choice of case management software used to record applications and statistics needs to be reviewed. Any current systems set up for current legislation will be out of date when the new Act commences. The system selected needs to be set up specifically to implement the provisions of the new Act and meet new reporting requirements. We have found that case management systems are still being developed leaving very little time for implementation prior to the ‘go live’ date of the new legislation.

3. Other challenging factors

3.1 There has been a dramatic reduction in supported accommodation in Devon for people with special or support needs. We feel that there will be further cuts to available existing supported accommodation throughout Devon as a result of changes to funding and benefit leading to providers becoming risk averse and unwilling to invest in supported housing. This will significantly reduce our ability to provide prevention and relief to homeless applicants, as well as taking away planned and progressive supported ‘move on’ plans at a time where a statutory duty to prevent and relieve homeless is being introduced.

3.2 There has been a large rise in the number of ‘complex needs’ applicants approaching as homeless over the past three years with issues, including physical and/or mental health, offending etc. Coupled with the loss of supported accommodation projects, and expected

further cuts, it will be harder to place people in appropriate accommodation, especially in the private sector and lower level supported housing projects.

3.3 The cuts to other specialist services that would otherwise have provided options for this customer group have added to the negative impact.

3.4 Welfare reforms – Universal Credit has negatively impacted on our ability to assist homeless applicants into the private sector for two main reasons. Firstly, the significant rises in private sector rents have not been matched by the amount of assistance available to tenants, with the Local Housing Allowance effectively remaining at a constant, lower level than that of the private sector. This has led to the private sector becoming unaffordable and therefore inaccessible to many of our customers. Secondly, the landlords and letting agents that we work alongside hold a mistrust of Universal Credit due to negative experiences and the time it takes for them to receive money.

3.5 Regrettably there is nothing in the Act to address the two main underlying contributing factors towards homelessness, namely the lack of supply of affordable housing and affordability.

4. What is expected - preparation

4.1 We like all other Devon authorities will review and revise current operational practices and arrange appropriate training for staff. We have reviewed the resources available and determined that additional staff are required to meet the additional requirements and responsibilities placed on the Council through the Act. To provide a sense of scale we in East Devon have typically received 300-400 homeless approaches each year and typically securing housing for 250 households per annum. We confidently expect these numbers to rise.

4.2 We will consider how personalised housing plans will be delivered and resourced. We will need to ensure all steps are recorded in writing and a copy given to the applicant. This will be similar to our current 'confirmation of advice' letters that applicants currently receive after a housing options interview, although this responsibility will now be considerably more detailed and involved, impacting on available resources. This will be considered as a duty rather than an example of good practice.

4.3 Although we have long advocated an early intervention and prevention approach to homelessness we will encourage a change in 'mind-set' for the service. As we will no longer be dealing with one application and one statutory decision on that application but we will be dealing with one application and several statutory decisions with a requirement to keep going back to the application and assessment. Comprehensive training is being rolled out for staff who need to fully understand the new scheme and all its nuances.

4.4 Key to our preparations, and in order to ensure we have a case management system in place that is fit for purpose, we are currently looking at system options including a web-based system specifically built to embrace the new Act and the related responsibilities and reporting capabilities. It is essential to have the correct system in place to guide and assist us through the changes and meet the legal requirements of the Act.

4.5 The Devon district homeless officers are meeting regularly to share good practice and support each other through the implementation. We are all facing similar challenges and are in different phases of preparation for the new legislation. DCLG are also checking on

progress with implementation and trying to support housing authorities to achieve a smooth rollout of the changes.

5. Conclusions

5.1 The Homelessness Reduction Act 2017 contains additional responsibilities for district Councils as housing authorities in preventing and addressing homelessness, which is likely to lead to a significant increase in costs. Funding will be received by Government, but this is only likely to meet a proportion of the expected costs, and it appears will only be for a limited time period.

5.2 Implemented well the new legislation is a 'game changer' for homelessness and is intended to benefit those facing the prospect of homelessness. It will impact on local authorities with homeless duties as well as partner agencies.

The DCLG are visiting local authorities and checking on preparations as well as offering advice and sharing good practice.

5.3 An issue that has concerned me for some time that I would welcome the Partnership's views on is the situation where children are at risk when their household is made homeless and accommodated in temporary accommodation. We know from research evidence that children's welfare is compromised living in temporary accommodation, and in reality this is unavoidable for many housing authorities even though we attempt to limit the time spent in temporary accommodation. Do we raise a safeguarding concern with partners, and involve others in the welfare of these children? It would be helpful to have a protocol around managing these concerns and how partner agencies might help mitigate the risks to the children.

5.4 It is vital that Registered Providers in the business of providing affordable housing contribute towards the solution and assist the housing authority in the provision of housing for homeless households. The reduction in the availability of supported accommodation will present housing authorities with specific challenges in securing suitable accommodation for people with support needs. Most housing authorities make use of the private rented sector as a source of accommodation using rent deposit loans or bonds to help households overcome the initial cost of accessing private rented accommodation.

5.5 We will be most effective in complying with the new legislation if we can lead and enable a multi-agency response to the challenges presented. Our overarching housing aim is to secure *a decent home for all* so a successful implementation of this new legislation will deliver a good outcome for all homeless households.

5.6 This paper has been prepared from an East Devon perspective other Devon districts are facing these same challenges and are making preparations in similar ways.

Annex 1 summary of new homelessness legislation

1. Improved advice and information about homelessness and the prevention of homelessness

A review of the current homelessness legislation found that the information and advice provided to single homeless people needed to be much more effective. Under the Act, everyone in a local housing authority's district should be able to access free information and advice on:

- preventing homelessness,
- securing accommodation when homeless,
- the rights of people who are homeless or threatened with homelessness, and the duties of the authority,
- any help that is available from the authority or anyone else
- how to access that help.

Services providing advice and information must be designed to meet the needs of particular groups in the authority's district, for example care leavers, people 'suffering with a mental illness or impairment' and groups identified as being at particular risk of homelessness.

Housing authorities will need to work with other relevant statutory and non-statutory service providers to identify groups at particular risk and to develop appropriate, accessible provision.

Housing authorities may also wish to consult with particular groups, for example people in contact with the criminal justice system, before developing resources.

Housing authorities can contract out advisory services so they are provided by other organisations.

2. Extension of the period 'threatened with homelessness'

Under current legislation, an applicant is only assessed as threatened with homelessness if they are likely to become homeless within 28 days. Under the new Act, the period 'threatened with homelessness' is extended; a person is threatened with homelessness if they are likely to become homeless within 56 days, or if they have been served a valid section 21 notice that expires in 56 days or less.

The extension aims to encourage housing authorities to act quickly and proactively, and should allow housing authorities more time to do prevention work.

3. Introducing new duties to prevent and relieve homelessness for all eligible people, regardless of priority need and intentionality

Currently, most prevention and relief work undertaken by a housing authority sits outside of the statutory framework. This has led to many single homeless people only receiving limited information to support them relieve their homelessness. Under the new Act, all eligible people who are found to be homeless or threatened with homelessness will be entitled to more tailored support from the housing authority, regardless of priority need and intentionality. Support to prevent homelessness is available to everyone regardless of local connection.

Additionally, all people found to be homeless and in priority need will be provided with interim accommodation. In determining who is in priority need, housing authorities will need to be aware that 'an applicant may be considered vulnerable because of a combination of factors which taken alone may not necessarily lead to a decision that they are vulnerable (e.g. drug and alcohol problems, common mental health problems, a history of sleeping rough, no previous experience of managing a tenancy).' Assessments of 'vulnerability' may require working with other agencies. Applicants who have a priority need, were homeless unintentionally and whose homelessness has not been successfully relieved after 56 days, will be owed the main housing duty unless they have refused to co-operate. Applicants are owed a lesser accommodation duty if they are intentionally homeless. The Draft Homelessness Code of Guidance for Local Authorities outlines the reasons why someone is unintentionally homeless, including 'non-payment of rent or mortgage costs which were the result of housing benefit or universal credit delays or result of limited mental capacity.'

Where accommodation is provided, the housing authority must be satisfied that the accommodation will be available for at least 6 months. The Draft Homelessness Code of Guidance for Local Authorities notes that a placement in a short-stay hostel or supported housing scheme will be only be sufficient to meet a housing authority's duties to prevent or relieve homelessness where there is a planned pathway to ensure that accommodation will continue to available to them for at least 6 months.

4. Introducing assessments and personalised housing plans, setting out the actions housing authorities and individuals will take to secure accommodation

Under the Act, housing authorities will conduct an assessment with all eligible applicants who are homeless or threatened with homelessness and develop with them a personalised housing plan.

The **assessment** should include:

- the circumstances that caused the applicant to become homeless or threatened with homelessness
- what housing the applicant needs, and what accommodation would be suitable, and
- whether the applicant needs support to obtain and keep accommodation

The assessment of an applicant's support needs should be holistic and comprehensive. Some applicants may be reluctant to disclose their needs, and staff will need to have the sufficient skills and training to conduct assessments with these applicants.

The **personalised housing plan** will set out the steps the individual and the housing authority must take for the individual to remain in or find suitable accommodation. Examples of this include, but are not limited to, mediation/conciliation, and providing financial support to access private rented accommodation and 'helping to secure or securing an immediate safe place to stay for people who are sleeping rough or at high risk of sleeping rough.'

A housing authority does not have *to directly* secure accommodation, though it can do where appropriate.

The housing authority can (with consent) involve other services the applicant is using to develop and agree the personalised housing plan.

The plan must set out clearly which steps are mandatory and which are recommended.

Housing authorities can contract out the assessments and personalised housing plans function to other organisations.

Deliberately and unreasonably refusing to cooperate

Housing authorities may take certain actions if an applicant deliberately and unreasonably refuses to cooperate with the key steps in their personalised housing plan. This requirement aims to incentivise applicants to engage in prevention and relief work.

In determining whether someone has deliberately and unreasonably refused to cooperate, decision-makers must have regard to the applicant's needs and circumstances. For example, the housing authority should take into account any particular difficulties individuals may have in managing communications if the applicant is 'street homeless' or insecurely housed ('sofa surfing').

5. Encouraging public bodies to work together to prevent and relieve homelessness through a duty to refer

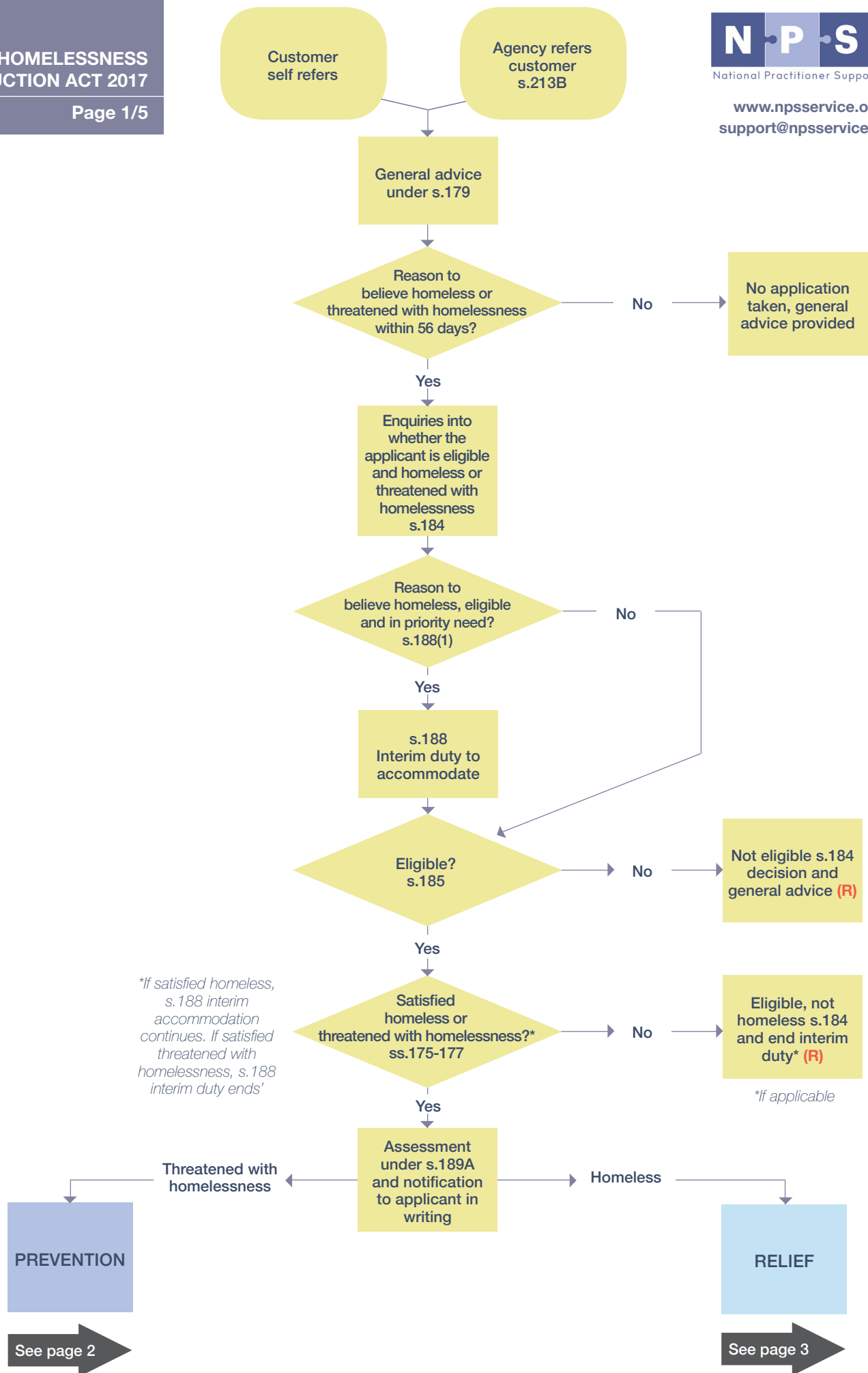
Effective prevention and relief of homelessness requires public bodies to work together to help address the multiple factors that cause an individual's homelessness.

Under the Act, public bodies in England will have a duty to refer an individual's case (with consent) to a housing authority they identify. The duty provides an 'impetus to develop effective referral arrangements and accommodation pathways that involve all relevant agencies to provide appropriate jointly planned help and support to prevent homelessness.'

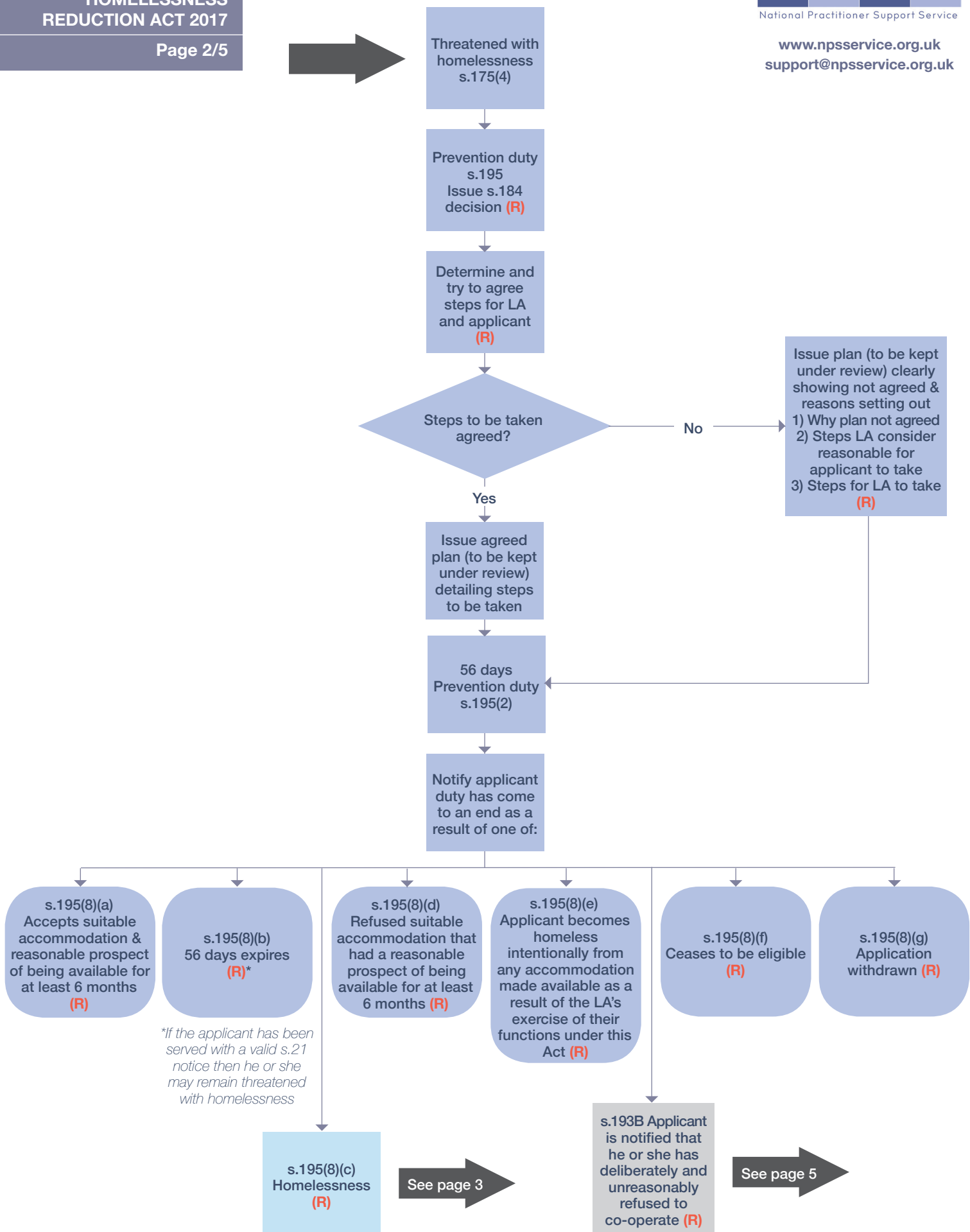
How the duty works in practice will be determined in each local area. For example, housing authorities may want to develop standard referral mechanisms or forms, and public bodies may want to undertake training to support them in identifying people who are homeless or threatened with homelessness.

Public bodies are not expected to necessarily conduct housing needs assessments.

This duty should be incorporated into a local authority's wider Homelessness Strategy.



PREVENTION s.195



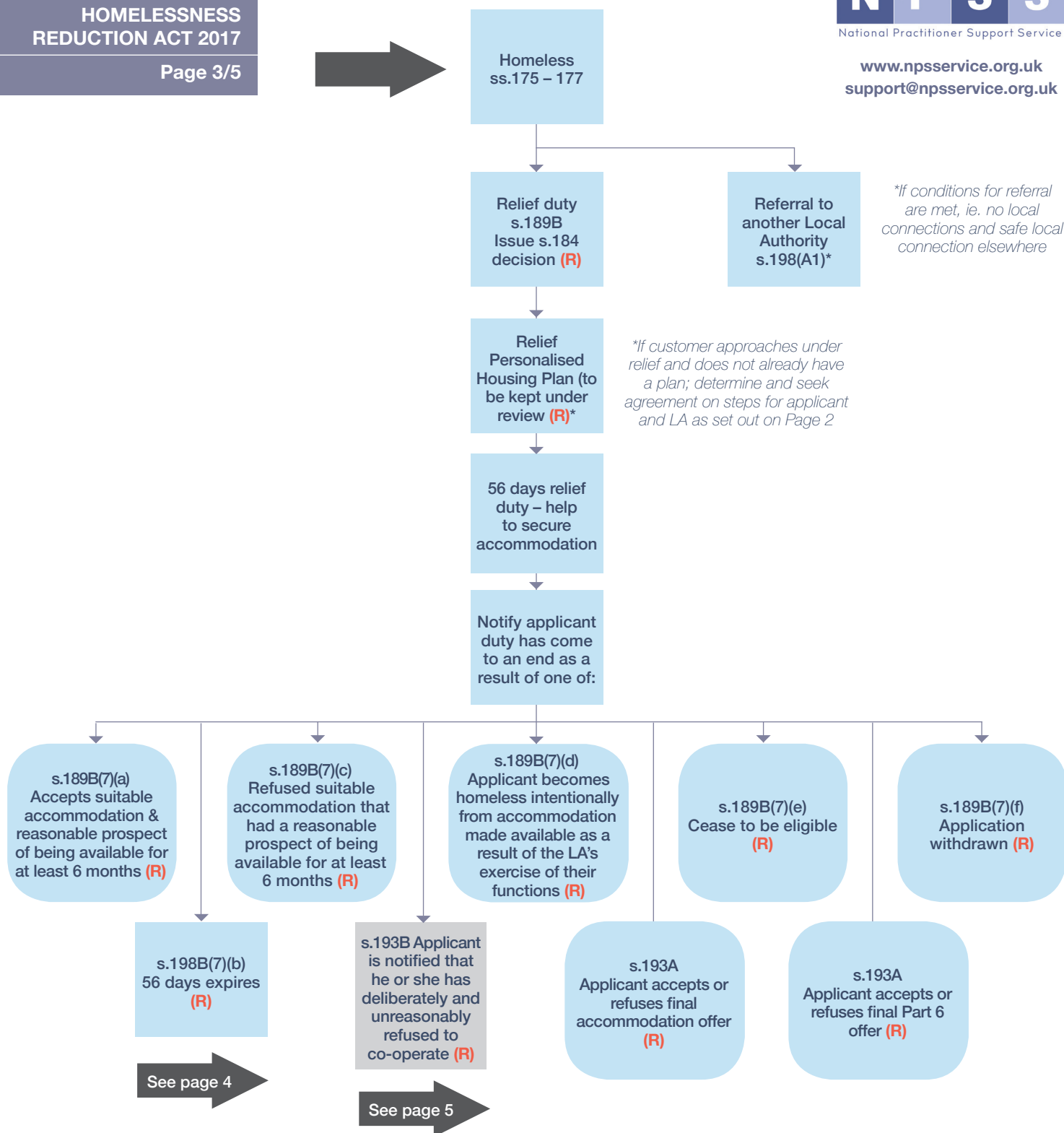
KEY
(R) Decision is reviewable

All statutory references are to Housing Act 1996, as amended by Homelessness Reduction Act 2017

Disclaimer: The NPSS Homelessness Reduction Act flowchart was legally checked at the point of production by Liz Davies. NPSS recommends local authorities should always seek their own legal advice to satisfy themselves on any issues or questions raised.

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RELIEF s.189B



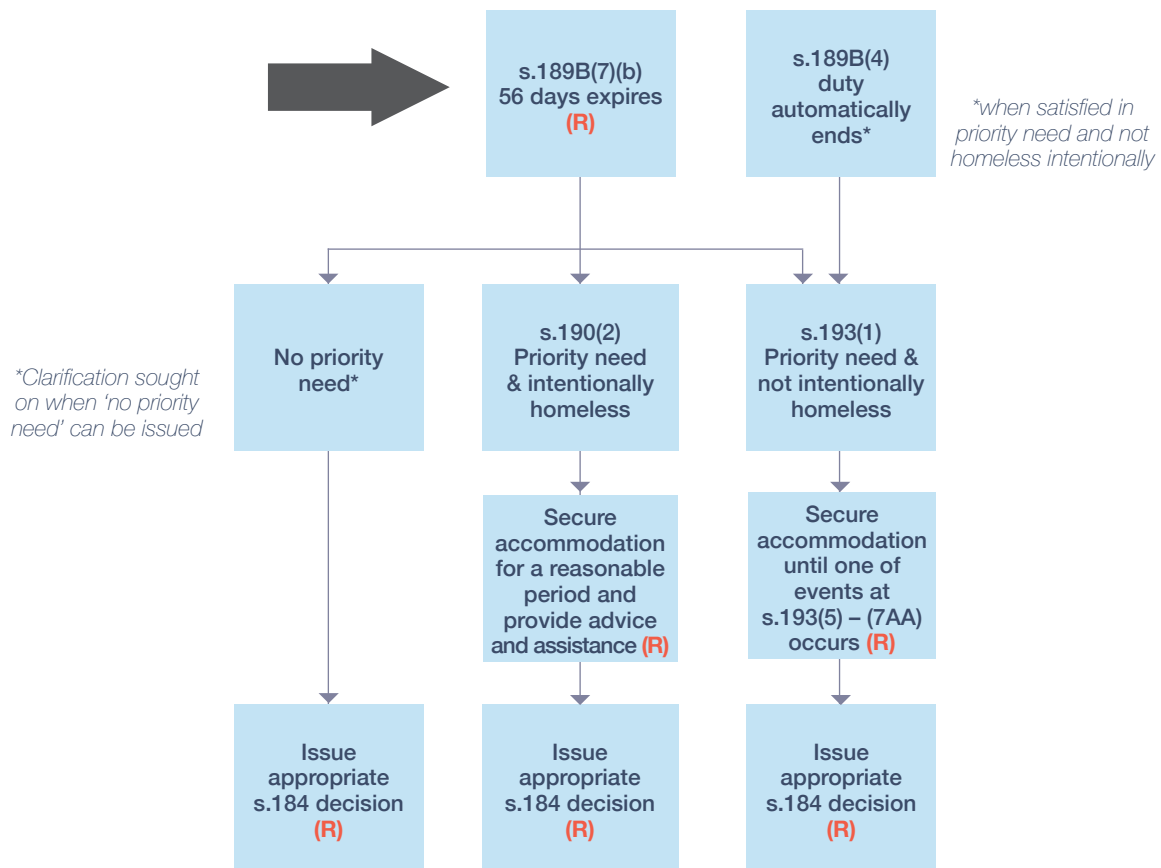
KEY
(R) Decision is reviewable

All statutory references are to Housing Act 1996, as amended by Homelessness Reduction Act 2017

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RELIEF s.189B *continued*



Deliberate and unreasonable
refusal to co-operate
s.193A & s.193B



**s.195(2)
PREVENTION DUTY**

Issue warning with notification of what the applicant should do and in what period s.193B(4)

Issue written notice s.193B
(R)

Prevention duty ends



**If applicant becomes homeless, a relief duty will be owed*

**s.189(b)(2)
RELIEF DUTY**

Issue warning with notification of what the applicant should do and in what period s.193B(4)

Issue written notice s.193B
(R)

Relief duty ends

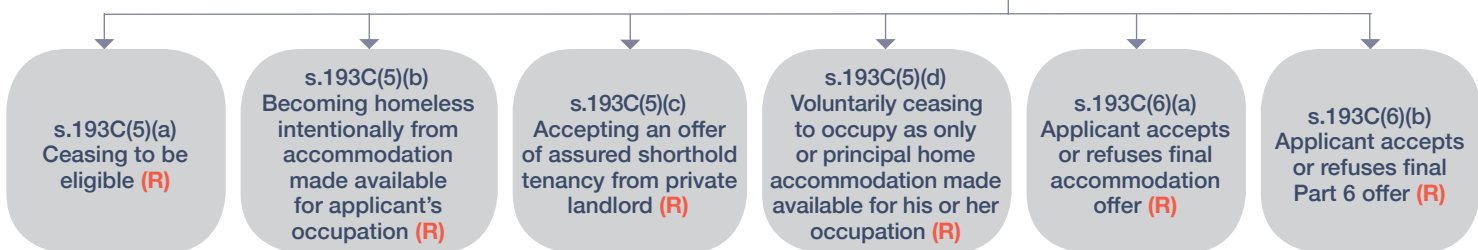


No → Issue non-priority or intentionally homeless s.184 decision and provide advice
(R)

Yes

Duty to secure that accommodation is available for occupation by the applicant s.193C(4)

Duty ends on notification of:



KEY
(R) Decision is reviewable

All statutory references are to Housing Act 1996, as amended by Homelessness Reduction Act 2017

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Report to: **Housing Review Board**

Date of Meeting: 21 June 2018

Public Document: Yes

Exemption: None

Review date for release None

Agenda item: 12

Subject: **Rental Exchange Scheme**

Purpose of report: To update the Housing Review Board on the effects of the General Data Protection Regulations on the Rental Exchange Scheme.

Recommendation: **That no further (previously agreed) action be taken towards implementation of the Rental Exchange Scheme.**

Reason for recommendation: To inform the Board of the effect on this scheme of wider decisions made by the authority with regard to data protection.

Officer: Sue Bewes, Housing Landlord Services Manager
01395 516551 X2200
sbewes@eastdevpn.gov.uk

Financial implications: All financial implications are contained within the report.

Legal implications: The legal implications are contained within the report.

Equalities impact: Medium Impact

This will maintain the disadvantaged position of tenants of social housing in relation to that of home owners, particularly with regard to the cost of purchasing everyday items at a reasonable rate.

Risk: Low Risk

This will maintain the current position and thus not present further risk in its implementation.

Links to background information:

- [HRB Agenda Thursday 11 January 2018](#)
- [HRB Agenda Thursday 8 March 2018](#)

Link to Council Plan: Encouraging communities to be outstanding

1. Background

- 1.1 In January 2018 The Housing Review Board considered a report on the free, independent service provided by Experian, whereby social housing tenants are able to build a positive credit history to gain equal access with house owners to financial services.
- 1.2 With upcoming changes and cuts to many benefits by the introduction of welfare reforms, the provision of this service would help social housing tenants with financial, digital and social inclusion that they may not otherwise have access to.



- 1.3 Concern was expressed that under the scheme the Council could view credit scores of their tenants, but it was explained that if the Council wanted to receive credit score information it would have to pay for the service, which was not the subject of the report under consideration.
- 1.4 It was also noted that tenants could opt out of the scheme entirely and Experian would provide letters explaining to tenants how the scheme worked and how tenants could opt out of the service.
- 1.5 The Board recommended entry into a new contract for the provision of free, independent credit checks for tenants.

2. General Data Protection Regulations (GDPR)

- 2.1 Under the new GDPR the authority's Strategic Lead for Governance has stipulated that it is essential we are able to identify a legal basis for processing information if we are to rely upon the 'public task processing' condition of the regulations. Also, if we are not able to demonstrate that legal basis (which we are not in the case of Experian) then we will need to seek individual consent from tenants.
- 2.2 We are aware of the special arrangements put in place by the ICO (Information Commissioner's Office) for Experian regarding the default position being 'tenants must opt out' rather than 'opt in', but nevertheless the authority's stance will not allow that we step outside of the general rules of the new legislation.

3. Experian's position

- 3.1 This approach of 'opting in' rather than 'opting out' is not an approach Experian can accommodate.
- 3.2 They do not offer an 'opt in' process due to the time, effort and cost of setting it up, particularly as it would encourage lower volumes of take-up of their scheme.
- 3.3 This departure from their regular arrangements could cause problems for Experian in the credit referencing world for example where a tenant wishes to withdraw consent at a later date. Experian are trying to mirror the process of someone who pays a mortgage and as such those individuals do not have the choice not to share their payment data, as it is written into the agreements.

4. Conclusion

- 4.1 We are no longer in a position to move forward with the Experian contract without contravening the authority's rules.
- 4.2 That no further action be taken in relation to previous recommendations of the Housing Review Board in relation to the Experian contract, as this would now directly conflict with the authority's position regarding the General Data Protection Regulations.

Report to: **Housing Review Board**

Date of Meeting: 21 June 2018

Public Document: Yes

Exemption: None

Review date for release None

Agenda item: 13

Subject: **Update on Procurement of the Integrated Asset Management Contract.**

Purpose of report: To update members on the progress of the Integrated Asset Management procurement process.

Recommendation: **To note the progress made by officers in relation to the procurement of the new Integrated Asset Management contract.**

Reason for recommendation: The HRB have requested frequent updates on the progress of this project.

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

Financial implications: All financial implications are contained within the body of the report.

Legal implications: Board Members are referred to all previous advice on the procurement of this contract. There are no specific legal implications requiring any comment in this update report.

Equalities impact: Medium Impact

The repairs service must be open and accessible to all tenants

Risk: High Risk

Not having sufficient contracting arrangements in place presents risks to management and maintenance of tenants homes

Links to background information:

<http://eastdevon.gov.uk/media/2317941/combined-hrb-agenda-110118.pdf> (item 11)

<http://eastdevon.gov.uk/media/1973368/combined-hrb-agenda-120117.pdf> (item 14 and 15)

<http://eastdevon.gov.uk/media/2022994/combined-hrb-agenda-090317.pdf> (item 11)

<http://eastdevon.gov.uk/media/2140883/combined-hrb-agenda-150617.pdf> (item 9)

<http://eastdevon.gov.uk/media/2197069/combined-hrb-agenda-070917.pdf> (item 10)

<http://eastdevon.gov.uk/media/2396042/combined-hrb-agenda-080318.pdf> (Item 12)



Link to Council Plan: Encouraging communities to be outstanding.

Report in full

1 Background

- 1.1 The Board has received previous detailed reports on progress being made with renewing the repairs contract (detailed in the links section above).
- 1.2 This report outlines the progress that has been made since then.

2 Key Steps

- 2.1 The Bidders Day took place on the 28th February as planned, with representatives from 9 companies attending. This was a very successful event and a good opportunity for bidders and the project team to meet ahead of the submission deadline on 21st March 2018.
- 2.2 As explained in some detail at your January meeting, the procurement process we are using is a 3 stage process. It consists of three elements; the Standard Selection Questionnaire (SQQ), the Invitation to Submit Initial Tender (ISIT) and the Negotiation stage.
- 2.3 We received expressions of interest from 21 different companies, with seven bidders submitting their SQQ by the deadline.
- 2.4 The SQQ stage tests to see that companies are financially fit to operate a contract of this size and asks them to describe their experience in delivering similar contracts.
- 2.5 We asked bidders to respond to questions covering eight topics, including Customer involvement, Social Value, IT competence and Health and Safety. These sat alongside the standard financial questions and were evaluated by members of the Project team. We also secured the assistance of a Strata analyst for the ICT question and were grateful to three tenant representatives who evaluated the responses relating to Customer Involvement.
- 2.6 We were very pleased with the responses we received to the SQQ and although we had the option of dropping the bottom placed bidder, we felt that the responses were sufficiently close to take all seven companies through to the ISIT stage of the process.
- 2.7 We held a successful ISIT bidders day on 25th April which all seven bidders attended. Again the event was deemed very successful with a good opportunity for us to engage with bidders and promote the opportunities of the partnership ahead. We were also pleased to have tenants join us for the event, giving potential bidders the opportunity to engage and discuss views from a tenant perspective.
- 2.8 We had received representations from several of the bidders requesting an extension to the deadline for submitting their responses to the ISIT questions. We had built in some flexibility into our procurement timetable, and after discussions with our consultants, echelon, it was felt that we could extend the deadline by two weeks without impacting on the major milestones contained within the timetable.

- 2.9 The deadline for submitting ISIT responses was therefore extended until 22nd May.
- 2.10 Shortly after this decision was taken, one of our incumbent providers announced that they would be withdrawing from the process as they felt the new model did not fit in with their future business plans.
- 2.11 Our six remaining bidders submitted their ISIT responses by the deadline.
- 2.12 The ISIT stage asks bidders to tell us how they would intend to run the new contract, and as with the SQQ stage, there are eight themes to respond to. These are:
- Project Delivery
 - Health and Safety
 - Performance Management
 - ICT Specification
 - Social Value
 - Customer Care
 - Cost Control
 - Transfer of under takings, protection of employment (TUPE)
- 2.13 The same Officers and our three tenant representatives as at the SQQ stage evaluated each question, with the results due to be finalised by 8th June.

3 Next Steps

- 3.1 On the 8th June, the results of the ISIT stage will be confirmed, with the three highest scoring bids moving through to the final stage of evaluation.
- 3.2 The Negotiation Stage begins on 11th June and consists of an initial one day of negotiations with each bidder. There is an allowance within the timetable to have a further day with each bidder if required. If this is needed then this will happen the following week.
- 3.3 We will then ask the bidders to submit their final tender (ISFT); incorporating any adjustments that may have arisen during the negotiation phase.
- 3.4 We have attended the Tenant Involvement Forum in early June to ensure that tenants are kept informed of our progress to date and will be providing further updates as progress is made.
- 3.5 It is recognised that Members may like further information relating to this procurement between meetings. Members are invited to contact the Property and Asset Manager directly with any queries or concerns.

4 Procurement Costs

- 4.1 As part of the development of the procurement process, in partnership with our consultants, echelon, the Project Group considered which Procurement process would best ensure that we appoint a contractor with whom we can develop a long term partnership.

- 4.2 The Project Group subsequently agreed that the use of the Competitive Procurement with Negotiation (CPN) would be the preferred option, and this has been confirmed with HRB at the March 2018 meeting.
- 4.3 When we looked to appoint a consultant to assist us with the procurement process, we had been looking to procure the new repairs contract using a more traditional, restrictive process, and consequently, those consultants bidding to work with us provided costings based on this more straightforward approach.
- 4.4 Our consultants, echelon, originally quoted a fee of £30,000 to assist us, based on the restrictive procurement process.
- 4.5 As a result of our change to CPN, the original fee proposed by our consultant is no longer sufficient to cover the increased amount of consultant time through additional meetings and events such as the Bidders days. Additional documentation to support the 3 stage evaluation process and other supplementary information (e.g. the creation of addition term briefs to cover Planned and Cyclical works) has also needed to be developed.
- 4.6 In total, the consultant fee has risen to £54,070 to take into account the additional work detailed in 4.5 above; it should be noted however that this fee may reduce by up to circa £5,000 depending on how many stages of negotiation are required.
- 4.7 The Project Group considers this additional investment of a maximum of £25,000 is vital to ensure that we select the most suitable partner to work with on our Integrated Asset Management contract for the next 10 years. Setting the additional cost against a contract that will be worth over £100 million over its 10-15 year lifespan, it is felt that this is a worthwhile investment.

Report to: **Housing Review Board**

Date of Meeting: 21 June 2018

Public Document: Yes

Exemption: None

Review date for release None



Agenda item: 14

Subject: **Void property- 4 Camperdown Terrace, Exmouth**

Purpose of report: This report seeks a decision as to how we will deal with the void process of a council property when taking into consideration possible Exmouth Regeneration aspirations.

Recommendation: **To progress Option 5 - To agree an appropriate level of funding from the HRA to complete necessary works to make the property habitable, whilst taking into consideration the potential regeneration plans for Exmouth.**

Reason for recommendation: To recognise that fact that this may well be a short to medium term investment in the property, whilst there is the potential that the land the property in question occupies could form part of a wider redevelopment of the area.

Officer: Paul Lowe, Housing Enabling & Allocations Manager
pjlowe@eastdevon.gov.uk

Financial implications: All financial considerations are detailed within the report.

Legal implications: There are no legal implications in deciding on appropriate levels of funding but officers are strongly advised to seek legal advice before tenanting the property on completion of refurbishment depending upon the allocation either under Part VI or Part VII of the Housing Act 1985.

Equalities impact: Low Impact

Risk: Low Risk

Links to background information: • .

Link to Council Plan: Living in this outstanding place

1.0 Background

1.1 4 Camperdown Terrace is a three bedroom detached house standing in large grounds. The property is in poor condition and requires almost complete refurbishment, it became vacant at the end of October 2017. The property / grounds have always been considered as having

potential to un-lock further redevelopment of this part of Exmouth, including demolition and building of affordable homes.

- 1.2 Since the property became vacant, officers have been looking into various options. Namely treat as a standard void and rent to a family, to convert into a shared house for single people or demolish and develop for council housing.
- 1.3 The property in question adjoins other council owned land that's subject to a reducing lease of three years. This land combined with the property in question amounts to a sizeable amount. See **Annex 1** plan.
- 1.4 The main consideration is that 4 Camperdown Terrace is likely to cost around £40,000 to get it to a standard that's suitable for occupation. When considering this expenditure against the possibility that it could be lost if this property and the adjoining land unlocks redevelopment of this area. Some of the costs would be off set against the rental income for the period in use, and savings on Bed and Breakfast / temporary accommodation.
- 1.5 It is understood that any potential redevelop of this land is unlikely to take place for at least five years, probably longer.
- 1.6 If it is considered appropriate to spend circa £40,000 on the property against what might happen to it in the future, any tenants would be expected to sign a Licence Agreement, rather than a standard tenancy agreement. This enables the Council to remain adaptable to any future changes.

2.0 Options

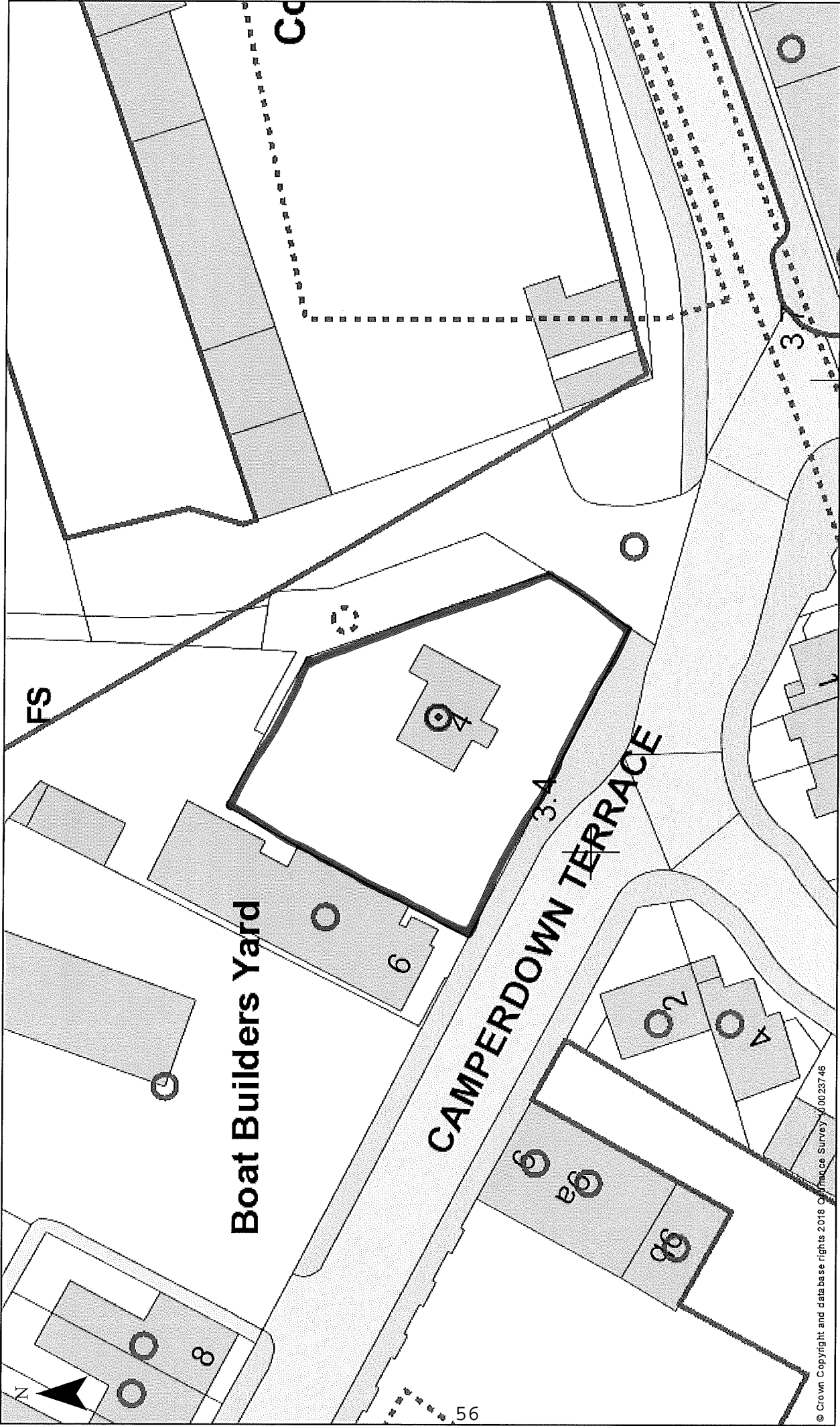
- 2.1 **Option 1** – Make secure and leave the property empty.
- 2.2 **Option 2** - Demolish and leave the site redundant for years whilst waiting for any possible regeneration works to commence. Likely to cost circa £26,000 plus vat. Plus additional costs to fence off the site.
- 2.3 **Option 3** – The housing department / housing company to develop the site independently of any future plans to regenerate this area, this could be to the serious detriment of any future regeneration redevelopment opportunities in this area.
- 2.4 **Option 4** – To convert into a shared house for three single people. Conversion costs around £1,200 - £1,800 m2. Estimated area of 90m2 at an average figure of £1,500 m2 = approx. £135,000.
- 2.5 **Option 5** - To commit approximately £40,000 and rent it to families under a licence or flexible tenancy agreement. This may only be for five years, but maybe longer. If the potential arises to redevelop the site in conjunction with any regeneration proposal this can then be fully considered without the implications of a standard tenancy being in place.

Weekly rent £90.07 = £4,683 per annum over five years = £23,418 less costs for void periods, rent loss and management and maintenance costs.

Bed and Breakfast / temporary accommodation costs for a three bedroom property is on average £250 per week, £12,000 per annum with a potential saving to the council over five years of around £52,000

3.0 Recommendations

- 3.1 We ask that HRB consider and decide what option they would like officers to proceed with, or suggest others.



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Map Tile: SX9980NE Full Reference: SX99607 80868



Report to: **Housing Review Board**

Date of Meeting: 21 June 2018

Public Document: Yes

Exemption: None

Agenda item: **15**

Subject: **Housing Revenue Account Draft Accounts 2017/18.**

Purpose of report:

This report provides the Housing Review Board with an extract from the draft statement of accounts for 2017/18 for items relating to the Housing Revenue Account (HRA).

The HRA shows the main areas of anticipated income and expenditure on landlord activities for the year. Producing a Housing Revenue Account has been a statutory requirement for Councils who manage and own their housing stock for some time, and therefore a key document for the Board to influence.

Recommendation:

That the extract report from the 2017/18 Statement of Accounts relating to the Housing Revenue Account be noted.

That the Housing Review Board agree the recommendation within the Narrative report from the Strategic Lead Finance to add the £0.8m in year surplus to the New Housing Development Fund.

Reason for recommendation:

The report updates the board on the statement of accounts 2017/18 and invites the board to agree the recommendations put forward within the Statement of Accounts 2017/18.

Officer:

Rob Ward Accountant Ext 2357

rob.ward@eastdevon.gov.uk

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.

1 Housing Revenue Account Narrative

The following is an extract of the Narrative report from the Strategic Lead Finance of the elements pertaining to the Housing revenue Account.

Housing Revenue Account

The Housing Revenue Account (HRA) is the ring-fenced account for providing council housing and associated services. This is shown separately on Income & Expenditure Statement.

The 2017/18 budget was set to achieve a surplus of £0.522m, the final position gives a greater surplus for the year of £0.801m. This leads to an increase in the HRA Balance of £0.662m as shown in these Accounts. The main variations against the budget set are given below.

HRA 2017/18 – Outturn variations against budget	Variation £000
Dwelling rent income was extremely close to budget, a variance of only £12k against a budget of £17.3m. Garage rents were below budget by £42k.	54
General ad hoc landlord expenditure such as tree felling, rubbish removal.	41
There is significant variation between Repairs and Maintenance budget headings, but they negate each other in part:	
Annual Programme & Cyclical works	(169)
General Improvements works	(336)
Responsive Repairs	441
Focus has been on compliance related issues such as asbestos, these costs have been met from other budgets explaining the variation shown above.	
Supervision & Management – range of heading mainly under “special” underspend on employee budget because of vacant posts and late appointments.	(167)

The updated position of the HRA Balance with the surplus transfer of £0.801m is given below.

HRA Balance Position	£000
Opening Balance 1/4/2017	(7,070)
Agreed Transfer in 2016/17 Outturn to Future Housing Development Fund	3,970
Surplus 2017/18	(801)
Closing Balance 31/3/2018	(3,901)

The adopted range for the HRA Balance is £2.1m to £3.1m, based on £490 per property with headroom added of £1m. This leaves the HRA Balance £0.801m above the adopted range and it will recommended to members that this sum is transferred to the Future Housing Development Fund. This will be considered by The Housing Review Board and Cabinet in June 2018.

2 Explanation of Financial Statements

The following is an extract from the Explanation of Financial Statements presented within the statement of accounts relating to the HRA.

- **Housing Revenue Account (HRA) - Supplementary Financial Statements**

The HRA is a record of revenue expenditure and income relating to the authority's housing stock. Its primary purpose is to ensure that expenditure on managing tenancies and maintaining dwellings is balanced by rents charged to tenants. Therefore the HRA is a statutory account which is ring-fenced from the rest of the General Fund so that rents cannot be subsidised from council tax or vice versa.

The HRA Income and Expenditure Statement shows the economic cost in the year of providing housing services in accordance with generally accepted accounting practices, rather than the amount to be funded from rents and government grants. Authorities charge rents to cover expenditure in accordance with regulations which may differ from the accounting cost. The (increase) or decrease in the year, on the basis of which rents are raised, is shown in the Movement on the HRA Statement.

3 Housing Revenue Income and Expenditure Statement for the Year Ended 31 March 2018

The following is an extract from the Explanation of Financial Statements presented within the statement of accounts relating to the HRA.

The HRA Income and Expenditure Statement shows the economic cost in the year of providing housing services in accordance with generally accepted accounting practices, rather than the amount to be funded from rents and government grants. Authorities charge rents to cover expenditure in accordance with regulations; this may be different from the accounting cost. The increase or decrease in the year, on the basis of which rents are raised, is shown in the Movement on the HRA Statement.

	HRA Note	2017/18 £'000	2016/17 £'000
Income			
Dwelling Rents (Gross)	1	(17,345)	(17,610)
Non Dwelling Rents (Gross)		(412)	(445)
Charges for Services & Facilities		(511)	(496)
Contributions Received Towards Expenditure		(41)	(1,539)
Sums Directed by Secretary of State that are Income in Accordance with the Code		0	0
Total Income		(18,310)	(20,090)
Expenditure			
Repairs and Maintenance		4,031	4,037
Supervision and Management		4,448	4,354
Rents, Rates, Taxes and Other Charges		37	40
Negative Subsidy – Payments to Secretary of State		0	0
Increase in Allowance for Bad and Doubtful Debts	2	(5)	(10)
Depreciation and Impairment of Fixed Assets	6	2,280	6,224
Other Comprehensive Income & Expenditure		291	273
Sums Directed by Secretary of State that are Expenditure in Accordance with the Code		0	0
Total Expenditure		11,081	14,918
Net Expenditure/(Income) of HRA Services as Included in the Comprehensive Income & Expenditure Statement		(7,229)	(5,172)
Non-distributable Costs – Pensions Past Service Cost		124	134
HRA Share of Corporate and Democratic Core		855	940
Net Expenditure/(Income) of HRA Services		(6,250)	(4,098)
HRA Share of Operating Income and Expenditure Included in the Comprehensive Income & Expenditure Account			
(Gain)/Loss on Disposal of Non-Current Assets		(1,160)	(1,053)
(Gain) or loss on revaluation of Non-Current assets		950	(7,052)
Interest and Investment Income		(28)	(39)
Interest Payments		2,527	2,552
Net Interest on the Net Defined Benefit Liability		318	305
Capital Grants and Contributions Received		0	(1,418)
(Surplus)/Deficit for the Year on HRA Services		(3,642)	(10,803)

Statement of Movement on the Housing Revenue Account for the Year Ended 31 March 2018

The HRA Income and Expenditure Statement shows the actual financial performance for the year, measured in terms of the resources consumed and generated over the last twelve months. However, the authority is required to raise rents on a different accounting basis, the main differences being:

- Capital investment is accounted for as it is financed, rather than when the property, plant and equipment are consumed.
- Retirement benefits are charged as amounts become payable to pension funds and pensioners, rather than as future benefits are earned.

These adjustments are reflected in the statement shown below.

HRA Note	2017/18 £'000	2016/17 £'000
Balance as at 1 April	(7,070)	(5,135)
Movement in Reserves:		
Surplus/(Deficit) on Provision of Services	(3,642)	(10,803)
Total Comprehensive Income & Expenditure	(10,712)	(15,938)
Adjustments Between Accounting Basis and Funding Basis Under Regulations:		
Capital Grants and Contributions Applied	0	1,418
Revenue Expenditure Funded from Capital Under Statute	0	0
Depreciation and Impairment of Non-current Assets	(2,280)	(6,224)
Reversal of Employee Leave Accrual	0	0
Reversal Revaluation & Impairment (Gains)/Losses on Property Plant & Equipment	(950)	7,052
Amounts of non-current assets written off on sale as part of the gain on disposal to the Comprehensive Income and Expenditure Statement	(2,002)	(2,376)
Transfer of cash sale proceeds credited as part of the gain/loss on disposal to the Comprehensive Income and Expenditure Statement	3,162	3,429
Revenue Contribution to Capital	0	266
Transfer to/(from) Major Repairs Reserve	4,315	4,274
Minimum revenue Provision	1,310	1,490
Reversal of items relating to retirement benefits debited or credited to the Comprehensive Income and expenditure Statement	(1,154)	(843)
Employer's Pension Contributions to Pension Fund Payable in the year	441	382
Total Adjustments Between Accounting Basis and Funding Basis Under Regulations	2,841	8,868
Net Increase/(Decrease) Before Transfers to Earmarked Reserves	2,841	8,868
Transfer (to)/from Earmarked Reserves	3,970	0
Increase/(Decrease) in Year	6,811	8,868
Balance as at 31 March	(3,901)	(7,070)

HRA Note 1. Rents

This is the total rent income collectable for the year after allowance is made for empty properties and irrecoverable amounts. Empty properties accounted for 1.44% (£255k) of the gross rents. In 2016/17 the figure was 1.54% (£277k).

The average weekly rent for dwellings was £79.50 in 2017/18 (£81.84 in 2016/17). The average weekly rent for garages was £10.72.

HRA Note 2. Rent Arrears

There was an increase of £4,000 in rent arrears and £6,000 decrease in bad debt provision for the year ended 31 March 2018.

	2017/18 £'000	2016/17 £'000
Rents - Current Tenants	191	186
Rents - Former Tenants	50	50
Total Arrears	241	236
Provision for Bad and Doubtful Debts	(44)	(50)
Total Housing Arrears	197	186
Arrears as a percentage of Total Rent Debit	1.14%	1.03%

HRA Note 3. Housing Stock

The authority was responsible for managing on average 4,204 dwellings during 2017/18. The stock at the year-end was made up as follows:

	31-Mar-17	Reclassified	Additions	Sales & Demolitions	31-Mar-18
Flats & Maisonettes	1,211	0	5	(5)	1,211
Houses (including non-traditional)	2,002	0	23	(25)	2000
Bungalows	988	0	0	(4)	984
House in multiple occupation	1	0	0	0	1
Other properties not used as dwellings	5	0	0	0	5
Total Dwellings	4,207	0	28	(34)	4201

HRA Note 4. Housing Property, Plant and Equipment

The Housing Stock and other Housing Revenue Account Assets are included in the Balance Sheet at 31 March 2018 at a value of £237.340m (£231.890m at 1 April 2017). A 5 year rolling revaluation of the authority's dwellings commenced as at 31 March 2018 and has resulted in the updated beacon values used in the accounts.

2017/18	Council Dwellings	Other Land & Buildings	Vehicles, Plant & Equipment	Infrastructure Assets	Community Assets	Assets Under Construction	Total Property, Plant and Equipment
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
<u>Cost/Valuation</u>							
As of the beginning of the period	232,156	4,822	715	155	0	0	237,849
Additions	10,158	0	0	0	0	0	10,158
Depreciation written out to Gross Carrying Amount on Revaluation	(2,119)	(185)	0	0	0	0	(2,304)
Revaluation increases/(decreases) recognised in the Revaluation Reserve	696	(171)	0	0	0	0	525
Revaluation increases/(decreases) recognised in the Surplus/Deficit on the Provision of Services	(950)	0	0	0	0	0	(950)
Impairment recognised in the Surplus/Deficit on the Provision of Services		0					0
Reclassifications	0	0	0	0	0	0	0
Disposals (to Assets Held for Sale)	(6,901)	0	0	0	0	0	(6,901)
Disposals (Other)	0	0	0	0	0	0	0
As of the end of the period	233,040	4,465	715	155	0	0	238,376
<u>Accumulated Depreciation</u>							
As of the beginning of the period	(4,890)	(361)	(708)	0	0	0	(5,929)
Depreciation charge	(2,141)	(132)	(7)	0	0	0	(2,280)
Reclassifications	0	185	0	0	0	0	185
Depreciation written out to Gross Carrying Amount on Revaluation	2,119	0	0	0	0	0	2,119
Disposals (to Assets Held for Sale)	4,899	0	0	0	0	0	4,899
Disposals (Other)	0	0	0	0	0	0	0
As of the end of the period	(14)	(307)	(715)	0	0	0	(1,036)
Net Book Value at 31 March 2017	233,026	4,158	0	155	0	0	237,340

2016/17

	Council Dwellings	Other Land & Buildings	Vehicles, Plant & Equipment	Infrastructure Assets	Community Assets	Assets Under Construction	Total Property, Plant and Equipment
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
<u>Cost/Valuation</u>							
As of the beginning of the period	242,900	4,822	715	155	0	0	248,592
Additions	7,297	1,041	0	0	0	0	8,338
Depreciation written out to Gross Carrying Amount on Revaluation	(52,663)	0	0	0	0	0	(52,663)
Revaluation increases/(decreases) recognised in the Revaluation Reserve	29,274	0	0	0	0	0	29,274
Revaluation increases/(decreases) recognised in the Surplus/Deficit on the Provision of Services	7,052	0	0	0	0	0	7,052
Impairment recognised in the Surplus/Deficit on the Provision of Services	(4,890)	0	0	0	0	0	(4,890)
Reclassifications	0	0	0	0	0	0	0
Disposals (to Assets Held for Sale)	(1,703)	(1,041)	0	0	0	0	(2,744)
Disposals (Other)	0	0	0	0	0	0	0
As of the end of the period	227,267	4,822	715	155	0	0	232,959
<u>Accumulated Depreciation</u>							
As of the beginning of the period	(51,837)	(266)	(663)	0	0	0	(52,766)
Depreciation charge	(1,194)	(95)	(45)	0	0	0	(1,334)
Reclassifications	0	0	0	0	0	0	0
Depreciation written out to Gross Carrying Amount on Revaluation	14,499	0	0	0	0	0	14,499
Depreciation written out to Gross Carrying Amount on Impairment	38,164	0	0	0	0	0	38,164
Disposals (to Assets Held for Sale)	368	0	0	0	0	0	368
Disposals (Other)	0	0	0	0	0	0	0
As of the end of the period	0	(361)	(708)	0	0	0	(1,069)
Net Book Value at 31 March 2016	227,267	4,461	7	155	0	0	231,890

HRA Note 5. Vacant Possession Value of HRA Dwellings

Council dwellings had a valuation of £651.245 million as at 1 April 2018 on the basis of existing use value assuming vacant possession. To comply with the requirements of the Resource Accounting regulations, a regional adjustment factor of 35% has to be applied to the Existing Use Value for Social Housing (EUUV-SH) valuation. This is to reflect the fact that local authority housing is let at sub-market rents. The reduction in value shows the economic cost to the Government of providing council housing at less than open market rents.

HRA Note 6. Average Costs per Dwelling

The table below shows the average cost per dwelling of the principal expenditure types and an average rent income.

Type of Cost / Income	2017/18 £'000	2016/17 £'000
Supervision & Management - General	1,060	1,033
Repairs & Maintenance	961	958
Rent un-rebated	(4,134)	(4,178)

HRA Note 7. Major Repairs Reserve

Regulation 7(5) of the Accounts and Audit Regulations 2003 (as amended) establishes arrangements for the Major Repairs Reserve (MRR) under which the MRA is effectively restricted to being applied towards new capital expenditure, the repayment of debt or meeting liabilities under credit arrangements. The regulation requires a credit to the MRR of an amount in respect of the depreciation charged to the Housing Revenue Account for the year. Together with the Item 8 Determination provisions for transferring the difference between the MRA and depreciation to the MRR, the net effect is to credit a net amount equal to the MRA each year to the MRR.

Major Repairs Reserve	2017/18 £'000	2016/17 £'000
Balance as at 1 April	0	0
Income		
Depreciation	(2,280)	(1,194)
Additional HRA Contribution	(2,035)	(3,696)
Expenditure		
Major Repairs Expenditure	4,315	4,890
Balance as at 31 March	0	0

HRA Note 8. Capital Expenditure

Capital expenditure within the HRA for 2017/18 and how it was funded is shown below:

Capital Expenditure	2017/18 £'000	2016/17 £'000
Reroofing	124	211
New Affordable Housing	5,235	3,447
Aids & Adaptations	545	414
Kitchens & Bathrooms	693	823
Doors, Windows, Soffits and Fascias	662	503
Heating	611	507
Decent Homes and Other Capital Schemes	2,287	2,451
Total Capital Expenditure	10,158	8,356
Financed by:		
Capital Receipts	(2,171)	(3,770)
Major Repairs Reserve	(4,315)	(4,274)
Capital Grants	0	(46)
Revenue Contributions	0	(266)
Contributions from Earmarked Reserves	(3,672)	0
Total Financing	(10,158)	(8,356)

HRA Note 9. Capital Receipts

Capital receipts during the year from disposals of land and houses within the HRA are as follows:

Capital Receipts	2017/18 £'000	2016/17 £'000
Sale of HRA Dwellings -Right To Buy	(3,173)	(2,388)
Sale of HRA Other land and Buildings	0	(1,042)
Mortgage Repayments	0	(1)
Miscellaneous Sales	0	0
Total Capital Receipts	(3,173)	(3,431)

HRA Note 10. HRA share of contributions to/from the Pension Reserve

The authority's single entity pension fund reserve liability increased to £67.926m from £66.987m during 2017/18. It has been estimated that 21.34% of the authority's salary costs relate to the HRA, therefore the HRA's share of the overall pension deficit equates to £14.495m.

Report to: **Housing Review Board**

Date of Meeting: 21 June 2018

Public Document: Yes

Exemption: None

Review date for release None

Agenda item: 16

Subject: **Modular Homes in Social Housing.**

Purpose of report: Members have expressed an interest in learning more about the potential for using modular homes as part of the Council's response to housing need.

Recommendation: **Members are asked to note the information in the report.**

Reason for recommendation: To raise awareness of this alternative form of housing supply

Officer: Amy Gilbert-Jeans – Property and Asset Manager, agilbert-jeans@eastdevon.gov.uk

Financial implications: No financial implications

Legal implications: There are no legal implications highlighted in the report.

Equalities impact: Low Impact

Risk: Low Risk

Links to background information: • <https://www.flagship-group.co.uk/media/1921/full-report-final.pdf>

Link to Council Plan: Continuously improving to be an outstanding Council



1. Background

- 1.1 In a climate where social housing is in critically short supply, many housing providers are investigating the concept of modular housing – factory-produced housing which is fabricated off-site.
- 1.2 The term 'modular' covers a wide range of construction methods, and can be used to create properties varying greatly in size and design. Photographs of some examples are given at the end of this report. Whatever the final shape and size of the structure, the key element is that they are constructed as 'modules', off site, then completed once put into position. This method of building has long been used outside the UK, but has not been widely adopted here. In social housing, the only large-scale use of these techniques was for the 'prefabs' of the mid-20th century.

1.3 Modular constructions is currently enjoying a revival of interest because of several potential advantages:

- (1) Speed of building
- (2) Cost
- (3) Efficient use of space
- (4) Construction quality

1.4 There are points to consider when evaluating each of these considerations. To take them in order:

(1) Speed of building

Modular units are factory constructed, and this greatly reduces the construction time. For example, an East Anglian social housing provider has invested £3m in a modular construction factory, and says that units typically take two weeks from delivery of modules to practical completion. This is clearly much quicker than traditional development.

(2) Cost

This speed of construction will generally reduce costs, although limited information is available at present, and much depends on the type of construction used. 'Eco home' projects have low running costs but high construction costs, for example.

There are other financial issues, however, for housing providers wishing to fund this type of construction. The social housing business model depends on properties having (a) a long lifecycle with rent income exceeding repairs costs and (b) the capacity to be mortgaged in order to provide a mechanism for raising funds for future development.

Outside the social housing sector, modular construction is widely used in hotels, student accommodation, the private rented sector, prisons and hospitals. The Council of Mortgage Lenders even has protocols for dealing with this. Some lenders such as Lloyds Bank have said they would be open to providing funding if modular had broadly the same security package as traditional build.

The banks would need some method of identifying and monitoring modular units, and would need to be satisfied that their lifespan is sufficiently robust to cover lending criteria similar to the unexpired residue of a leasehold property, currently in excess of 80 years, with some funders requiring 100 years. Banks would also need to ensure that they actually have enforceable security with the power of sale, i.e., that the property on which they have lent cannot be physically moved.

(3) Efficient Use of Space

Modular units can fit into small urban areas, like the innovative 'Zedpods' being put up in car parks for London key workers; for this reason they are particularly suitable for high population areas where land costs are exceptionally high and land is in short supply.

There is no intrinsic reason why they should not be used in more rural areas. They lend themselves well, for example, to small brownfield sites. However, local planning considerations regarding style and density are key in assessing their usefulness and

acceptability. As can be seen from the photos, many styles of modular building are very similar in style to conventional homes.

(4) Construction quality

It is important to remember that modular units, though quickly manufactured, can be technologically superior in terms of quality compared to traditional builds. Timber-framed construction has long been commonplace in Scandinavian countries, where thermal efficiency is clearly critical, and many modern building materials are far more efficient than traditional bricks and mortar.

It is important, though, to consider the design and robustness of modular units for social housing. Much of the modular housing currently in use has been designed for occupation by one or two people; wear and tear on a social housing family unit is of a different order of magnitude. Care in needed in specifying the unit for this purpose is essential, particularly where the construction includes 'eco' components such as high-tech flooring and 'invisible' wall heating systems. These can have very specific requirements in terms of how they are used.

Similarly, some of the less-conventional off-the-shelf designs may be unsuitable in this context; an example is an 'eco' construction which includes very high, small windows which are unsuitable, for example, for elderly residents who are somewhat housebound.

2. Conclusion

- 2.1 In conclusion, there are many issues to be taken into account when considering modular housing for the social housing sector, and much to be learnt from studying the experiences of other providers, well documented in the industry press. Similarly, the subject of modular homes is currently an agenda item at many social housing conferences.
- 2.2 The University of the West of England in Bristol has recently completed extensive research into the area, and has published its findings in the report which can be found by following this link:
<https://www.flagship-group.co.uk/media/1921/full-report-final.pdf>
- 2.3 An interesting article from 'The Guardian' in 2017 describing a particularly initiative and touching on many of the pertinent issues is reproduced below:

Prefab sprout: off-the-peg homes bid to ease UK housing crisis

Hundreds of 26 sq m modular homes built to order at factory near Leeds to be rented out at lower cost than flatsharing

The first production run from a vast new factory outside Leeds began this week – with timber delivered at one end, and just a week later a fully furnished one-bed flat popping out the other.

Legal & General Homes is promising to build thousands of flats and houses a year at the revolutionary, and highly secretive, factory, and delivered around the country on the back of trucks. Is this the solution to the housing crisis – or a new age of soulless prefabs?

In Richmond, south-west London, the future opened its doors on Wednesday, with the first of hundreds of housing units to be built by L&G, driven down the A1 and placed on site in just a couple of hours.

The housing association that has ordered the homes, RHP, buys them off-the-peg for at least 15% below the standard cost for onsite construction.

It is an extraordinary move by [L&G](#), better known as a car and home insurer, which if successful will catapult it into the top league of Britain's housebuilders, albeit using a Ford-style production line.

This is not an Ikea-style flat-pack approach – what arrives on site is a “turn-key” home complete with a kitchen, fitted carpet, curtains and bathroom, and even furniture if requested.

The eight production lines at the highly automated 550,000 sq ft factory will be able to build around 3,500 houses and flats a year – a one bedder in one week, a two-bedder in two weeks. The timber-framed homes are made in modules, bolted together on site, with external cladding the only other extra requirement.

“At full production, homes like this will be delivered repeatedly in a matter of weeks without the snagging issues faced by traditional methods,” said Nigel Wilson, the chief executive of L&G. “Just as the car industry was automated, so the UK's traditional housebuilding sector now needs to step up. We need to build houses faster and more efficiently than ever before.”

For housing associations such as RHP, which took over 9,000 homes from the local council, the new L&G prefabs answer their most pressing need: accommodation for young, single, urban workers earning between £20,000 and £40,000 who do not qualify for conventional social housing but who are priced out of buying.

In Richmond, the average semi-detached home fetches more than £1m and Rightmove does not list a single one-bed flat to rent at less than £1,000 a month. RHP said the new L&G-built “modular” homes will be rented out at £600 to £700 a month.

For less than the price of most flatshares in the capital, tenants will receive a high-spec home complete with a luxury kitchen and lounge, separate bedroom and bathroom, underfloor heating and PV solar cells that promise to shave total energy bills to as little as £10 a year. There's even a “smart door” that lets the tenant ping the entrance open remotely from their mobile at work should they need to let someone in.

The drawback? They are tiny. At just 26 sq metres (280 sq ft), the L&G/RHP homes squeeze living space down to levels never seen before in publicly sponsored housing.

New [national space standards](#), introduced in 2011, demand that a one-bed flat for one person should be a minimum 37 sq m. The new modular homes will pitch housing associations desperate to build homes – and meet government targets for 200,000 new homes a year – against planners desperate to avoid a “race to the bottom” on home sizes.

At RHP, the development director, Robin Oliver, said: “It has been priced for a single person, and we wouldn't expect a couple to live in the space. We're not saying this is going to be the new norm – we see people renting it for six months to two years, then moving out as they have saved for a deposit. A lot of our own employees pay more than £600 a month for a room in a shared house. The most common question we are getting from them, is ‘how can I get one?’

The housing association is able to raise money to buy the units from L&G at interest rates of 2-3% and place them on infill and brownfield sites in the capital. Even on rents of £600-£700 per month, they require almost no public subsidy. Neither L&G or RHP will reveal the cost price of the units, although RHP said the cost is

15% below the standard £2,600 to £3,000 per sq m build cost of conventional homes in the borough, which indicates that the 26m sq flats cost £60,000- £70,000 to buy.

But RHP admits the homes still don't have full planning permission – and they could have a battle on his hands.

At the Greater London Authority, Jennifer Peters, in charge of the London Plan, is determined to maintain existing space standards. “They [space standards] have made a real difference to the quality of development in London. I'm confident that space standards are right and will continue to be right,” she said, adding that if standards are relaxed, there is a risk that land values simply rise to reflect the extra units a developer can squeeze into a space. However, she adds that there could be “some flexibility if it can be demonstrated that it has an exceptional design”.

Britain already has some of the [smallest homes in Europe](#), with the average new-build home around 76 sq m compared with 137 sq m in Denmark. Controversial office-to-residential conversions, outside normal planning rules, have produced some flats at just 14.9 sq m.

[Will Wimshurst of Wimshurst Pelleriti](#), which designed the L&G home for RHP, said: “We're not saying we're against space standards. What we are saying is that there is a big problem in the middle of the market – companies just can't hold on to workers in places such as London. These people are forced to leave, and they need a solution.”

Visitors to the new L&G homes expecting a shipping container with frills will be disappointed. The flats are higher than standard build, making an otherwise tight space feel more spacious, as well as allowing for more storage, with raised mezzanine beds giving extra space below. The housing association deliberately avoided primary colours to get away from the Lego-like feel of some other prefab units.

The factory construction allows buyers such as RHP to ask L&G to finish it to any specification, much like a car buyer does. Want to add a microwave? Change the size of the cupboards? Have the bed raised higher? It's like ordering metallic paint or a sunroof from Ford. “The amazing thing is that you can just feed the design into the computer, then it's cut to size in the factory,” said an associate at Wimshurst Pelleriti

The two-bedder prototype unveiled by L&G this week, and designed for couples and small families rather than singles, is much larger at 82 sq m and will have no issues meeting current space standards. It has a more conventional look, designed for the suburbs rather than city centres.

For now, both the one and two bedders are prototypes, with RHP expecting the first tenants – subject to planning permission – through its doors in early 2018.

These pictures show examples of homes created using modular construction:







Ministry of Housing,
Communities &
Local Government

Dr Jo Farrar

Director General, Local Government and Public
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Friday 18th May

To Local Authority Chief Executives

DAME JUDITH HACKITT'S FINAL REPORT

Dear Colleague,

It is almost one year since the Grenfell Tower tragedy. 71 people died in the greatest loss of life in a fire in a century. A 72nd resident from the tower passed away earlier this year. The Government's immediate priority was to support those affected, and the Government is determined to ensure that they continue to receive the support they need and deserve. The Government is also determined to learn from this terrible tragedy so nothing like this can ever happen again.

It is with this in mind that Dame Judith Hackitt was asked to undertake her review of Building Regulations and Fire Safety, which was published yesterday. I am writing to update you on the Government's response to this publication and the related announcements made this week.

Independent Review of Building Regulations and Fire Safety

The Hackitt review has shown that in too many cases people who should be accountable for fire safety have failed in their duties. In future, the Government will ensure that those responsible for a building must demonstrate they have taken decisive action to reduce building safety risks and will be held to account.

The Government agrees that the system should be overseen by a more effective regulatory framework, including stronger powers to inspect high-rise buildings and sanctions to tackle irresponsible behaviour.

Finally – given the concerns raised following the Grenfell tragedy – the Government agrees that residents must be empowered with relevant information. They must be able to act to make their homes safer. The Government committed yesterday to bring forward legislation that delivers meaningful and lasting change, and ensures residents have a much stronger voice in an improved system of fire safety.

In the meantime, the Department is consulting on significantly restricting or banning the use of “desktop studies” to assess cladding systems. Inappropriate use of desktop studies is unacceptable and the Secretary of State will not hesitate to ban them if the consultation – which closes on 25 May – does not demonstrate that they can be used safely. The Department is also working with industry to clarify Building Regulations fire safety guidance, and will publish this for consultation in July.

The cladding believed to be on Grenfell Tower was unlawful under existing building regulations, and should not have been used. The Secretary of State will ensure that there is no room for doubt over what materials can be used safely in cladding of high rise residential buildings. Having listened carefully to the arguments for banning combustible materials in cladding systems on high-rise residential buildings, the Government is minded to agree and will consult accordingly, as we are legally required to do so by the Building Act (1984).

A copy of Dame Judith Hackitt’s report can be found at www.gov.uk/government/publications/independent-review-of-building-regulations-and-fire-safety-final-report

Remediation of ACM Clad Buildings

As social sector landlords, we know that you, along with housing associations, are getting on with the job of making your buildings safe. Interim measures are in place across all affected buildings in the social sector and work has already started on two thirds of these. The Government recognises that the expense involved means that you are having to make decisions about how to prioritise important services, repairs and maintenance work and new supply.

On Tuesday, the Prime Minister announced that the Government will fully fund the removal and replacement of dangerous cladding on buildings owned by councils and housing associations, with costs estimated at £400 million. The Government will also continue to offer financial flexibilities for local authorities who need to undertake essential fire safety work. The Government will allocate this funding as soon as possible. More details will be announced shortly about how councils and Housing Associations can apply for funding, including conditions attached to the grant.

In the private sector, the Government is clear that building owners and developers should take responsibility for remediating unsafe cladding and not pass costs on to leaseholders. Within the next week the Secretary of State will be calling in representatives from industry and leaseholders to reiterate this and establish how the industry can make sure residents are safe and feel safe in their homes. Government is keeping this under review.

The Government will also give local authorities further levers to speed up identification and ensure remediation of unsafe cladding in the private sector. The Secretary of State yesterday issued a direction to all Local Housing Authorities to pay particular regard to cladding-related issues when reviewing housing in their areas. The Direction letter is available here

assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/707813/Direction_to_local_authority_chief_executives_17_May_2018.pdf.

Fire Doors

You will be aware that a door recovered from Grenfell Tower marketed as meeting a 30 minute fire resistance standard, failed the test after approximately 15 minutes. The Government has been undertaking an investigation into flat entrance 30 minute fire doors supplied by Manse Masterdor, a company that ceased trading in 2014.

The Government sought advice from the independent Expert Panel on Building Safety and yesterday laid a written statement informing Parliament that the Expert Panel has sufficient evidence to conclude that flat entrance doors supplied by Manse Masterdor do not consistently meet the 30 minute fire resistance standard they were marketed as providing.

The Secretary of State has asked his officials to continue with their investigations into the wider fire door market, and that fire doors from other door suppliers are tested. The Department has written to affected customers of Manse Masterdor.

The Expert Panel advises that all doors should be assessed regularly to make sure they are likely to meet minimum standards, and an advice note from the Expert Panel on assurance and replacing of flat entrance fire doors can be accessed using the following link www.gov.uk/government/publications/advice-for-building-owners-on-assurance-and-replacing-of-flat-entrance-fire-doors.

The Department will continue investigations into the wider fire door market, and will test fire doors from other door suppliers.

I know that your top priority on receiving this letter will be considering what needs to be done to ensure that residents are safe and feel safe in their homes. As the Government takes forward Dame Judith's recommendations, I look forward to hearing your views and working with you to build a system of regulation that puts people and their safety first, and which rebuilds public trust.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Jo Farrar', written in a cursive style.

DR JO FARRAR

Report to: **Housing Review Board**

Date of Meeting: 21 June 2018

Public Document: Yes

Exemption: None

Review date for release None



Agenda item: **18**

Subject: **Exemption to contract standing order**

Purpose of report: This report is to ask the Board to recommend to Cabinet the approval for Landlord Services to request an exemption to a contract Standing Orders so that we may extend the Homemaker support contract which came to an end in March 2018.

Recommendation: **To extend the Homemaker contract which ended in March 2018**

Reason for recommendation: We would like to apply for the exemption to Standing Orders in order to allow the time needed to prepare for a tender of the service in a years' time. By asking for an extension to the current service we would not be putting residents at risk by having nothing in place in the meantime. The exemption will give transparency to the decision and involve members in the decision making.

Officer: Andi Loosemore, Rental Manage, direct dial: 01395 517444, email: aloosemore@eastdevon.gov.uk

Financial implications: No cost.

Legal implications: This is just a recommendation to cabinet, however the initial contract needs to be procured to ensure procurement regulation compliance as soon as possible.

Equalities impact: Low Impact
Applies to all social housing tenants

Risk: Low Risk

Links to background information: www.homemakersw.org.uk

Link to Council Plan: Improving our communities - We will work in partnership with support agencies and other groups to improve the lives of all residents across the district.

1. Brief background

- 1.1 Homemaker is a non-profit organisation who have been providing support services to EDDC Housing Department since the contract was set up in 2010. The contract was extended in 2 year extensions and I was advised from the Director of Homemaker that the current contract came to an end in March 2018.

2 What do they do?

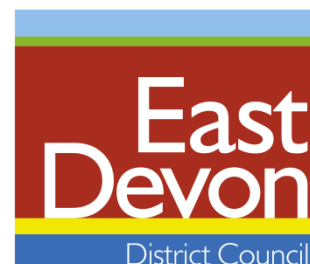
- 2.1 The primary purpose of Homemaker is to prevent homelessness and promote independence. They offer specialist advice and support to individuals and families who may be at risk of losing their home. They also offer support to people who may be moving into new accommodation and living independently for the first time. The current supplier's main objectives are: promoting independence; preventing homelessness and preventing hospitalisation. The service is provided on a casework basis for one half day per week at a cost of £7,500 per quarter.

3 What services do they provide?

- 3.1
- Specialist Tenancy Sustainment services, including money and housing advice;
 - Specialist Homeless Person Resettlement Service;
 - Specialist Support, Advice and Training to Local Authority Housing Advice teams.

4. What have they done for us?

- 4.1 They have seen 105 customers on behalf of EDDC since April 2016 and currently have 26 open cases. Financial gains from April 2017 to date are £31,002.64 with more gains expected once outcomes/appeal decisions are known. These gains are made by applications from Homemaker to various charities/benefits which help our customers to pay their rent and household expenses, as well as applications for funding to purchase new items of electrical equipment needed, such as cookers, fridges and washing machines.



REQUEST FOR EXEMPTION TO CONTRACT STANDING ORDERS

Contract Standing Orders (CSOs) requires certain steps to be followed when carrying out procurement exercises. Exemptions to CSOs can be authorised by Council / Cabinet upon report and separately by officers with the approval of certain senior officers. An exemption can only be relied upon in certain circumstances (as detailed in CSOs Rules 3.1 – 3.5) but in any event cannot be used where the EU Procedure applies.

This form is intended to be used by officers to obtain an exemption to using CSOs.

Name: Mrs A Loosemore	Date: 6 th April 2018
Service: Landlord Services	Team: Rental
Total contract value: £30,000 P/A	

<p><u>Background (including product and supplier details, costs etc:</u> Homemaker have been providing support services to the Housing Department since the contract was set up in 2010. The contract was extended in 2 year extensions and I was advised from the Director of Homemaker that the current contract came to an end in March 2018. The current supplier's main objectives are: promoting independence; preventing homelessness and preventing hospitalisation. The service is provided on a casework basis for one half day per week at a cost of £7,500 per quarter.</p>

<u>Business Reasons for an Exemption:</u>		
Although the following are justifiably accepted as valid reasons for an exemption to Contract Standing Orders, they are closely monitored and should be applied only in cases where a full procurement exercise is not a viable option. (Tick appropriate boxes)		
	✓	Which CSO rule?
An Emergency		
Goods or Services to existing systems or kit		
Purchase or repair of patented or proprietary articles sold only at a fixed price		
Effective competition is prevented by government control		
Goods and/or Services recommended by a Central Government Department		
Extension to an existing contract for the purpose of achieving Best Value	X	
Purchase or Sale by Auction		
Where the Contract is with a Public Utility Company or other organisation which will assume liability for the works on completion e.g. sewer adoption		

Other Reasons (please provide details)		
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Business Benefits for an Exemption:
 We would like to apply for the exemption to the current standing order in order to allow the time needed to prepare for a tender of the service in a years' time. By asking for an extension to the current service we would not be putting residents at risk by having nothing in place in the meantime.
 The exemption will give transparency to the decision and involve members in the decision making.

What are the implications to the following:

Finance: None
Human Resources: None
ICT: None
Asset Management: None
Strategic and/or Operational Objectives: Time for procurement of a new contract

Risk Assessment:

Detail risks here: If we do not extend the current contract we effectively have no service to our tenants who may need support with their finances. The Council could suffer reputational damage for not providing these support services to our tenants, which are included in our policies.

Or attach print from the RM system

<u>Signature of line manager or service head</u>
<u>Supporting signature of Strategic Lead - Finance</u>
<u>Supporting signature of Strategic Lead – Governance and Licensing</u>

PLEASE NOTE:

Where the Contract value is £20,001 or above then Rule 3.2 requires you to prepare a report for Cabinet to note their support for the action taken.

The Council is required to keep a Register of Exemptions. **Please ensure that a signed copy of this form is provided to the S.151 Officer.**