

Date: 24 February 2014
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To: Members of the Housing Review Board:
(Councillors Pauline Stott (Chairman), Susie Bond,
Douglas Hull, Jim Knight, Peter Sullivan.
Tenant/leaseholder representatives Sue Saunders (Vice
Chairman), Mike Berridge, Victor Kemp, John Powley, Pat Rous.
Independent community representatives Julie Adkin, Rob Finch)

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Meeting of the Housing Review Board
Thursday, 6 March 2014 at 6.00 pm
Council Chamber, Knowle, Sidmouth

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

Members of the public are welcome to attend this meeting.

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

This meeting is being recorded for subsequent publication on the Council's website. Audio recording is permitted by press representatives and members of the public from the public area, subject to their notification to the Chairman prior to the start of the meeting of a wish to record all or part of that meeting. If you are exercising your right to speak during Public Question Time, but do not wish to be recorded, please inform the Chairman who will instruct those taking a recording to cease while you speak.

Should anyone have any special needs or require any reasonable adjustments to assist them in making individual contributions, please contact Alethea Thompson (contact details at top of page). A hearing loop system will be in operation in the Council Chamber.

Councillors and members of the public are reminded to switch mobile phones to silent during the meeting.

AGENDA

PART A	Page/s
<p>1 Public question time – standard agenda item (15 minutes)</p> <p>Members of the public are invited to put questions to the Board through the Chairman.</p> <p>Councillors also have the opportunity to ask questions of the Chairman and/or Portfolio Holders present during this time slot. Members of the public are given priority at this part of the agenda.</p>	
2 To confirm the minutes of the meeting of the Housing Review Board held on 9 January 2014.	5 - 10
3 To receive any apologies for absence.	
4 To receive any declarations of interests relating to items on the agenda.	
5 To consider any items which, the Chairman thinks, should be dealt with as matters of urgency because of special circumstances.	
(Note: such circumstances need to be recorded in the minutes; any individual wishing to raise a matter under this item is requested to notify the Chairman before the meeting).	
6 To agree any items to be dealt with after the public (including the press) have been excluded. There is one item which Officers recommend should be dealt with in this way.	
7 Housing Review Board forward plan.	Head of Housing 11
8 Repair timescales.	Housing Needs and Strategy Manager 12-15
9 Void standard.	Housing Needs and Strategy Manager 16-31
10 Devon Home Choice.	Housing Needs and Strategy Manager 32-44
11 Right to buy sales.	Housing Needs and Strategy Manager 45-48
12 Housing Revenue Account budget monitoring report.	Housing Accountant 49-58
13 Home Safeguard logo	Landlord Services Manager To follow
14 Targeted families	Head of Housing 59-61
15 Affordable homes programme briefing note.	Head of Housing 62-63
16 The Vice Chairman to move the following:-	
“that under Section 100(A) (4) of the Local Government Act 1972 the public (including the press) be excluded from the meeting as exempt information, of	

the description set out on the agenda, is likely to be disclosed and on balance the public interest is in discussing this item in private session (Part B).”

17	Potential development of three council houses in Exmouth	Para 3 Schedule 12A Information relating to the finance or business affairs of any particular person	Housing Development & Enabling Officer	64-69
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Decision making and equality duties

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

Members and co-opted members remember!

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

Getting to the Meeting – for the benefit of visitors



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

From Exeter – 52A, 52B

From Honiton – 52B

From Seaton – 52A

From Ottery St Mary – 379, 387

Please check your local timetable for times.

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

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

EAST DEVON DISTRICT COUNCIL

Minutes of a meeting of the Housing Review Board held at Knowle, Sidmouth on 9 January 2014

Present:

Councillors:

Pauline Stott (Chairman)

Douglas Hull

Jim Knight

Peter Sullivan

Co-opted tenant members:

Sue Saunders (Vice chairman)

Mike Berridge

Victor Kemp

John Powley

Co-opted independent community representative:

Julie Adkin

Officers:

Dennis Boobier, Housing Needs and Strategy Manager

Amy Gilbert, Housing Support Services Manager

John Golding, Head of Housing

Peter Richards, Rental Manager

Giles Salter, Solicitor

Alethea Thompson, Democratic Services Officer

Mandy White, Housing Accountant

Also present:

Councillors:

Paul Diviani – Leader

Jill Elson - Portfolio Holder for Sustainable Homes and Communities

Stephanie Jones – Deputy Portfolio Holder for Sustainable Homes and Communities

Phil Twiss – Portfolio Holder for Corporate Services

Tenant:

Eric Howard, Tenant Scrutiny Panel

Apologies

Councillors:

Susie Bond (board member)

Steve Gazzard

Tenant member:

Pat Rous

Co-opted independent community representative:

Rob Finch

The meeting started at 6.00pm and ended at 8.45pm.

***49 Public question time**

There were no questions raised by members of the public.

Councillor Douglas Hull requested that consideration be given to the letter sent to bereaved tenants, following the death of a joint tenant. He felt that the letter could be more sympathetic and appear 'friendlier' to the recipient. The Housing Needs and Strategy Manager agreed to discuss this with Councillor Hull outside of the meeting.

50 Minutes

The minutes of the meeting of the Housing Review Board held on 7 November 2013, were confirmed and signed as a true record.

Councillor Jim Knight did not agree with the accuracy of minute 38 – Home Safeguard rebranding exercise – and the board discussed whether they had previously agreed both the logo and the wording, or just the logo itself. Some members were concerned that the proposed wording with the logo was not suitable so it was agreed that the chairman, vice chairman, Councillor Knight, and the officers would meet outside of the board meeting to consider the exact wording for the logo.

RECOMMENDED: that the chairman, vice chairman, Councillor Knight, and relevant officers would meet to agree the exact wording for the Home Safeguard logo.

***51 Declarations of interest**

Board Member	Minute number	Type of interest	Nature of interest
Sue Saunders		Personal	Sheltered housing tenant.
Douglas Hull		Personal	Sister lives in a Council owned property.
Jim Knight		Personal	Daughter lives in a Council owned property. He was also a Devon County Council Councillor.
Mike Berridge		Personal	Family member lives in a Council owned property.
Peter Sullivan		Personal	Sheltered housing tenant.

52 Older persons targeted support

The Chairman agreed for this item to be moved up the agenda at the request of the Housing Support Services Manager.

The report brought the board up to date with recent developments and emerging issues with regard to the future of older persons targeted support in Devon, and outlined options for the future of the service. It looked likely that mobile support

officer services would be put out to tender by Devon County Council (DCC) and the Head of Housing indicated the probable journey that the council was likely to take.

52 **Older persons targeted support (cont'd)**

It was agreed that it was sensible to prepare to be able to submit a bid to win the tender in East Devon at the very least and to be in a good financial position to be able to deliver the bid competitively.

The HRB would be kept informed of what was happening and details of the tender specification and bid proposals would be brought to the board before being submitted. A lot would depend on the specification devised for the eligibility criteria. EDDC had put in a plea to DCC not to raise the eligibility limit too high in order to save costs.

It had been suggested to DCC that they should consult with the service users. It was also suggested that DCC should consult with the GP commissioning board, who would be concerned about the criteria and where the gaps would be filled. Board members were concerned that the level of support received would deteriorate and that vulnerable people would not continue to receive the level of the support they needed. It was felt that it was illogical to have different landlord and support providers. Another concern was that a company from outside the area, with no local base could win the contract. It was also felt that a Devon county wide standard would not work and needed to be more local.

It was noted that there would be implications for Home Safeguard if EDDC lost its bid to continue providing support to its tenants.

- RECOMMENDED:**
- 1 that consideration be given to the issues presented within the report.
 - 2 that officers prepare as best they can and feed comments on the consultation proposals back to DCC.
 - 3 that the current support service be maintained in house and alternative options considered.
 - 4 that a further report be brought to the board once the detailed service specification was known.

*53 **Housing review board forward plan**

The Head of Housing presented the forward plan. Two further reports were added to the forward plan for the March 2014 meeting. These were:

- A report on the proposed changes to the right to buy scheme recently announced by the government.
- A report on repairs timescales from the Housing Needs and Strategy Manager.

RESOLVED: that the updated forward plan be noted.

54 **Draft housing service plan 2014/15**

The board received the Head of Housing's report which presented the draft service plan for the housing service covering the period 2014-15.

54 **Draft housing service plan 2014/15 (cont'd)**

The service plan was produced annually and set out the key achievements over the past year and the forthcoming issues to be faced by the service. A range of service improvements were identified, performance data reported, consultation proposals outlined, budget information provided, and so forth.

No radical changes were proposed in the service plan, which had an emphasis on steady and continuous improvement. A list of key achievements in 2013/14 was included in the plan and noted by the board. A number of issues were raised by board members and answered by officers during the meeting.

The Portfolio Holder for Sustainable Homes and Communities stated that she thought it was an excellent report and that some significant improvements had been made.

RECOMMENDED: that the housing service plan for 2014/15 be approved.

55 **Draft housing revenue account 2014/15**

The Head of Housing's report provided the board with details of the draft housing revenue account (HRA) for 2014/15. The account showed the main areas of anticipated income and expenditure on landlord activities for the year ahead. Producing a HRA was a statutory requirement for councils who managed their own housing stock, and was a key document for the board to influence.

2012/13 saw the major reform to social housing finance and a move to self-financing, which involved the Council taking on debt rather than paying a subsidy to government from tenants' rents. As a result a healthy HRA balance was showing going into the new financial year. The budget had been produced in accordance with housing revenue account business plan assumptions.

The council had a timetable for the production of its budgets for 2014/15, which involved the development of draft estimates and scrutiny by various member and officer groups. This report presented an opportunity for the HRB to input into this process.

The Head of Housing reported that the business plan was working as expected. Among other things it had allowed the acquisition of new property and the recruitment of additional staff. Rent management performance was excellent. No dramatic changes were proposed and a healthy outturn position was shown. It was noted that a further £65,000 would be added to the existing £50,000 already in the budget for asbestos removal work.

The Head of Housing thanked the Housing Accountant for her help in preparing the budget and for monitoring income and expenditure. Those present raised some questions relating to the HRA, which the officers answered during the meeting.

The Portfolio Holder for Sustainable Homes and Communities commented that the HRA was in excellent health and that the service was doing very well. She

highlighted the amount of money that was being spent into the local economy, especially through the use of Skinners and MD contractors.

55 **Draft housing revenue account 2014/15 (cont'd)**

RECOMMENDED: that the housing revenue account for 2014/15 be approved.

56 **Voluntary code for self-financed housing revenue account**

The Head of Housing's report presented the voluntary code for a self financed HRA, recently produced by the Chartered Institute of Public Finance and Accountancy in collaboration with the Chartered Institute of Housing. The report suggested that the council adopt the principles and provisions of the code as good practice.

The board thanked the housing teams for the excellent jobs they were doing.

RECOMMENDED: that the principles and provisions of the voluntary code for a self financed housing revenue account be approved.

*57 **HRA financial monitoring report 2013/14 – month 8 November**

The board received a report from Head of Housing, presented on behalf of the Housing Accountant giving a summary of the overall financial position on the housing revenue account (HRA), HRA capital programme and the business plan for 2013/14 at the end of month eight (November 2013). Regular monitoring would highlight any areas of concern or unforeseen expenditure in the HRA and associated capital programme and enable corrective action to be taken as required. Any significant variances would be reflected in the business plan.

Current monitoring indicated that:

- The housing revenue account balance would be maintained at or above the adopted level.
- The position on the HRA business plan remained in a healthy position.

The Housing Accountant highlighted one variation in the HRA which was contribution to capital for the purchase of four flats in Exmouth.

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

*58 **Housing rents – systems thinking review**

The board had received a presentation and report from the rental manager on the findings of a systems thinking review of day to day rent account management for tenants. The report highlighted the findings of the 'check' phase and also identified the challenges ahead and a possible option to shape the future of the rents team. Due to the high performance of rental income collection and high levels of tenant satisfaction the outcome of the review was to make only minor changes and to continue with managing rents in the same efficient way.

The Rental Manager and his team were thanked for all the work they did in achieving such remarkable rent collection performance.

*58 **Housing rents – systems thinking review (cont'd)**

RESOLVED: that the findings of the systems thinking review of day to day rent account management for council tenants be noted.

59 **Preventing tenancy fraud**

The Head of Housing's report built on the council's approach to preventing tenancy fraud and considered a recent good practice document published by the chartered institute of housing.

RECOMMENDED: that regard be had to the chartered institute of housing's good practice advice on tackling tenancy fraud when implementing local policy and practice.

60 **Downsizing and mutual exchange**

Following a report on downsizing at the board meeting on 7 November 2013, board members asked for clarification of the downsizing and mutual exchange processes to be provided in plain English for mutual approval by the board. The Housing Needs and Strategy Manager's report set out the current information available to the public and asked the board to consider any changes to the wording that might be necessary.

After much debate it was voted that the downsizing policy wording would remain as it was, without the addition of paper application forms being available on request. The only amendment that would be made was under the heading 'what if my current property is adapted to meet my special needs?' Here it was agreed that the word 'will' would be changed to 'may' so that the paragraph would read 'If your current property has adaptations to enable you to live there, we **may** need you to move to a property that has already been adapted to suit your needs'.

- RECOMMENDED:**
- 1 that the wording of the existing leaflet, tenant handbook and website information for downsizing be agreed, subject to changing 'will' to 'may' under the heading 'what if my current property is adapted to meet my special needs?'
 - 2 that the wording of the existing leaflet, tenant handbook and website information for mutual exchanges be agreed.

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
Repair timescales	6 March 2014	Housing Needs and Strategy Manager
Void Standard	6 March 2014	Housing Needs and Strategy Manager
Devon Home Choice	6 March 2014	Housing Needs and Strategy Manager
Right to Buy sales	6 March 2014	Housing Needs and Strategy Manager
Home Safeguard new logo	6 March 2014	Landlord Services Manager
Affordable Homes Programme CIH briefing note	6 March 2014	Head of Housing
Targeted Families Programme update	6 March 2014	Tenants and Communities Manager
Telecare services	TBC	Home Safeguard Manager
Danby House/Exbank – DCC updated proposals	Reliant on DCC timetable	Head of Housing
Quarterly performance reports and regular report		
Responsive repairs	Quarterly report	Asset and Property Manager
Letting of Council homes/voids	Quarterly report	Housing Needs and Strategy Manager
Devon Home Choice	Quarterly report	Housing Needs and Strategy Manager
Rent management	Quarterly report	Landlord Services Manager
Systems Thinking leading & lagging measures New Tenants Survey	Quarterly report	Head of Housing
Forward Plan	Every meeting	Head of Housing
Formal Complaints	Annual report	Housing Needs and Strategy Manager
Benchmarking survey	Annual report	Head of Housing
Evaluating the achievements of the Board	Annual report	Head of Housing

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

Meeting dates – 8 May 2014.

Report to: **Housing Review Board**

Date of Meeting: 6 March 2014

Public Document: Yes

Exemption: None



Agenda item: 8

Subject: **Repairs Priority Timescales and Appointments**

Purpose of report:

Following a report on the Repairs Service performance presented to the Board on 5 September 2013, Officers have considered the options for changing the repairs priority timescales. This report sets out the current priority timescales and the proposal for change to allow tenants greater opportunity to decide when a repair is carried out. This approach is consistent with our Systems Thinking review of day to day/responsive repairs.

Recommendation:

Recommendation

Members are asked to agree the change in repair priority timescales to that set out in paragraph 8 in the report.

Reason for recommendation:

The current repair priority timescales are prescribed by the Council as a landlord and are generally similar to most other social landlords. An alternative option giving tenants a greater say in when a repair is carried out gives more flexibility to both tenant and contractor and may provide financial savings.

Dennis Boobier, Housing Needs and Strategy Manager

Officer:

dboobier@eastdevon.gov.uk

Tel: 01395 517567

Financial implications:

There may be some savings but these are not quantifiable at this stage.

Legal implications:

There are no legal implications.

Equalities impact:

Low Impact

Risk:

Low Risk

Links to background information:

- None

Link to Council Plan:

Living in this Outstanding Place.

Report in full

1. The HCA took responsibility for the regulation of social housing providers in England on 1 April 2012. In relation to repairs and maintenance the HCA refers to the Government's Decent Home Standard which states:

- a. Registered providers shall provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time and meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.
 - b. Registered providers shall ensure a prudent, planned approach to repairs and maintenance of homes and communal areas. This should demonstrate an appropriate balance of planned and responsive repairs, and value for money. The approach should include: responsive and cyclical repairs, planned and capital work, work on empty properties, and adaptations.
2. The changes to the regulatory framework and reduced performance reporting requirements mean landlords now enjoy greater freedoms and flexibility to deliver repairs services that are tailored to their own tenants' needs and priorities. With increased government emphasis on local accountability the way services are delivered is far more likely to be influenced by tenants and value for money than the target driven reporting requirements of old. However, irrespective of how the repairs service is delivered we must not lose sight of our Systems Thinking purpose **“to do the right repair at the right time, get it right first time and stay fixed”**. This must underpin the delivery of an effective, efficient and customer focused repair service.
3. Members agreed to 'sign up' to the CIH Repairs Charter in November 2012. The charter sets out key commitments we should make. CIH suggests that to demonstrate how we meet those key commitments we should:
 - a. Offer flexibility about how the service is delivered that meets tenants' needs.
 - b. Ensure that the repair is done in one visit where feasible, to the required quality and to the overall satisfaction of the tenant.
 - c. Provide flexible appointments that balance the needs of tenants with delivering a value for money service.
4. Nothing in our Local Standards reported to tenants in the Annual Report each year specifically refers to repair priority timescales. However, our repair priority timescales are well known and were changed as part of the retendering specification for the day to day repairs contract. Our Tenants Handbook sets out the current timescales for carrying out repairs.
5. The current process is relatively simple; once a tenant reports a repair, a works order is issued with a timescale for completion and the contractor contacts the tenant to arrange an appointment within that deadline. The work is then done. The timescales we use are:
 - a. Immediate – 4 hours
 - b. Emergency – 24 hours
 - c. Urgent – 5 working days
 - d. Priority – 20 working days
 - e. Non priority – 30 working days
6. Registered Providers (RPs) and other social landlords are moving away from traditional predetermined timescales for emergency and routine repairs. A quick search on the internet shows RPs and social landlords had a variety of repair priority timescales and although some are similar they are rarely the same. Some RPs and social landlords are moving to timescales that are less prescribed.
7. In addition, it is important to provide tenants who are not available during normal working hours Monday to Friday each week with the opportunity to get their repairs done when it is

convenient to them. The day to day repairs contract allows for appointments one late evening each week and Saturday morning working. Although there has not been a great deal of demand for this it is important that we promote this opportunity as part of the new repair priority timescales.

8. The recommended proposal is to change our current repair priority timescales to just two options:
 - a. Emergency priority (E) – contractor on site within 2 hours and work complete or made safe within 4 hours.
The emergency repair criteria will be the same as our current (I) immediate priority e.g. no electricity at all; internal burst pipe.
 - b. Routine priority – all repairs other than (E) priority. The day/time to be agreed between the tenant and the contractor.
9. It is important that we make sure tenants are aware of this change and that they fully understand that it is for them to decide when the repair work should be carried out. It is anticipated that the contractor will schedule repairs in a particular location at the same time and as long as the tenant is happy with the proposed mutually convenient day/time then this is acceptable. This may reduce costs as there will be less travelling time and the opportunity to do more repairs in a day. However, we must ensure that the contractor is not dictating to the tenant when the repair will be undertaken or allowing tenants to abuse the system and get low priority repairs done quickly, when not required.
10. We will need to introduce a new way of monitoring contractors' performance and we should focus on first time fix and staying fixed, as well as undertaking the repair at the agreed appointment time. A revised satisfaction form should be introduced focusing on the tenant's experience. Questions such as:
 - a. Were you happy with the appointment day/time agreed with the contractor?
 - b. Did the contractor attend at the appointed day/time?
 - c. Did the contractor fix the problem first time?
 - d. If not, did the contractor return to complete the work when it was convenient to you?
 - e. Has the repair you reported been fixed?
 - f. Was it done to the standard you expected?
 - g. Would you be happy for this contractor to come to your home and do another repair that you wanted done?
11. It may be appropriate to pilot the proposed change in one contract area before rolling out across the district. This would give us the opportunity to test how the proposal is received by tenants and the approach of the contractor to this new way of working.
12. It may not be appropriate to fully introduce the proposal until the new housing system is fully functional – 1 April 2015.
13. The Tenant Representative Group (TRG) was consulted on the preferred option to introduce two appointment priorities – Emergency – complete or make good within 4 hours and all other repairs to be completed at a time/day that suits the tenant. There was general agreement that this would be a change to the appointments system that would benefit tenants.
14. Discussions with the Day to Day Repairs Contractors have been encouraging with an agreement that they would support the proposed change in repair priority timescales.
15. The alternatives to the proposal fall into two categories:
 - a. Leave the repair priorities and timescale as they are, or

- b. Develop a different set of priorities – this could be variations of our existing priorities and timescales or we could simply adopt the priorities and timescales of another RP/social landlord.
16. It is not known at this stage what savings might be achieved by introducing the revised repair priority timescales. The main reason for introducing the proposal is to give tenants greater control over the repair process. All the indications from other landlords who have adopted this approach are that the majority of tenants and contractors like the ability to choose when a repair is done rather than adhere to some landlord imposed target timescale. The knock on effect of introducing the proposal may be that savings accrue, but this should be viewed as an added benefit not the prime reason for making this change.

Report to: Housing Review Board

Date of Meeting: 6 March 2014

Public Document: Yes

Exemption: None



Agenda item: 9

Subject: Void Standard

Purpose of report: This report provides an update on the work of the Task and Finish Forum (TAFF) set by members to consider changes to the void standard following recommendations by the Tenant Scrutiny Panel (TSP). The TAFF met on two occasions and have developed a void standard leaflet that can be given to new tenants so they are clear about the standard of their new home when their tenancy starts. In addition, the TAFF has developed a cleaning standard, a garden standard and revised the welcome pack in line with the TSP requirements.

Recommendation: Members are asked to:

1. Adopt the void standard set out in the proposed leaflet at Annex 1.
2. Approve the void specification set out at Annex 2.
3. Agree to Officers undertaking research into the opportunity to introduce decoration vouchers for new tenants to help them to decorate their new home.

Reason for recommendation: To provide Members with the outcome of the work of the TAFF looking into East Devon Homes Void Standard.

Officer: Dennis Boobier, Housing Needs and Strategy Manager
dboobier@eastdevon.gov.uk
Tel: 01395 517567

Financial implications: There may some increase in costs in applying the new standard but it is not clear how significant these might be.

Legal implications: There are no legal implications.

Equalities impact: Low Impact

Risk: Low Risk

Links to background information:

- [Void Task and Finish Forum Minutes 10 January 2014](#)
- [Void Task and Finish Forum Minutes 24 January 2014](#)

Link to Council Plan: Living in this Outstanding Place.

Report in full

1. A report by the Tenant Scrutiny Panel (TSP) was presented to the Housing Review Board on 5 September 2013. The TSP report set out a number of recommendations relating to our void standard and void management process.
2. A further report was presented to Members on 7 November that included officers' responses to the TSP recommendations. In many cases these recommendations have been adopted, but some required further consideration.
3. The Board agreed to set up a Task and Finish Forum (TAFF) to consider:
 - a. The TSP recommendations for the welcome pack;
 - b. The introduction of a clear cleaning standard;
 - c. The introduction of a clear garden standard;
 - d. Development of a void standard leaflet that could be given to new tenants;
 - e. Review the void specification given to contractors.
4. This report should be read in conjunction with the minutes of the TAFF meetings held on 10 and 24 January 2014.
5. The Tenant Scrutiny Panel (TSP) report presented to the Housing Review Board on 5 September 2013 recommended a review of the welcome pack and suggested some changes. The TAFF agreed to the changes suggested by the TSP to the welcome pack. These included:
 - a. To reinstate the welcome letter to new tenants.
 - b. To include a local information sheet for each area in the pack.
 - c. To provide an easy reference card for repairs and maintenance, containing key phone numbers. After discussion by the TaFF it was agreed to provide this information on a small fridge magnet.
 - d. A list of useful contact numbers, including the out of hour's number, would be included in the pack.
 - e. To include a refuse and recycling leaflet. This already existed and would be easy to provide.
6. It was noted that a 'goody' bag is provided by the Tenant Representative Group (TRG) for new tenants and included with the welcome pack. In the past funding has been provided by our repairs contractors. It is suggested that the contractors include a welcome note in the pack informing tenants of who they were and what services they provide.
7. The TAFF considered a number of examples of void standards used by RPs and Social Landlords. A proposed leaflet setting out our void standard has been developed by the TAFF and this is at **Annex 1**. As recommended by the TSP, a Cleaning and Garden Standard has been included in the void standard. Also included is information on how we deal with non standard fixtures and fittings and items left by the outgoing tenant for the new tenant to consider keeping e.g. wardrobe, bed or sofa. The TSP asked that the void standard should be made more specific, clear, understandable and user friendly and the document at Annex 1 meets these requirements.
8. At **Annex 2** is a revised Void Specification. This is the 'standard' specification that we expect all our void properties to meet. It contains more detail than the Void Standard leaflet for tenants. Our previous Void Specification has been revised and incorporates the changes that the TAFF has agreed.

9. The void specification now includes:
 - a. The proposals to install the Sure-Stop mechanism (alternative to 'stopcock').
 - b. The moving of the electric fuse box to a lower level in sheltered housing.
 - c. The fitting of a key safe to all sheltered housing units.
 - d. All front and rear entrance doors are to have exchanged or new locks fitted.
 - e. Where necessary and in accordance with regulation, fit electrical mains connected heat detectors, smoke detectors and CO detectors.
 - f. To leave a copy of the gas and electrical certificate for the incoming tenant.
 - g. A copy of the Energy Performance Certificate (EPC) will be sent to the incoming tenant within 4 weeks of the start of tenancy.
 10. The TAFF considered whether to extend decoration in voids to all properties rather than our current sheltered housing only policy. The report to the Board in November 2013 identified the cost of extending decoration to all voids to be in the region of £350,000. The TAFF considered that we already decorate sheltered housing and, where absolutely essential, other void properties and it would like to continue that practice.
 11. Officers have been asked by the TAFF to research the opportunity to introduce a decoration voucher scheme similar to other RP/social landlords to enable new tenants to decorate their new home. A paper will be presented to a future meeting of the Board.
-

(logos for EDDC and East Devon Homes to be inserted)

Your new home property standard

Welcome to your new home. We work with our contractors to make sure that all our homes are in the best possible condition when a new tenant moves in. This leaflet explains the standards that you can expect to find in your new home.

General property standards

We will:

- Test all the standard gas appliances fitted in our homes and repair or replace as required. Carry out a gas pipework tightness test to make sure that the system is safe. A copy of the gas certificate will be left for the incoming tenant.
- Test the electrical circuitry to comply with latest regulations. Make sure all switches, light fittings and sockets are securely fixed and safe. If the property requires re-wiring we will decide whether this needs to be done while it is empty, or whether it can wait and be done at a later date as part of our future programme of works. A copy of the electrical certificate will be left for the incoming tenant.
- Make sure the water supply to the property is functioning properly
- Make sure there is a suitable means of heating your home.
- Clean the property (see the cleaning standard below) and leave it clear of any rubbish.
- Make sure all internal doors are in good working order.
- Change the front and rear door locks.
- Check all windows to make sure they open and close properly and that the glazing is sound. . All opening restrictors are also checked.
- Check safety glass in all doors and windows and bring up to standard where necessary.

- Make sure all floors are in good condition and level to receive floor covering.
- Make sure all plasterwork is sound.
- Undertake an asbestos survey in accordance with the regulations and undertake any work recommended.
- Remove any hazardous materials found at the property.
- Provide a copy of the Energy Performance Certificate.
- Make sure hand rails and banisters are complete.
- Check that existing external grab rails to entrance doors are safe and secure.
- Remove fire places and block up and vent where necessary.

For sheltered housing properties only we will:

- Move the electrical fuse box to a lower level to give ease of access to older and disabled tenants.
- Provide a key safe for sheltered housing tenants.

Kitchen standard

We will:

- Make sure the kitchen is clean and functional and make best use of available space to provide storage and work surfaces. If the kitchen requires replacing this will be done before the property is re-let.
- Check that pipework and taps are free of leaks and waste pipes are not blocked.
- Fit connecting taps and drain point for a washing machine (if not already provided).
- Make sure that there is a gas (if supplied) or electric cooker point for a cooker.
- Clean and overhaul all ventilation systems fitted by East Devon Homes*
- Make sure floor coverings are sound, clean and moisture resistant
- Install a Sure-stop alternative to the stopcock

Bathroom standard

We will:

- Check pipework and taps are free from leaks and waste pipes are not blocked. If necessary we will replace the plug and chain to the bath and basin.
- Make sure bath, WC and basin are sound, clean and functional.
- Replace the toilet seat and make sure that the toilet cistern is flushing properly
- Clean and overhaul any ventilation systems fitted by East Devon Homes
- Overhaul an electric shower. If this was not fitted by East Devon Homes the only work we do is to check that the shower works and is electrically compliant.
- Make sure floor coverings to bathroom is sound, clean and moisture resistant

Cleaning standard

We will:

- Make sure there is no rubbish inside or outside the property or within sheds, cupboards, garden and loft space
- Sweep, mop and dry all tiled, concrete and hard floors to remove dirt and scuff marks
- Wash the inside and outside of kitchen cupboards and drawers and wash sinks, taps, worktops, wall tiles, grouting and sealant with a recognised cleaning product. We will renew any grouting or sealant that is excessively stained
- All cobwebs, blu tak, sellotape and drawing pins will be removed
- There will be no graffiti or excessive staining
- We will wash the fixtures and fittings in the bathroom
- All woodwork will be washed down and dried
- Any plastic doors and windows will be washed
- Any carpets that are left will be hoovered.

All washing, mopping and cleaning will be done with clean water and an appropriate cleaning product, such as a disinfectant.

Garden standard

We will:

- Clear all rubbish and excessive vegetation from the garden and clear. When you move in the upkeep and maintenance of the garden becomes your responsibility.
- Remove items such as ponds, ornaments, sheds, greenhouses, lean-tos, conservatories, unless they are in good condition, serviceable and safe. (If there were any such items in a good and safe condition we will have offered these to you at the accompanied viewing. If you decided to keep any of them you will have signed a form agreeing that they are now your responsibility, including their maintenance and disposal)
- Make sure that any post and wire fencing to any boundaries that are our responsibility are in good order. You are responsible for the repair and maintenance of all wooden or other types of fencing.
- Make sure that paths and steps leading to front and rear entrance doors are free from trip hazards and excessive moss and that all entrance gates are serviceable
- All flat balconies will be clear and free from trip hazards and excessive moss

Loft Standard

We will:

- Clear the loft space of all rubbish.
- Provide new loft insulation to the current approved standard where the insulation is lacking or substandard.

Hard wired equipment standard

We will:

- Check that the pull cord equipment in sheltered accommodation is in full working order
- Ensure heat detectors and smoke detectors are fitted as required by current regulations
- Fit a carbon monoxide detector where necessary.

Internal decoration standard

We will:

- Make sure existing decoration is intact and clean although it may not be your individual taste. All wallpaper will be attached to the wall and peeling paper will be removed.
- Fully decorate all empty sheltered housing properties, if required.
- In a few cases, where the decorative standard is very poor, we will also decorate general needs properties while they are empty.

Non Fixtures and Fittings Standard

Some tenants carry out improvements to their homes and may have used fixtures and fittings that are not standard to East Devon Homes*. These may include built in cookers and wardrobes, electric showers and kitchen units, baths, or conservatory. We will assess all such non standard fixtures and fittings taking into account health and safety requirements and maintenance issues.

Where we consider it appropriate these fixtures, fittings or improvements can remain in the property. We 'gift' the items to you but we will not carry out any repairs or servicing to them. We will ask you to sign a form taking on responsibility for these items, their maintenance and disposal.

We will:

- take responsibility for any non standard doors and windows fitted by previous tenants
- Replace non standard kitchens, baths, entrance doors, and windows when they reach the end of their lifecycle in accordance with our programmed works timetable.

Serviceable items left by the previous tenant

We will:

- We will assess the condition of all items such as carpets, wardrobes, curtains, furniture, etc left by the previous tenant. If we consider they are in reasonable condition, safe and clean, we will offer these items to you at the accompanied viewing. If you wish to keep any of these items, we will ask you to sign a form taking on responsibility for their maintenance and disposal.
- These items will be protected while the property is empty. The contractor is not responsible for the final condition of these items. If you are not willing to accept this then you should have these items stored at your expense.

Access to the property

No access to the property will be allowed while the property is empty and the necessary work is being carried out by our contractors. This is because the property is classed as a construction site and is managed in accordance with health and safety regulations.

If you are not happy with any aspect of your new home please contact our Repairs Team on 01395 517458 or email repairs@eastdevon.gov.uk

*East Devon Homes is the business unit within East Devon District Council which is responsible for the delivery of landlord services relating to council housing.

Annex 2

EAST DEVON HOMES

VOID PROPERTY SPECIFICATION

The specification below is the minimum works that must be completed to a void property. In addition the Contractor will undertake any other work specified by the Maintenance Surveyor. We aim to turn round our void properties quickly and reduce end to end times and the time our void properties are with the Contractor is critical to this process.

All void properties should have a target timescale of:

- Category 1 - 5 working days
- Category 2 - 10 working days
- Category 3 - 15 working days
- Category 4 - 20 working days

The Specification

1. Exterior

- a. Roofing materials to be visibly sound and complete
- b. Guttering and downpipes to be visibly sound, complete and securely fixed to walls and fascias.
- c. Drains and gullies to be free from obstruction and fitted with grills.
- d. Walls to be visibly sound and in good repair.
- e. Windows doors and frames to be visibly sound, secure and free of defects.
- f. Steps and paths to front and rear entrance to be sound, free from trip hazards and excessive moss.
- g. Check that existing external grab rails to entrance doors are safe and secure.
- h. Gates, gate posts and fixings (where supplied by EDDC) to be sound and complete.
- i. Fencing where bordering public footpaths or highways to be sound and securely fixed.
- j. Ensure that any post and rail fencing to any boundaries that are our responsibility are in good order. All wooden or other types of fencing are the incoming tenant's responsibility to maintain and repair.

- k. Fit a key safe to all sheltered housing units if none exists. If one exists dispose of keys and reset code to 0000 at end of void works.

2. Security

- a. All front and rear entrance doors are to have new locks fitted to euro cylinder or Yale type lock.
- b. All windows must be capable of being opened and closed. Where locks fitted these should work properly and have keys. If locks do not work properly or keys not available replace with new handle with press button lock. Any opening restrictors must work fully.
- c. All cracked and broken glass or blown sealed unit is to be replaced.

3. Electrical Work - Contractor must comply with all current legislation and guidance and be NICEIC registered

- a. The electrical installation and any fixed appliances must be tested and found to comply with current electrical regulations.
- b. Move electric fusebox to a lower level in sheltered housing only when necessary.
- c. All rooms, excepting internal store-rooms, under stairs cupboards and outhouses, to have one working pendant with wall-mounted switch or pull cord as regulations require.
- d. Immersion heater (where fitted) to be connected via a fused switch and free from visible signs of water leaks.
- e. Where necessary and in accordance with regulation, fit electrical mains connected heat detectors, smoke detectors and carbon monoxide (CO) detectors.
- f. Cooker boxes and sockets throughout to be visibly complete and sound. (comply with minimum installation below)
- g. Check ventilation systems where faulty replace with filterless fan.
- h. Check or fit if necessary external bulkhead type light fitting above all external front doors to individual flats and front and back doors to individual bungalows, to be switched from the inside.

Minimum Installation

Kitchen	-	1 x cooker box
		3 No. Twin sockets
Lounge	-	3 No. Twin sockets
Dining room	-	2 No. Twin sockets
Bedrooms	-	2 No. Twin sockets
Landing	-	1 No. Single socket
Pendent sets to be shock guard.		

4. Gas Installation - Contractor must comply with all current legislation and guidance and be Gas Safe registered

- a. Test all standard gas appliances and ensure comply with current Gas Safety Regulations where a metered supply is fitted.
- b. Carry out a gas pipework tightness test to ensure the system is safe.
- c. Ensure cooker point with sound fittings is capped in accordance with gas regulations.
- d. Check all gas fires/heaters are sound and correctly fitted in accordance with gas regulations.
- e. All pipes without appliances to be capped in accordance with gas regulations.
- f. Check adequate ventilation is provided and where not sufficient provide suitable ventilation in accordance with gas regulations.
- g. Appliances fitted by previous tenants to be reported to Maintenance Surveyor with details of type, position, condition and recommendation of action to be taken.

Note: A copy of the gas and electrical certificate and a copy of the Energy Proficiency Certificate (EPC) will be provided to the incoming tenant.

5. Solid Fuel installations - Contractor must comply with all current legislation and guidance and be HETAS registered

- a. Check all appliances and ensure sound, safe and working.
- b. Check that all flues are clear of obstructions.
- c. Check adequate ventilation is provided and where not sufficient, provide suitable ventilation.
- d. Remove fire places and block up and vent where necessary

6. Heating

All heating systems are to be checked, tested and repaired to ensure they are complete and functioning.

7. Thermal Insulation

- a. A minimum of 270 mm insulation quilt must be installed in the roof space.
- b. Hot water cylinders to be insulated and cylinder stand checked and immersion heater fitted with thermostatic cut out.
- c. Water tank and stand should be checked and sound
- d. All exposed or vulnerable pipework and tanks/cisterns are to be lagged.
- e. Where a cavity wall is present this should be filled unless not appropriate.
- f. Thermostatic radiator valves to be fitted where appropriate.
- g. All windows to the main living areas to be double glazed.

8. Fixtures and Fittings

a. Adequate kitchen facilities are to be provided, where practicable, in accordance with the following schedule:-

- 1 x Sink unit with drainer sound, smooth to touch and free from sharp edges.
- Hot and cold water supply via two taps or mixer tap, securely fitted to sink top and free from leaks and drips.
- One waste pipe with trap to exterior drain connected to sink top sound and free from leaks.
- Fit a Sure-Stop mechanism to all properties (alternative to the stopcock)
- Washing machine taps to be provided, checked and securely fitted and free from leaks.
- Waste pipes to washing machine to be provided connected to exterior drain via trap with no visible signs of leaks.
- Adequate number of base units sound and securely fixed.
- Adequate run of worktop sound and securely fixed.
- Adequate run of wall units sound and securely fixed to wall.
- All units to be free from visible dirt and grease inside and out – see cleaning specification below.
- A Fridge/Freezer space.
- Flooring covering sound clean and moisture resistant.

b. Adequate bathroom facilities are to be provided, where practicable, in accordance with the following schedule:-

- Wash basin to be sound, free from all cracks and hair in plug hole, smooth to touch, securely fitted and complete with clearly identified hot and cold taps, free from leaks and drips.
- Chain and waste plug to be complete and fixed to basin.
- Bath to be sound, free from cracks and hair in plug hole, smooth to touch, securely fixed and complete with clearly identified hot and cold taps, free from leaks and drips.
- Bath panels to be complete and securely fixed.
- WC to comprise cistern and pan – all to be sound, free from cracks, smooth to touch, securely fixed and free from limescale.
- New toilet seat to be fitted.
- Check electric shower is safe and serviceable or remove.
- Shower base (where fitted) to be free from cracks, smooth to touch, securely fitted and with complete and sound cubicle/curtain.

- All water supplies to bathroom and WC fittings to be complete, free from leaks and in working order.
 - All waste pipes to be complete and free from leaks.
- c. Any second bathroom or WC in the property should have the specification at paragraph 7.b. above applied.
- d. If outgoing tenant has installed non standard fixtures and fittings these will be assessed by the Maintenance Surveyor. If appropriate these non standard fixtures and fittings will remain in the property. The incoming tenant will be 'gifted' these items and these will become their responsibility. Otherwise they will be disposed of during void works.

9. Decorative order

- a. Ceilings are to be free from loose plaster and of a good decorative standard.
- b. Polystyrene ceiling tiles (where fitted) to be removed,
- c. Asbestos cement board ceilings to be removed and replaced with plaster board and skim if major works involved. Otherwise leave and let Maintenance Surveyor explain the reason for this to new tenant.
- d. Walls are to be free from loose plaster and wall decoration is intact and clean.
- e. Remove all blu tak, pins, etc and remove excessive staining.
- f. Wallpaper to be attached to wall. All peeling wallpaper to be removed.
- g. Gloss paint surfaces are to be clean.
- h. In exceptional circumstances the Maintenance Surveyor will decide if any decoration is required – room by room and wall by wall.
- i. Sheltered housing units will be in a good decorative standard and where necessary Maintenance Surveyor will approve decoration.

10. General

- a. Floors -

To be free from carpets, underlays, foam residues, adhesive. If the void work allowsthesethese items to remain if required by tenant following accompanied viewing.

Tiled floors to be complete and securely fixed

Floor boarding to be complete and securely fixed

Carpet grippers to be removed

- b. Provide and fix curtain battens to windows where required.
- c. Outhouse - to be sound and free from leaks and defects.
- d. Make sure hand rails and banisters are complete.

- e. Check that the pull cord equipment in sheltered accommodation is in full working order.

11. Cleaning Standard

- a. Ensure there is no rubbish inside or outside the property or within sheds, cupboards, the garden and loft space.
- b. Sweep, mop and dry all tiled, concrete and hard floors to remove dirt and scuff marks.
- c. Wash the inside and outside of kitchen cupboards and drawers and wash sinks, taps, worktops, wall tiles, grouting and sealant with a recognised cleaning product. If grouting or sealant is excessively stained we will renew.
- d. All cobwebs will be removed as well as blu tak, sellotape and drawing pins.
- e. Remove all graffiti and excessive staining.
- f. Wash the fixtures and fittings in the bathroom and
- g. Wash all woodwork, plastic doors and windows.
- h. All carpets that are left will be hoovered.

Please note: All 'washing' or mopping' or "cleaning" should be done with clean water and an appropriate cleaning product, such as a disinfectant.

12. Garden Standard

- a. Clear all rubbish from the garden and clear excessive vegetation.
- b. Items such as ponds, ornaments, sheds, greenhouses, lean-to, conservatories may remain in the property – see non standard fixtures and fittings below. The Maintenance Surveyor will confirm what is to be done with these items.
- c. All flat balconies will be clear and free from trip hazards and excessive moss

13. Non Standard Fixtures and Fittings

- a. Some tenants carry out improvements to their homes and are not necessarily standard East Devon Homes fittings. Our Maintenance Surveyor will assess the condition of the non standard fixtures and fittings such as built in cookers and wardrobes; electric showers and other improvements (DIY) such as kitchen units, bath or conservatory carried out by outgoing tenant, together with the health and safety requirements and maintenance issues.
- b. Where we consider it appropriate the non standard fixture and fitting or improvement will remain in the property. Although we 'gift' the items to the incoming tenant, we will not carry out any repairs or servicing to it. The upkeep and maintenance will be the incoming tenant responsibility.

We will ask the incoming tenant to sign a form taking responsibility for these items, their maintenance and disposal.

- c. We will take responsibility for non standard doors and windows installed by the outgoing tenant and ensure they are sound and secure.
- d. We will replace the non standard kitchen, bath, door, or window when these items have reached the end of their lifecycle in accordance with our programmed works timetable.

14. Serviceable items left by outgoing tenant Standard

- a. We will assess the condition of all items such as carpets, wardrobes, curtains, furniture, etc left by the outgoing tenant. If we consider they are in reasonable condition, safe and clean, then we will offer these items to the incoming tenant at the time of the accompanied viewing. If the incoming tenant wishes to keep any of these items, we will ask the incoming tenant to sign a form taking responsibility for these items, their maintenance and disposal.
- b. These items will be protected during repair work, but the Contractor will not be responsible for the final condition of these items. Alternatively the new tenant can have them stored safely. It may be necessary to remove these items because of the extent of work to be done. The incoming tenant will be required to pay for the storage cost.

Revised February 2014

Report to: **Housing Review Board**

Date of Meeting: 6 March 2014

Public Document: Yes

Exemption: None



Agenda item: 10

Subject: **Devon Home Choice**

Purpose of report:

In November 2013 Members received a report on the agreed changes to the Devon Home Choice (DHC) policy. Since that report was presented further changes need to be introduced to meet the demands of some DHC partners who wish to introduce some flexibility in relation to banding criteria; the allocation of housing; and maintaining the housing register. Many other regional choice based lettings schemes have a flexible policy that allows partners to meet local needs and in some cases have different banding criteria.

The power for housing authorities to set their own qualification criteria for social housing allocations was introduced in the Localism Act 2011 and came into force in June 2012. In addition, the Government has recently issued guidance. The new statutory guidance encourages local authorities to use their new qualification flexibilities to ensure that social housing is better targeted to meet the needs of local residents; and to be open and transparent about who is applying for and being allocated social housing in their local area.

Recommendation:

Recommendation

Members are asked:

1. To agree the recommendations in paragraph 6 in the report.
2. To consider the options and agree the recommendations in the report.

Reason for recommendation:

Changes to the Devon Home Choice policy are being introduced for some DHC partners to meet local needs and Members need to consider whether East Devon wish to implement these changes in our area.
Dennis Boobier, Housing Needs and Strategy Manager

Officer:

dboobier@eastdevon.gov.uk

Tel: 01395 517567

Financial implications:

There are no significant financial implications.

Legal implications:

There are no legal implications requiring comment. The scheme conforms to government guidance.

Equalities impact:

Low Impact

Risk:

Low Risk

Links to background information: • None

Link to Council Plan: Living in this Outstanding Place.

Report in full

1. In January 2010 the Council introduced the Devon Home Choice policy as its Allocation Policy. In addition, we revised our 'local lettings' plan to ensure the allocation of limited social housing in small villages/parishes in East Devon was allocated to applicants with a local connection to that small village or parish.
2. Devon Home Choice has worked well in East Devon and met local housing needs. It is a transparent open lettings scheme that gives choice to applicants and offers individual properties available for letting to the applicant who is in greatest housing need for that property.
3. The Government has over the last few years given greater power to local housing authorities to set their own criteria for allocating social housing in their area, through the Localism Act 2011 and through statutory guidance. The Government issued statutory guidance and can be found at: <https://www.gov.uk/government/publications/allocation-of-accommodation-guidance-for-local-housing-authorities-in-england>.
4. At Annex A is a copy of the most recent statutory guidance issued in December 2013.
5. The guidance sets out the Government's view that length of residency in the locality should be taken into account when deciding which households qualify for social housing, and that a reasonable period of residency would be at least two years. This excludes Armed Forces personnel who are already protected from disqualification on residency grounds. The DHC Board is currently considering whether to introduce a residency qualification of two years and other changes to local connection criteria that will restrict opportunities for applicants to register with Devon Home Choice or be made an offer of accommodation. A report will be presented to a future meeting once a decision has been made.
6. DHC Partners have requested changes to the DHC policy and to the way the housing register is managed. The key issues are set out below:
 - a. Band E applicants – nearly half of the number of applicants on the current housing register across Devon are in Band E. Members can view the figures for Devon at: <http://www.devonhomechoice.com/NovaWeb/Infrastructure/ViewLibraryDocument.aspx?ObjectID=2055>.

In East Devon, the total register as at October 2013 was 2,652 applicants. Applicants in Band E represent 38% of the housing register (see figures in table 1 below). Figures are constantly changing as the housing register is reviewed annually. There are on average 30 new applications activated each week, of which 15 will be in Band E. Therefore, over the course of one year the Band E register will grow by 720 applications. Some partners consider this an undue administrative burden and wish to no longer register applications that fall within Band E. However, a significant amount of administration needs to be undertaken before deciding whether or not the application falls within Band E, not least writing to the applicant telling them their application is in Band E and giving them the opportunity to appeal the Banding decision and the decision to not register their application.

The DHC Board have agreed that local authorities have the flexibility whether or not to continue registering applicants in Band E. At this stage only Teignbridge DC have indicated they will no longer wish to register applicants who fall within a Band E. South Hams, Torbay and West Devon are currently consulting on this.

It is recommended that we retain Band E and continue to register, maintain and review applications that fall within this banding.

Table 1

Band A		Band B		Band C		Band D		Band E	
No	%	No	%	No	%	No	%	No	%
0	0	320	12	559	21	762	29	1011	38

- b.** Band A - the policy will be amended to confirm that Band A will only be awarded where the local authority agree that there are no appropriate housing options available (e.g. temporary accommodation, Sanctuary scheme etc), **and** where risk can be managed at their current home.
- c.** Band D - a new Band D category called 'Local Priority' will be added. This category can be used by local authorities to reflect their agreed local priorities. Any such priorities should be approved by the DHC Board during their annual policy review and clearly specified in the Devon Home Choice policy. Applicants in this category (who have no other need in Bands A - D) will only be eligible to bid for homes in their LA area.

Initially this new category will only be used by Teignbridge for applicants assessed to be making a community contribution.

- 7. The Devon Home Choice system that maintains the housing register and enables empty properties to be advertised and let is currently the ABRITAS system. From 26 March 2014, a new provider – HOME CONNECTION will provide the system to maintain Devon Home Choice. A retendering process has been completed by Mid Devon District Council on behalf of the DHC partners. The HOME CONNECTION system will be configured to ensure that applicants access DHC through the same website using the same secure log on details that applicant’s currently use. Initially the application form and health and wellbeing forms will remain the same, but will need to be revised in due course.
- 8. It is important to note that changing the system that supports DHC will not impact on applicants significantly and will provide a small financial saving to the Council.



Department for
Communities and
Local Government

To: Chief Housing Officers of Local
Authorities in England

31 December 2013

Dear Chief Housing Officer

Providing social housing for local people: statutory guidance on social housing allocations for local authorities in England

I am writing to notify you that, following consultation, new statutory guidance on the allocation of accommodation by local housing authorities was issued today.

The guidance has been drafted in the light of responses to consultation on proposals which were published on 14 October.

The power for housing authorities to set their own qualification criteria for social housing allocation was introduced in the Localism Act 2011 and came into force in June 2012.

The new statutory guidance encourages local authorities to use their new qualification flexibilities to ensure that social housing is better targeted to meet the needs of local residents; and to be open and transparent about who is applying for and being allocated social housing in their local area.

The guidance sets out the Government's view that length of residency in the locality should be taken into account when deciding which households qualify for social housing, and that a reasonable period of residency would be at least 2 years.

The protections the Government has already put in place through secondary legislation will mean that Armed Forces personnel cannot be subject to disqualification through a residency test. Authorities are also reminded of the importance of designing their residency criteria to take proper account of special circumstances, including for example the need to protect those escaping from violence.

The new guidance is in addition to the Guidance for Local Housing Authorities in England on the Allocation of Accommodation issued in June 2012 (the 2012 guidance).

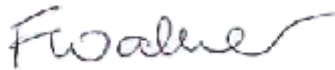
Department for Communities and Local Government
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Tel 0303 444 3655
frances.walker@communities.gsi.gov.uk

A copy of today's guidance is attached and has been placed on the Gov.UK website at:
<https://www.gov.uk/government/publications/allocation-of-accommodation-guidance-for-local-housing-authorities-in-england>

A summary of the responses to consultation will be published on the Gov.UK website in due course.

Yours faithfully

A handwritten signature in cursive script that reads "Frances Walker".

Frances Walker

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Department for
Communities and
Local Government

Providing social housing for local people

Statutory guidance on social housing allocations for local
authorities in England

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December 2013

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Introduction

1. This is guidance by the Secretary of State for Communities and Local Government under section 169 of the Housing Act 1996 (the 1996 Act). Local housing authorities (housing authorities) are required to have regard to it in exercising their functions under Part 6 of the 1996 Act.
2. It is in addition to the Guidance for Local Housing Authorities in England on the Allocation of Accommodation issued in June 2012 (the 2012 guidance).
3. References to sections in this guidance are references to sections in the 1996 Act.
4. Housing authorities are encouraged to review their existing allocation policies and revise them, where appropriate, in the light of this guidance as soon as possible.

Purpose of the guidance

5. Social housing – stable and affordable – is of enormous importance for the millions who live in it now and for those who look to it to provide the support they need in future. The way it is allocated is key to creating communities where people choose to live and are able to prosper.
6. The Government has made clear that we expect social homes to go to people who genuinely need and deserve them. That is why the Localism Act has maintained the protection provided by the statutory reasonable preference criteria which ensure that priority for social housing continues to be given to those in the greatest housing need.
7. The Localism Act has also given back to local authorities the freedom to better manage their social housing waiting list, as well as providing authorities with greater flexibility to enable them to tackle homelessness by providing homeless households with suitable private sector accommodation. Local authorities can now decide who qualifies for social housing in their area, and can develop solutions which make best use of the social housing stock. This guidance is intended to assist housing authorities to make full use of the flexibilities within the allocation legislation to better meet the needs of their local residents and their local communities.
8. The Government has also taken decisive steps to increase the supply of affordable housing, with £19.5 billion of public and private investment in the current Spending Review, and up to £23.3 billion more money invested from 2015 to 2018 alongside receipts from Right to Buy sales.
9. This investment in new affordable housing will help to meet housing need. We now want to see local authorities take an approach to social housing allocations which gives greater priority to those in need who have invested in and demonstrated a commitment to their local community.

10. The Prime Minister has made clear the Government's determination to tackle the widespread perception that the way social housing is allocated is unfair, and to address concerns that the system favours households who have little connection to the local area over local people and members of the Armed Forces. Another important aim of this guidance, therefore, is to encourage authorities to be open and transparent about who is applying for and being allocated social housing in their area.

Qualification for social housing

11. Section 160ZA(6) provides that housing authorities may only allocate accommodation to people who are defined as 'qualifying persons' and section 160ZA(7) gives them the power to decide the classes of people who are, or are not, qualifying persons.

12. The Government is of the view that, in deciding who qualifies or does not qualify for social housing, local authorities should ensure that they prioritise applicants who can demonstrate a close association with their local area. Social housing is a scarce resource, and the Government believes that it is appropriate, proportionate and in the public interest to restrict access in this way, to ensure that, as far as possible, sufficient affordable housing is available for those amongst the local population who are on low incomes or otherwise disadvantaged and who would find it particularly difficult to find a home on the open market.

13. Some housing authorities have decided to include a residency requirement as part of their qualification criteria, requiring the applicant (or member of the applicant's household) to have lived within the authority's district for a specified period of time in order to qualify for an allocation of social housing. The Secretary of State believes that including a residency requirement is appropriate and strongly encourages all housing authorities to adopt such an approach. The Secretary of State believes that a reasonable period of residency would be at least two years.

14. We are aware that in some parts of the country, housing authorities share a common allocation policy with their neighbours and may wish to adopt a broader residency test which would be met if an applicant lives in any of the partners' districts. Such an approach might be particularly appropriate where an established housing market area spans a number of local authority districts, and could help promote labour mobility within a wider geographical area.

15. Housing authorities may wish to consider whether there is a need to adopt other qualification criteria alongside a residency requirement to enable and ensure that applicants who are not currently resident in the district who can still demonstrate a strong association to the local area are able to qualify. Examples of such criteria might include:

- family association – for example, where the applicant has close family who live in the district and who have done so for a minimum period of time

- employment in the district – for example, where the applicant or member of their household is currently employed in the district and has worked there for a certain number of years

16. Whatever qualification criteria for social housing authorities adopt, they will need to have regard to their duties under the Equality Act 2010, as well as their duties under other relevant legislation such as s.225 of the Housing Act 2004.

17. Housing authorities are reminded of the desirability of operating a housing options approach (see paragraph 3.19 of the 2012 guidance) as part of a move to a managed waiting list. In this way, people who have not lived in the area long enough to qualify for social housing can be provided with advice and any necessary support to help them find appropriate alternative solutions.

Providing for exceptions

18. Housing authorities should consider the need to provide for exceptions from their residency requirement; and must make an exception for certain members of the regular and reserve Armed Forces – see further at paragraph 23 below. Providing for appropriate exceptions when framing residency requirements would be in line with paragraphs 3.22 and 3.24 of the 2012 guidance.

19. It is important that housing authorities retain the flexibility to take proper account of special circumstances. This can include providing protection to people who need to move away from another area, to escape violence or harm; as well as enabling those who need to return, such as homeless families and care leavers whom the authority have housed outside their district, and those who need support to rehabilitate and integrate back into the community.

20. There may also be sound policy reasons not to apply a residency test to existing social tenants seeking to move between local authorities. Housing authorities should assist in tackling under-occupation, for example allowing tenants to move if they wish to downsize to a smaller social home. There may also be sound housing management reasons to disapply a residency test for hard to let stock.

21. These examples are not intended to be exhaustive and housing authorities may wish to consider providing for other appropriate exceptions in the light of local circumstances. In addition, authorities retain a discretion to deal with individual cases where there are exceptional circumstances.

22. The Government wants to increase opportunities for hardworking households. That is why we have announced an intention to introduce a Right to Move for social tenants seeking to move to take up a job or be closer to their work, whether within the local authority district or across local authority boundaries. We will consult on options for implementing this policy in Spring 2014. In the meantime, we expect housing authorities to make appropriate exceptions to their residency test for social tenants so as not to impede labour market mobility.

Members of the Armed Forces

23. The Government is committed to ensuring that Service personnel and their families have access to appropriate accommodation when they leave the Armed Forces. The Allocation of Housing (Qualification Criteria for Armed Forces) (England) Regulations 2012 (SI 2012/1869) ensure that, where housing authorities decide to use a local connection¹ requirement as a qualification criterion, they must not apply that criterion to the following persons so as to disqualify them from an allocation of social housing:

- a) those who are currently serving in the regular forces or who were serving in the regular forces at any time in the five years preceding their application for an allocation of social housing
- b) bereaved spouses or civil partners of those serving in the regular forces where (i) the bereaved spouse or civil partner has recently ceased, or will cease to be entitled, to reside in Ministry of Defence accommodation following the death of their service spouse or civil partner, and (ii) the death was wholly or partly attributable to their service
- c) existing or former members of the reserve forces who are suffering from a serious injury, illness, or disability which is wholly or partly attributable to their service

24. The Regulations give effect to the Government's commitment that those who serve in the regular and reserve Armed Forces are not disadvantaged in their access to social housing by the requirements of their service.

25. When adopting a residency test, we expect housing authorities to also consider the wider needs of the Armed Forces community, and to be sympathetic to changing family circumstances, recognising, for example, that the spouses and partners of Service personnel can also be disadvantaged by the need to move from base to base.

Prioritising local connection

26. Housing authorities have the ability to take account of any local connection between the applicant and their district when determining relative priorities between households who are on the waiting list (s.166A(5)). For these purposes, local connection is defined by reference to s.199 of the 1996 Act.

27. Housing authorities should consider whether, in the light of local circumstances, there is a need to take advantage of this flexibility, in addition to applying a residency requirement as part of their qualification criteria. Examples of circumstances in which the power might be useful would include:

¹ As defined by s.199 of the 1996 Act. A person has a local connection with the district of a housing authority if he has a connection because of normal residence there (either current or previous) of his own choice, employment there, family connections or special circumstances.

- dealing sensitively with lettings in rural villages by giving priority to those with a local connection to the parish, as part of a local lettings policy (section 166A(6)(b) – see paragraph 4.21 of the 2012 guidance)
- where a group of housing authorities apply a wider residency qualification test, to give greater priority to people who live or work (or have close family) in any of the partner authorities' own district

Information about allocations

28. It is important that applicants and the wider community understand how social housing is allocated in their area, and that they know who is getting that social housing, so that they can see that the allocation system is fair and the authority is complying with its allocation scheme. We would encourage housing authorities to consider how accurate and anonymised information on waiting list applicants and lettings outcomes could be routinely published, to strengthen public confidence in the fairness of their allocation scheme.

Report to: Housing Review Board

Date of Meeting: 6 March 2014

Public Document: Yes

Exemption: None



Agenda item: 11

Subject: Right to Buy (RTB) Update

Purpose of report: This report provides an update on the sale of Council housing and Government proposals to change the rules/criteria for RTB sales. It is anticipated that these changes will increase the number of sales and will result in a reduction in East Devon Homes housing stock.

Recommendation: Members are asked to note the report.

Reason for recommendation: To bring to Members attention the Government's intentions to change RTB legislation making it easier for tenants to buy their home.

Officer: Dennis Boobier, Housing Needs and Strategy Manager
dboobier@eastdevon.gov.uk
Tel: 01395 517567

Financial implications: An increase in RTB sales will increase the capital receipts available to fund capital projects, including the provision of new social housing. Conversely it will reduce the rental income available to fund the revenue costs of maintaining the stock.

Legal implications: There are no legal implications.

Equalities impact: Low Impact

Risk: Low Risk

Links to background information: • None

Link to Council Plan: Living in this Outstanding Place.

Report in full

1. The number of Council homes sold in 2013/14 (April – December 2013) was 19.
2. It is anticipated that a further 6 sales will be completed before 31 March 2014.
3. A further 15 applications are currently being processed and some of these may result in a sale prior to end of financial year.
4. The probable number of RTB sales in 2013/14 may be around 30. This is a significant increase on previous year's figures. By comparison during the previous three year period we sold 22 properties only.

5. The Government has announced proposals for further changes to RTB legislation and it is anticipated this will increase the number of sales in the coming years. You can find further information at the Department for Communities and Local Government website by following the link - <https://www.gov.uk/government/news/make-right-to-buy-your-new-years-resolution>
 6. In summary the Government proposes to:
 - Increase the maximum percentage discount available for houses from 60 per cent to 70 per cent.
 - Annually increase the maximum cash cap by the Consumer Price Index (CPI).
 - These changes will require legislation and this is programmed to be complete by May 2014.
 - The minimum percentage discount for houses (35 per cent after five years tenancy) will remain the same, and the discount increases by 1 per cent every year after the initial five year tenancy qualifying period.
 - Change the minimum eligibility period from five years to three, through the Deregulation Bill.
 7. Since 1976 the Council has sold 3,591 properties, including 7 Rent to Mortgage Sales. Below is a breakdown by year of the number of Council house sales we have made. Prior to 2009 the figures are totalled for each 10 year period. From 2009/10 the figures are for each financial year are :
 - a. 1976 – 1979– 670
 - b. 1980 – 1989 –1729
 - c. 1990 – 1999 – 742
 - d. 2000 – 2009 - 398
 - e. 2009/10 – 4
 - f. 2010/11 – 3
 - g. 2011/12 - 4
 - h. 2012/13 - 15
 - i. 2013/14 – 19 (to date)
 8. This loss of social housing stock has serious implications for our ability to meet the housing needs of households requiring affordable housing in the district, particularly as our development/acquisition programme is not keeping pace with the higher level of sales currently being experienced. The Head of Housing wrote to the DCLG (annex 1) expressing concerns about the RTB policy and a response is awaited.
 9. Members are asked to note the report and expect an increase in RTB sales over the coming years.
-

Date: 7th January 2014
Contact number: 01395 517567
E-mail: jgolding@eastdevon.gov.uk
Direct fax: 01395 517508
Our Reference: JG/MH/RTB
Your Reference:

Annex 1

Mr G Duncan
Department for Communities and Local Government
Affordable Housing, Regulation and Investment
Eland House
Bressenden Place
London SW1 5DU

Dear Mr Duncan

Right to Buy Policy

I write with reference to your letter dated 3rd January 2014.

We are disappointed that the Government continue to encourage the Right to Buy with greater incentives at a time when local authorities are trying to provide affordable housing to the many thousands of households on their waiting lists.

This policy conflicts with our legal duties under homeless legislation and many authorities are finding themselves using expensive private sector housing or unsuitable bed and breakfast accommodation/temporary accommodation to secure homes for households where a homeless duty exists.

It makes no economic sense to discount Council homes to such an extent that they are being virtually given away to tenants when to replace the homes lost typically costs this Council four or five times the capital receipt generated from the sale.

It is also critical that the Right to Buy policy does not undermine the self-financing arrangements such that local authorities carry long term debt for properties sold under the Right to Buy without the income stream to service the debt. At the very least the repayment of debt should be the first call on the receipt so as not to undermine the HRA Business Plan of the local authority.

The actions of Government may have the unintended consequences of destabilising the self-financing arrangement you have put in place and the way in which HRA Business Plans have been prepared based on assumed income projections. Encouraging Right to Buy to the extent that we have seen undermines income projections, which are not compensated by a proportion of the capital receipt.

Contd.

2.

Our experience over many years is that Right to Buy policies have created mixed communities on large municipal estates and helped with social cohesion and integration. However, the policy has severely reduced the amount of affordable/social housing available because historically properties sold were not replaced. The demand for good quality affordable housing locally is huge and our ability to meet housing needs has been compromised by the reduction in housing stock numbers of social housing.

The current Right to Buy policy is not based on a policy that strives to meet housing need. It seems illogical to virtually give away public assets with huge discounts when we acknowledge that lost affordable housing needs to be replaced. Changes to planning policy have also made it harder to deliver new affordable housing through the planning system when applicants have been encouraged to run viability arguments to avoid affordable housing requirements.

We would much prefer a policy that allows local authorities to devise local schemes, based on a national model that can have regard to local circumstances. This approach would be consistent with Localism thinking and the freedoms associated with the reform of social housing. Failing that, local authorities should be given the discretion to exclude properties from the scheme as they see appropriate for their area i.e. larger family homes, rural properties etc.

We also question whether national housing policy should encourage low income households to purchase and take on debt together with the responsibilities and costs associated with owning their own home.

The intentions behind the one for one replacement ambition in the Right to Buy policy is in our experience and knowledge of local development costs, that the receipt will be insufficient to cover the cost of a replacement property, even if let at affordable rents. The receipt may only cover plot values in some parts of our district at open market levels. We also question the assumption that land will be available for sufficient replacement affordable homes.

As a housing authority we have recently built/acquired council homes and welcomed the opportunity to do so. Our experience as a developer of new housing shows that a significant contribution (capital receipts) is required to supplement borrowing to make development viable, even where the new homes are provided on council land and at affordable rents

It is essential that abuses of Right to Buy are addressed in policy, particularly families purchasing older parents homes simply as a form of deferred inheritance.

Like many authorities we have been required to sell our more desirable homes, often in rural locations, that now limits our ability to meet housing need in these areas, which in turn causes us to operate rural exception site policies. Stronger rural protection would be helpful.

I hope that you find these observations useful.

Yours sincerely

John Golding
Head of Housing

Report to: **Housing Review Board**

Date of Meeting: 6 March 2014

Public Document: Yes

Exemption: None



Agenda item: 12

Subject: **HRA Financial Monitoring Report 2013/14 - Month 10 January**

Purpose of report: This report gives a summary of the overall financial position on the Housing Revenue Account, HRA Capital Programme and the Business Plan for 2013/14 at the end of month ten (January 2014).

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

Current monitoring indicates that:

- The Housing Revenue Account Balance will be maintained at or above the adopted level.
- The position on the HRA Business Plan remains healthy.

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

That £35,000 of the S106 receipts received for affordable housing in Exmouth are used towards the purchase of 105 Bradham Lane in order to maximise the use of retained RTB receipts for the St Andrews Road (shared house) scheme.

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

Officer: Mandy White Accountant Ext 2357

awhite@eastdevon.gov.uk

Financial implications: Details are contained within the report.

Legal implications: There are no legal implications requiring comment

Equalities impact: Low Impact

Risk: Low Risk

Current monitoring indicates that the HRA and Business Plan balances are being maintained at or above the adopted levels. In compiling this report we have looked at all large, high risk and volatile budget areas. Predicted spending patterns have been linked to

operational activity and all material budgets have been subject to thorough risk assessments by operational managers and finance staff. Any continuing variances in spending patterns will be considered and incorporated into the Business Plan.

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

Link to Council Plan: Funding this Outstanding Place.

Financial Monitoring Report 2013/14 – To Month 10 January

1. Introduction

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

2. Housing Revenue Account Position

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

	Variation at Month 10 £000	Predicted Outturn Variation £000
Return of unused targeted families grant to DCC	19	19
Supporting People income higher than budgeted	(44)	(48)
Reduction in required HRA contribution to capital due to S106 receipts being used to part fund the purchase of Bradham Lane flats	0	(35)
Variations from month 9	231	567
Total variations	206	503

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

	£000
Original Budget surplus	(1,696)
Supplementary estimate for feasibility studies for potential developments on garage sites (HRB 05/09/13)	50
Month 10 predicted net (under)/overspend to year end	503
Predicted Budget Surplus	(1,143)

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

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

	£000
Housing Revenue Account Balance (01/04/13)	(2,970)
Predicted budget surplus as above	(1,143)
Predicted HRA Balance (31/03/14)	(4,113)

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

In addition £1.710m is held in a volatility reserve.

3. Capital Programme Position

3.1 The following table shows the HRA Capital Programme totalling £1.905m and the expenditure to date. Capital receipts and S106 receipts will be used to fund part of this sum with the balance to be met by a revenue contribution from the HRA.

HRA Capital Programme Summary	Budget £000	Spend to date £000
New Housing IT System	350	87
Major improvements/extensions/loft conversions to existing dwellings	175	100
Off street car parking	50	1
Re-modelling of sheltered schemes	200	151
Social Services Adaptations	200	130
Purchase of HMO in Exmouth	450	244
Purchase of 4 flats in Exmouth	480	1
Total Programme	1,905	714

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

Capital Receipts	£000
Sale of council houses/flats	(1,513)
Other receipts including sales of land/garages	(113)
Total capital receipts received	(1,626)
Allocation of receipts:	
Retained for provision of new social housing	(984)
Retained for funding other HRA capital expenditure	(380)
Paid to HM Treasury	(262)
Total capital receipts allocation	(1,626)

There have been 19 Right to Buy sales and 13 garage sales completed so far this year.

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

- 3.3 The table below shows the current situation regarding how much we must spend on providing new social housing, only 30% of which can be funded by retained RTB receipts, and the dates by which that expenditure must be incurred. These figures will change as more properties are sold and also as new ones are built or bought. The figures do not take into account the purchase of the shared house in Exmouth.

Total new social housing expenditure £000	Date by which expenditure must be incurred
286	30 September 2015
638	31 December 2015
1,463	31 March 2016
2,291	30 June 2016
3,096	30 September 2016
4,033	31 December 2016

- 3.4 At the meeting of the Board on 20 June 2013 it was agreed that the purchase of the shared house in St Andrews Road, Exmouth would be funded by S106 receipts for affordable housing of £350,000 and retained RTB receipts of £100,000. However it would be beneficial to maximise the use of retained RTB receipts by funding 30% of the cost of the purchase/refit as allowed under the retention agreement, a total of £135,000, from this source. This means that only £315,000 of the S106 receipts would be required for this scheme so it is suggested that the remaining £35,000 is used to part fund the purchase of 4 flats in Bradham Lane, Exmouth. As a result the contribution from the HRA to the Bradham Lane scheme will be reduced by £35,000.

4. HRA Business Plan

- 4.1 Appendix B shows the Business Plan Operating Account which reflects the above changes in 2013/14 and the subsequent impact on balances for future years.

**EAST DEVON DISTRICT COUNCIL
REVENUE BUDGET MONITORING 2013/2014**

**SUMMARY OF HOUSING REVENUE ACCOUNT
Period to 31 January 2014**

2013/2014			Service	2013/2014	2013/2014	
Budget				Actual	Variance	
Original	Revised	Year to Date		£	£	
£	£	£				
			INCOME			
1	(17,200,000)	(17,200,000)	(14,223,090)	Gross Property Rent including Garages	(14,226,652)	(3,562)
2	(65,000)	(65,000)	(60,000)	Other Rents & Income	(72,542)	(12,542)
3	(17,265,000)	(17,265,000)	(14,283,090)	Total Income	(14,299,194)	(16,104)
				EXPENDITURE		
				Repairs & Maintenance		
4	2,203,570	2,403,570	2,054,703	General	2,329,213	274,510
5	998,000	998,000	815,100	Special Works	453,838	(361,262)
				Supervision & Management		
6	2,602,020	2,633,020	2,321,350	General	2,325,463	4,113
7	885,680	906,680	873,710	Special	758,738	(114,972)
8	243,470	243,470	211,090	Other Expenditure	194,176	(16,914)
9	6,932,740	7,184,740	6,275,953	Total Management & Maintenance	6,061,428	(214,525)
10	0	0	0	Adjustment to Bad Debt Provision	0	0
11	2,155,900	2,155,900	0	Depreciation - dwellings	0	0
12	78,190	78,190	0	- other	0	0
13	5,150,000	5,150,000	4,291,600	Major Repairs Account	3,891,985	(399,615)
14	(2,155,900)	(2,155,900)	0	Transfer to Major Repairs Reserve	0	0
15	12,160,930	12,412,930	10,567,553	Total Expenditure	9,953,413	(614,140)
16	(5,104,070)	(4,852,070)	(3,715,537)	NET COST OF SERVICE	(4,345,781)	(630,244)
17	(36,130)	(36,130)	0	Interest on Balances	0	0
18	2,569,200	2,569,200	1,284,610	Principal & Interest Payable (PWLB loans)	1,256,870	(27,740)
19	(90)	(90)	(90)	Interest on Council House Sales (mortgages)	(60)	30
20	2,532,980	2,532,980	1,284,520		1,256,810	(27,710)
21	(2,571,090)	(2,319,090)	(2,431,017)	NET OPERATING EXPENDITURE - Deficit / (Surplus)	(3,088,971)	(657,954)
22	875,000	1,176,000	0	Revenue Contribution to Capital Expenditure	0	0
23	(1,696,090)	(1,143,090)	(2,431,017)	Deficit / (Surplus) for the Year	(3,088,971)	(657,954)
				BALANCES		
24	(2,717,227)	(2,969,563)	(2,969,563)	Balance b/f	(2,969,563)	0
25	(1,696,090)	(1,143,090)	(2,431,017)	Deficit / (Surplus)	(3,088,971)	(657,954)
26	0	(1,710,000)	0	Volatility Reserve	(1,710,000)	0
27	(4,413,317)	(5,822,653)	(5,400,579)	Balance C/F	(7,768,534)	(657,954)

EAST DEVON DISTRICT COUNCIL
REVENUE BUDGET MONITORING 2013/2014

HOUSING REVENUE ACCOUNT - DETAILED STATEMENT
Period to 31 January 2014

2013/2014			Service	2013/2014			Comments	
Budget				Actual	Variance	Committed		
Original	Revised	Year to Date						
£	£	£	£	£	£			
			INCOME					
1	(16,800,000)	(16,800,000)	(13,892,320)	SB	Gross Property Rents	(13,889,665)	2,655	!
2	(400,000)	(400,000)	(330,770)	SB	Garage Rents	(336,987)	(6,217)	
3	(65,000)	(65,000)	(60,000)	SB	Other Rents and Income	(72,542)	(12,542)	service charges, garden licences, IGM
4	(17,265,000)	(17,265,000)	(14,283,090)		TOTAL INCOME	(14,299,194)	(16,104)	0
			REPAIRS & MAINTENANCE					
			Repairs and Maintenance - General					
5	1,550,270	1,750,270	1,468,637	DB	Response Maintenance	1,691,047	222,410	! incl £60k Connaught settlement + anticipated overspend £140k
			Programmed Maintenance					
6	15,450	15,450	12,900	DB	Communal Areas	3,525	(9,375)	
7	0	0	0	DB	Fire Extinguishers	0	0	
8	10,000	10,000	8,300	DB	Emergency Lighting and Fire alarms	75	(8,225)	
9	80,000	80,000	66,700	DB	Solid Fuel Appliances	49,484	(17,216)	
10	400,000	400,000	374,967	DB	Gas Appliances - Servicing	441,589	66,622	!
11	35,000	35,000	29,200	DB	Lift Maintenance	45,497	16,297	!
12	540,450	540,450	492,067		Total Programmed Maintenance	540,170	48,103	0
			Cyclical Maintenance					
13	100,000	100,000	83,300	DB	External Painting Programme	75,838	(7,462)	
14	0	0	0	DB	Extras to Painting Programme	18,697	18,697	!
15	0	0	0	DB	Gutter Repairs	1,501	1,501	!
16	12,850	12,850	10,700	DB	Interior Decoration	1,960	(8,740)	
17	112,850	112,850	94,000		Total Cyclical Maintenance	97,996	3,996	0
18	2,203,570	2,403,570	2,054,703		Total Repairs and Maintenance - General	2,329,213	274,510	0
			Repairs and Maintenance - Special Works					
19	100,000	100,000	83,300	DB	Adaptations For Disabled	41,411	(41,889)	
20	0	0	0	DB	Water Service Renewal	15,123	15,123	! no budget
21	0	0	0	DB	Window Renewal	1,630	1,630	! no budget
22	2,000	2,000	1,700	DB	Woodworm Treatment	2,108	408	!
23	55,000	55,000	29,200	DB	Dampness Eradication & Condensation	103,866	74,666	! likely spend £100k
24	100,000	100,000	83,300	DB	Carbon Management Programme (loft insulation)	26,362	(56,938)	
25	20,000	20,000	16,700	DB	Improvements Voucher Scheme	16,247	(453)	
26	3,000	3,000	2,500	DB	Sanctuary Scheme	2,638	138	!
27	40,000	40,000	33,300	DB	Asbestos Works	93,070	59,770	! budget for year overspent
28	20,000	20,000	16,700	DB	Structural Works - Subsidence	18,903	2,203	!
29	3,000	3,000	2,500	SB	Grant Via Tenant Participation	1,076	(1,424)	
30	0	0	0	DB	External Light	0	0	
31	15,000	15,000	12,500	DB	Energy Performance Certificates	15,619	3,119	!
32	20,000	20,000	16,700	DB	Path Repairs	38,393	21,693	!
33	10,000	10,000	8,300	DB	Soundproofing	0	(8,300)	
34	5,000	5,000	4,200	DB	Minor Schemes	630	(3,570)	
35	50,000	50,000	41,700	DB	Fire Safety Works	15,709	(25,991)	
36	10,000	10,000	8,300	DB	Flat Roof Repairs	4,674	(3,626)	
37	10,000	10,000	8,300	DB	Chimney Repairs	34,503	26,203	! budget for year overspent
38	15,000	15,000	12,500	DB	Fence Programme	20,134	7,634	!
39	20,000	20,000	16,700	DB	Replacement Floors	1,742	(14,958)	
40	500,000	500,000	416,700	DB	Catch Up Repairs (per Stock Condition Survey)	0	(416,700)	will offset overspends on other repairs
41	998,000	998,000	815,100		Total Repairs and Maintenance - Special Works	453,838	(361,262)	0

EAST DEVON DISTRICT COUNCIL
REVENUE BUDGET MONITORING 2013/2014

HOUSING REVENUE ACCOUNT - DETAILED STATEMENT

	2013/2014			Service	2013/2014			Comments
	Budget				Actual	Variance	Committed	
	Original	Revised	Year to Date					
	£	£	£	£	£	£		
				SUPERVISION & MANAGEMENT				
				Supervision & Management - General				
1	1,616,430	1,616,430	1,350,070	Employees	1,341,435	(8,635)		vacancies
2	94,130	125,130	125,080	Premises	131,034	5,954		! insurance premiums £31k
3	104,090	104,090	90,570	Transport	90,085	(485)		
4	134,880	134,880	102,840	Supplies & Services	112,529	9,689		!
5	1,150,660	1,150,660	1,150,660	Support Services	1,150,660	0		
6	3,100,190	3,131,190	2,819,220	Total Expenditure	2,825,743	6,523		
7	(2,000)	(2,000)	(1,700)	Income	(4,110)	(2,410)		
8	3,098,190	3,129,190	2,817,520	Net Expenditure before Recharges	2,821,633	4,113		
9	(496,170)	(496,170)	(496,170)	Recharges	(496,170)	0		
10	2,602,020	2,633,020	2,321,350	Net Supervision & Management - General	2,325,463	4,113	0	
				Net Expenditure Analysis by Cost Centre				
11	595,270	626,270	611,940	JG General Operational Management	607,786	(4,154)		insurance premiums £31k
12	252,720	252,720	234,570	JG Head of Housing	233,069	(1,501)		
13	794,480	794,480	687,180	SB Landlord Services	720,356	33,176		! Targeted Families Officer - no budget
14	641,580	641,580	557,490	DB Housing Needs & Strategy	545,534	(11,956)		
15	737,950	737,950	657,760	DB Asset & Property	647,904	(9,856)		vacancies
16	20,950	20,950	20,450	SB Council House Sales	20,342	(108)		
17	4,300	4,300	4,200	DB Sewage Treatment Works	6,763	2,563		!
18	50,940	50,940	43,930	SB Communal Areas Cleaning	39,879	(4,051)		
19	3,098,190	3,129,190	2,817,520	Net Expenditure before Recharges	2,821,633	4,113		
20	(496,170)	(496,170)	(496,170)	Recharges	(496,170)	0		
21	2,602,020	2,633,020	2,321,350	Total Analysis by Cost Centre	2,325,463	4,113	0	
				Supervision & Management - Special				
22	46,160	46,160	40,310	SB Community Centres	32,913	(7,397)		
23	10,000	10,000	8,300	DB Choice Based Lettings	7,436	(864)		
24	0	19,000	19,000	SB Targeted Families Programme	19,013	13		refund of unused DCC grant
25	327,170	327,170	325,970	SB Maintenance of Grounds	321,418	(4,552)		
26	30,430	30,430	26,250	SB Play Areas	9,709	(16,541)		
27	40,000	40,000	33,300	SB Estate Management	(20)	(33,320)		
28	10,000	10,000	8,300	SB Noise Nuisance Issues	0	(8,300)		
29	2,000	2,000	1,700	SB Anti Social Behaviour	0	(1,700)		
30	410	410	410	SB Caretaking & Window Cleaning	308	(102)		
31	32,000	32,000	26,700	SB Communal Areas Lighting	26,321	(379)		
32	24,000	24,000	20,000	SB Communal Areas Heating	14,041	(5,959)		
33	3,240	3,240	3,240	SB Tenants' Conference	2,870	(370)		
34	0	50,000	39,280	DB New Build Feasibility	11,966	(27,314)		HRB 05/09/13 supp estimate £50k
35	15,000	15,000	15,000	JG ASW Procurement	13,935	(1,065)		
36	10,000	10,000	8,300	SB Decommissioning Costs	4,502	(3,798)		
37	5,000	5,000	4,200	JG Business Plan Update	0	(4,200)		
38	8,960	8,960	8,110	SB District Offices running expenses	16,255	8,145		! utility costs high
39	321,310	273,310	285,340	SB Mobile Support Officers	278,071	(7,269)		
40	885,680	906,680	873,710	Total Supervision & Management - Special	758,738	(114,972)	0	

EAST DEVON DISTRICT COUNCIL
REVENUE BUDGET MONITORING 2013/2014

HOUSING REVENUE ACCOUNT - DETAILED STATEMENT

	2013/2014			Service	2013/2014			Comments
	Budget				Actual	Variance	Committed	
	Original	Revised	Year to Date					
	£	£	£	£	£	£		
				OTHER EXPENDITURE				
1	13,080	13,080	11,180	DB Sewerage - Repairs, Maintenance & Emptying	6,288	(4,892)		
2	38,050	38,050	34,880	SB Tenant Participation	35,490	610		!
3	5,150	5,150	4,300	SB Tenant Scrutiny	2,525	(1,775)		
4	2,000	2,000	1,700	SB Storage	1,536	(164)		
5	2,600	2,600	2,300	SB Honiton - 38 St Pauls Road Heathpark	2,110	(190)		
6	9,750	9,750	8,100	SB Community Development Work	6,021	(2,079)		
7	5,000	5,000	4,200	SB Minor Management Schemes	2,512	(1,688)		
8	20,000	20,000	16,700	DB Road Repairs	10,597	(6,103)		
9	1,000	1,000	800	SB Signs on Estates	1,210	410		!
10	0	6,000	5,000	SB Eviction Expenses	6,208	1,208		
11	3,000	3,000	2,500	DB Off Street parking - Grants to Tenants	2,141	(359)		
12	8,000	2,000	1,690	DB Pest Control Expenses	3,069	1,379		!
13	3,000	3,000	2,500	DB Gully Cleansing	768	(1,732)		
14	29,940	29,940	28,240	DB Tree Felling and Planting	30,702	2,462		!
15	5,000	5,000	4,200	DB Landscaping	1,807	(2,393)		
16	75,000	75,000	62,500	DB Removal Expenses (downsizing)	57,831	(4,669)		
17	400	400	300	DB Private Water Supplies - Service & Maintenance	0	(300)		
18	15,000	15,000	12,500	SB Removal of Rubbish	16,482	3,982		!
19	7,500	7,500	7,500	SB Best Value - Housemark	6,879	(621)		
20	243,470	243,470	211,090	TOTAL OTHER EXPENDITURE	194,176	(16,914)	0	
				MAJOR REPAIRS ACCOUNT				
21	200,000	200,000	166,700	DB Central Heating	380,020	213,320	560,000	! all to be spent
22	800,000	800,000	666,700	DB Gas Appliance Replacement	152,017	(514,683)		
23	150,000	150,000	125,000	DB Electrical Updating	177,962	52,962		!
24	250,000	250,000	208,300	DB Roofing Renewal	129,067	(79,233)		
25	1,000,000	1,000,000	833,300	DB Replacement Kitchens	582,022	(251,278)	771,000	! all to be spent
26	600,000	600,000	500,000	DB Replacement Doors	304,624	(195,376)	440,000	! maybe small underspend
27	400,000	400,000	333,300	DB Replacement uPVC fascias etc	252,636	(80,664)	377,000	
28	300,000	300,000	250,000	DB Replacement Bathrooms	83,283	(166,717)	138,000	
29	250,000	250,000	208,300	DB Electrical Works on COT	520,273	311,973		! high number of COTs at start of year.
30	1,200,000	1,200,000	1,000,000	DB COT: Other Expenditure	1,310,081	310,081		! Some kitchens & bathrooms included
31	5,150,000	5,150,000	4,291,600	TOTAL MAJOR REPAIRS ACCOUNT	3,891,985	(399,615)	2,286,000	

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

		Income					Expenditure										Net Operating (Expenditure) £,000	Provision for repayment of loans £,000	Transfer from / (to) MRR £,000	RCCO £,000	Surplus (Deficit) for the Year £,000	Surplus (Deficit) b/fwd £,000	Interest £,000	Surplus (Deficit) c/fwd £,000
Year	Year	Net rent Income £,000	Other income £,000	Misc Income £,000	RTB Admin £,000	Total Income £,000	Managt. £,000	Depreciation £,000	Responsive & Cyclical £,000	Other Revenue spend £,000	HRA Cost of Rent Rebates £,000	Misc expenses £,000	Total expenses £,000	Capital Charges £,000										
1	2013.14	16,485	767	0	13	17,265	(3,540)	(1,156)	(3,401)	(243)	0	0	(8,341)	(2,564)	6,361	(5)	(4,072)	(1,176)	1,108	4,680	36	5,823		
2	2014.15	17,223	452	0	20	17,695	(3,812)	(1,153)	(3,662)	(311)	0	0	(8,938)	(2,563)	6,193	(580)	(4,043)	(525)	1,045	5,823	33	6,901		
3	2015.16	17,768	424	0	13	18,205	(3,755)	(1,151)	(4,069)	(256)	0	0	(9,231)	(2,559)	6,416	(1,029)	0	(4,336)	1,051	6,901	111	8,063		
4	2016.17	18,334	437	0	13	18,784	(3,868)	(1,148)	(4,186)	(262)	0	0	(9,464)	(2,562)	6,758	(1,490)	0	(3,861)	1,407	8,063	132	9,602		
5	2017.18	18,888	450	0	13	19,351	(3,984)	(1,145)	(4,306)	(269)	0	0	(9,705)	(2,541)	7,106	(1,310)	0	(4,030)	1,765	9,602	157	11,524		
6	2018.19	19,439	464	0	13	19,916	(4,103)	(1,143)	(4,430)	(275)	0	0	(9,952)	(2,521)	7,443	(1,587)	0	(4,176)	1,679	11,524	185	13,389		
7	2019.20	19,992	478	0	13	20,483	(4,227)	(1,140)	(4,558)	(282)	0	0	(10,207)	(2,495)	7,781	(1,917)	0	(4,326)	1,538	13,389	212	15,140		
8	2020.21	20,552	492	0	13	21,057	(4,353)	(1,137)	(4,689)	(289)	(5)	0	(10,474)	(2,459)	8,124	(2,259)	0	(4,479)	1,385	15,140	237	16,762		
9	2021.22	21,122	507	0	13	21,641	(4,484)	(1,135)	(4,824)	(297)	(6)	0	(10,746)	(2,410)	8,485	(2,619)	0	(4,751)	1,115	16,762	260	18,137		
10	2022.23	21,706	522	0	13	22,241	(4,619)	(1,132)	(4,963)	(304)	(8)	0	(11,025)	(2,349)	8,866	(2,889)	0	(4,916)	1,061	18,137	280	19,478		
11	2023.24	22,305	538	0	13	22,855	(4,757)	(1,129)	(5,085)	(312)	(9)	0	(11,291)	(2,277)	9,287	(3,288)	0	(6,133)	(134)	19,478	291	19,635		
12	2024.25	22,920	554	0	13	23,487	(4,900)	(1,126)	(5,231)	(319)	(10)	0	(11,587)	(2,190)	9,710	(3,718)	0	(6,336)	(344)	19,635	292	19,583		
13	2025.26	23,552	570	0	13	24,136	(5,047)	(1,124)	(5,381)	(327)	(11)	0	(11,891)	(2,087)	10,158	(4,180)	0	(6,545)	(567)	19,583	289	19,306		
14	2026.27	24,201	587	0	13	24,802	(5,198)	(1,121)	(5,536)	(336)	(11)	0	(12,202)	(1,967)	10,633	(4,675)	0	(6,759)	(801)	19,306	284	18,788		
15	2027.28	24,868	605	0	13	25,486	(5,354)	(1,118)	(5,696)	(344)	(12)	0	(12,525)	(1,829)	11,133	(2,427)	0	(6,979)	1,726	18,788	295	20,809		
16	2028.29	25,553	623	0	13	26,189	(5,515)	(1,116)	(5,859)	(353)	(14)	0	(12,856)	(1,756)	11,577	(2,710)	0	(8,357)	509	20,809	316	21,635		
17	2029.30	26,257	642	0	13	26,912	(5,680)	(1,113)	(6,028)	(361)	(14)	0	(13,196)	(1,673)	12,043	(3,081)	0	(8,621)	340	21,635	327	22,302		
18	2030.31	26,979	661	0	13	27,653	(5,851)	(1,110)	(6,201)	(370)	(14)	0	(13,546)	(1,576)	12,531	(3,483)	0	(8,892)	156	22,302	336	22,794		
19	2031.32	27,722	681	0	13	28,416	(6,026)	(1,108)	(6,380)	(380)	(16)	0	(13,909)	(1,464)	13,042	(3,915)	0	(9,170)	(43)	22,794	342	23,093		
20	2032.33	28,484	701	0	13	29,199	(6,207)	(1,105)	(6,563)	(389)	(16)	0	(14,280)	(1,336)	13,582	(6,063)	0	(9,455)	(1,937)	23,093	332	21,488		
21	2033.34	29,268	722	0	13	30,003	(6,393)	(1,102)	(6,752)	(399)	(17)	0	(14,664)	(1,135)	14,204	(6,735)	0	(9,184)	(1,715)	21,488	309	20,083		
22	2034.35	30,073	744	0	13	30,830	(6,585)	(1,100)	(6,946)	(409)	(18)	0	(15,058)	(910)	14,862	(7,413)	0	(9,469)	(2,021)	20,083	286	18,348		
23	2035.36	30,899	766	0	13	31,679	(6,782)	(1,097)	(7,146)	(419)	(18)	0	(15,463)	(660)	15,555	(8,137)	0	(9,763)	(2,344)	18,348	258	16,261		
24	2036.37	31,749	789	0	13	32,551	(6,986)	(1,094)	(7,352)	(430)	(20)	0	(15,881)	(387)	16,283	(8,911)	0	(10,064)	(2,692)	16,261	224	13,793		
25	2037.38	32,621	813	0	13	33,447	(7,195)	(1,091)	(7,563)	(440)	(21)	0	(16,311)	(83)	17,054	(225)	0	(10,374)	6,455	13,793	255	20,503		
26	2038.39	33,517	838	0	13	34,368	(7,411)	(1,089)	(7,781)	(451)	(22)	0	(16,754)	(77)	17,537	(20)	0	(11,629)	5,887	20,503	352	26,742		
27	2039.40	34,438	863	0	13	35,313	(7,634)	(1,086)	(8,004)	(463)	(23)	0	(17,210)	(78)	18,025	(21)	0	(11,982)	6,022	26,742	446	33,211		
28	2040.41	35,384	889	0	13	36,285	(7,863)	(1,083)	(8,234)	(474)	(23)	0	(17,678)	(80)	18,528	(22)	0	(12,343)	6,162	33,211	544	39,917		
29	2041.42	36,354	915	0	13	37,283	(8,099)	(1,081)	(8,471)	(486)	(24)	0	(18,161)	(81)	19,041	(23)	0	(12,715)	6,302	39,917	646	46,866		
30	2042.43	37,352	943	0	13	38,307	(8,342)	(1,078)	(8,715)	(498)	(25)	0	(18,658)	(82)	19,567	(25)	0	(13,097)	6,446	46,866	751	54,063		

Report to: **Housing Review Board**

Date of Meeting: 6 March 2014

Public Document: Yes

Exemption: None



Agenda item: 14

Subject: **Targeted Families Support Project – update report**

Purpose of report: This report gives an update on the Targeted Families Support Project across Devon and locally in East Devon.
There is some general information on Devon as a whole and East Devon.

Recommendation: **To note the progress of the Targeted Families Support Project.**

Reason for recommendation: To bring the Housing Review Board up to date with the project

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Financial implications: East Devon had received some funding from Devon County Council to support the programme in the district and had employed a co-ordinator to manage this. When the co-ordinator left we repaid the County the balance of unspent funding. There are now no financial implications other than staff time which is already included within the budget.

Legal implications: No legal issues require comment

Equalities impact: Medium Impact

Risk: High Risk

Reduced involvement and support of this initiative will have a high impact on the health and well being of families.

Links to background information: http://www.eastdevon.gov.uk/combined_agenda_030512.pdf
http://www.eastdevon.gov.uk/combined_hrb_agenda_090513.pdf

Link to Council Plan: Achieve thriving, balanced communities

Report in full

- 1 The Housing Review Board received reports about the Targeted Families Support Programme (TFSP) in May 2012 and May 2013. Nationally the programme is known as Troubled Families.
- 2 The TFSP is a Government initiative aimed at improving outcomes for families that have been identified as having complex needs and poor outcomes.
- 3 Put simply the programme aims to:
 - Get children back into education;
 - Get parents into work;
 - Reduce crime and anti social behaviour.

- 4 Devon County Council is responsible for implementing and managing the TFSP in Devon.
- 5 The programme is led by:
 - A Devon wide multi agency Executive Leadership Group;
 - A locality (East Devon) multi agency Management Group;
 - In East Devon five multi agency Practitioner Groups; and
 - A local coordinator working four days per week covering the whole of East Devon.
- 6 The project was launched in pilot areas across the County in 2012. Exmouth was selected as the pilot area for East Devon. From January 2014 TFSP has been rolled out across East Devon with all areas of the district being operational by the end of March 2014.
- 7 County wide there is a cohort of 1,370 families. 1,395 of these families have now been identified, more than 100% of the target for Devon. 752 (55%) of those identified are fully engaged on the programme with an allocated key worker.
- 8 In East Devon there is a cohort of 202 families of those 162 have been identified and 62 (38%) are fully engaged on the programme.
- 9 In the last 12 months there have been changes to the way in which the programme is delivered across the county and administered and managed in East Devon.
- 10 The local Coordinator covering Exmouth left in August 2013 to take up a similar post in another part of Devon. This left East Devon without a Coordinator for several months. In November 2013 a new coordinator was appointed working 4 days per week to cover the whole of East Devon. The Coordinator is employed and managed by South West Family Support, a charity based in North Devon.
- 11 Some new initiatives in delivering support to the families have been established and described below:

1. Additional support delivered by Children's centres,

The Children Centre contract variation is an extension of the existing general Children's Centre contract and aims to provide support for some 390 TFSP families across the County. It is provided by a number of organisations reflective of the local set up and includes Action for Children, Barnardo's and the Children's Society. The Children's Centres have family practitioners working with families that meet two of the three mandatory TFSP criteria and have a young child in the family, but there is a level of flexibility to this. The contract went live towards the end of last year and the offering is now fully underway. As well as working with families already identified as TFSP families, many Children's Centres are also self-identifying more families. There was recently a formal review of this contract, carried out by Devon County Council who has met with representatives from all providers.

2. Intensive Family Intervention Units

The Intensive Family Intervention Units are now operational. There are four across the County, each headed by a Deputy Family Service Manager and with four practitioners. Each unit is to have three family practitioners and one practitioner with an adult mental health speciality, resourced by Devon Partnership Trust. These units will provide support for 170 families across the County. Three of the Units are fully staffed and the Northern Unit is about to recruit both a family practitioner and the mental health specialist after last

minute candidate changes. These units will be aimed to provide intensive support to those families that meet all of the TFSP Mandatory criteria – there is some flexibility here, with the localities deciding which families are most suited to be worked with by either the Intensive Units or the Children’s Centre.

3. Families Action Programme.

An additional resource for the TFSP is the Families Action Programme. This European Social Fund/DWP funded programme supports a return to work through sustained support for up to a year and can provide 23 measures of support, from counselling to debt management. It is provided by St Loyes, Barnado’s, Westward Pathfinder, Prospects and Community Initiatives across the County, with St Loyes being the prime contractor with mentors all over the County. It was formally launched for TFSP in December and is providing support for a number of our families.

12 Progress has been slow across East Devon with only 38% of families engaged on the project compared with 55% across the County.

13 We are committed to working with and supporting the TFSP and will continue to actively engage with the TFSP by attending necessary meetings, officers acting as key workers and working with and supporting key workers. Our commitment to the project is highlighted in the Public Health Plan and Housing Service Plan.



WHAT YOU NEED TO KNOW ABOUT THE AFFORDABLE HOMES PROGRAMME 2015-18

The Homes and Communities Agency (HCA) has now published its prospectus for the [Affordable Homes Programme 2015-18](#). This briefing sets out the key headlines from that document, which CIH members need to be aware of.

In total £1.7bn is available for England, excluding a separate fund for London which will be administered by Greater London Authority. The programme is intended to provide 165,000 homes for affordable rent or shared ownership.

The timetable for bids

Initially 75% of the total funding will be allocated, with the remainder being made available over the lifetime of the programme. It is intended that this will particularly benefit smaller developers, such as community groups, who may not be able to meet the initial deadline for bids.

The timetable for initial bids is:

27 January 2014	Prospectus published
6 February 2014	Bid system available
30 April 2014	Bidding closes
Mid July 2014	Allocations announced

How bids will be considered

There are several key areas that the HCA will be particularly focusing on when considering bids for this round of funding:

- There will be a focus on bids that help to tackle any mismatch between organisations' existing stock and the needs of households in the area. In particular, the HCA expects to see more bids to develop one and two bedroom properties, to help tenants who are currently under-occupying and need to downsize
- All bidders will need to demonstrate value for money and efficiency. The HCA will consider how much a provider can contribute from their own funds and will also look at the social housing regulator's value for money assessment of the organisation
- As well as converting existing properties to affordable rent, the HCA will also expect bidders to consider disposing of high value properties. Bidders will need to explain how many properties they plan to sell to support their bid and why they are keeping, converting or selling properties. There will, however, be some restrictions on converting properties in London to support supply outside London, or vice versa





- If a bidder has been given land for development by their local authority, this will be viewed positively both in financial terms and also as an indication that the proposed development is a good local strategic fit. Contributions from the New Homes Bonus and Community Infrastructure Levy will also be viewed as positive indicators of local authority support.

As in the previous phase of the Affordable Homes Programme, the HCA expects that all bids should be for affordable rent or shared ownership. Applications to build for social rent will generally not be successful, and the organisation would need to offer a strong justification, backed by the local authority, as to why affordable rent is not viable.

The HCA do encourage organisations to include older people's housing and supported housing within their bids. They expect that these properties will also normally be developed for affordable rent or shared ownership, and some advice on how this could be calculated is included in their [supplementary guidance](#).

Initial reaction from CIH

We have previously encouraged social landlords to develop a proactive, evidence based approach to managing their assets and it is clear that this will support them with their bids. It is however important that organisations carefully consider the merits of disposing of stock to support a bid, and that they fully understand the financial 'trade offs' between this and retaining the properties for the longer term.

The HCA will also need to ensure that the new focus on the sale of high value assets does not prevent the programme from supporting the development of new homes in different parts of the country, and that organisations operating in lower value areas are still able to access the funding required to build much needed new homes.

Organisations will also need to carefully consider the expectation that they build greater numbers of smaller homes in areas where there are high levels of under-occupation. There is a clear risk attached to focusing on addressing immediate concerns around under-occupation, particularly with a general election approaching and the long-term future of the 'bedroom tax' still unclear.

Organisations need to ensure that any move to develop smaller units in greater numbers does not undermine their ability to build homes that will remain desirable in the long-term, to develop strong and cohesive communities and to address future housing need in their area.

