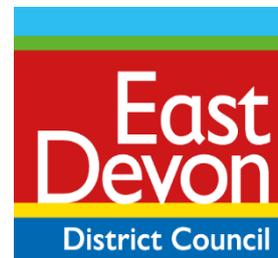


Agenda for consultative meeting of the Housing Review Board

Thursday, 24th March, 2022, 10.00 am



Members of Housing Review Board

S Beer, S Saunders, C Drew, C Summers,
I Hall, H Parr, C Collier, G Pook, B Taylor and
S Chamberlain (Chair)

East Devon District Council
Blackdown House
Border Road
Heathpark Industrial Estate
Honiton
EX14 1EJ

Venue: online via Zoom

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www.eastdevon.gov.uk

(or group number 01395 517546)

Tuesday, 15 March 2022

Important - this meeting will be conducted online and recorded by Zoom only.

Please do not attend Blackdown House.

Members are asked to follow the [Protocol for Remote Meetings](#)

This meeting is being recorded by EDDC for subsequent publication on the Council's website and will be streamed live to the Council's Youtube Channel at <https://www.youtube.com/channel/UCmNHQruge3LVl4hcgRnbwBw>

Public speakers are now required to register to speak – for more information please use the following link: <https://eastdevon.gov.uk/council-and-democracy/have-your-say-at-meetings/all-other-public-meetings/#article-content>

Between 8th December 2021 to 11th May 2022, the Council has delegated much of the decision making to officers. Any officer decisions arising from recommendations from this consultative meeting will be published on the webpage for this meeting in due course. All meetings held can be found via the [Browse Meetings](#) webpage.

1 Public speaking

Information on [public speaking](#) is available online

2 Minutes of the previous meeting (Pages 3 - 9)

3 Apologies

4 Declarations of interest

Guidance is available online to Councillors and co-opted members on making [declarations of interest](#)

5 Matters of urgency

Information on [matters of urgency](#) is available online

6 Confidential/exempt item(s)

To agree any items to be dealt with after the public (including the press) have been excluded. There are no items which officers recommend should be dealt with in this way.

7 Housing Review Board forward plan (Pages 10 - 13)

Proposal form received: Tenant involvement – submitted by tenant representative Sue Saunders.

8 Integrated Asset Management Contract (Pages 14 - 33)

9 Social Housing White Paper (Pages 34 - 47)

10 Annual report of the Housing Review Board (Pages 48 - 53)

11 Housing Task Force - an introduction (Pages 54 - 56)

12 Stock Condition Survey (Pages 57 - 60)

13 Housing Revenue Account and Housing Capital finance report (Pages 61 - 64)

14 HouseMark membership renewal (Pages 65 - 66)

15 CIH Professional Standards (Pages 67 - 76)

16 Procurement of gas servicing/services contract (Pages 77 - 82)

17 Electrical Safety Policy (Pages 83 - 90)

18 Quarterly performance indicator report (Pages 91 - 108)

19 Housing Covid 19 performance monitoring (Pages 109 - 112)

20 Senior officer decision (Pages 113 - 116)

To note the urgent senior officer decision for the request for retrospective authority to bid and proceed with the memorandum of understanding required for the release of successful bid funding as part of the Social Housing Decarbonisation Fund.

[Decision making and equalities](#)

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

EAST DEVON DISTRICT COUNCIL**Minutes of the meeting of Housing Review Board held at online via the Zoom app on 13 January 2022****Attendance list at end of document**

The meeting started at 10.05 am and ended at 12.50 pm

16 Public speaking

Co-opted tenant member of the Board, Sue Saunders brought some concerns to the attention of the Board:

- The 'Involved Tenant' report had not been included in the 2020 Annual Report.
- The HRB application form was perceived to be ambiguous, with the use of statements rather than questions.
- Assurance was sought that the 'tenant tick symbol' would be clearly marked on all documents requiring tenant consultation.
- Concerns were raised that related to the repairs contractor Ian Williams. These were based around ongoing tenant dis-satisfaction and communication failures that tenants had experienced when reporting repairs.

In response the Strategic Lead – Housing, Health and Environment thanked Sue Saunders for her questions and constructive challenge. He would investigate why the Involved Tenant report had been omitted from the 2020 Annual Report to Tenants. He stated that key policy and procedure documents impacting on tenants should have tenant input and consideration and that the 'tenant tick' should be used wherever possible.

17 Welcome to two newly appointed tenant co-optees on to the Housing Review Board

Since the last meeting of the Housing Review Board interviews were held for two vacant tenant representative positions on the Board. These positions were filled and the tenants co-opted by Council in October 2021. The Chair welcomed Steve Beer and Sue Saunders on to the Board and invited them to introduce themselves. She also advised the Board that tenant member and Vice Chair of the HRB, Peter Sullivan had regrettably resigned from the Board due to ill health. On behalf of the Board she expressed her appreciation to Peter for his long service on the HRB and to tenant participation in general.

Nominations for Vice Chair were requested and received for co-opted tenant members Steve Beer and Sue Saunders.

RECOMMENDED: that the recommendation that tenant representative Sue Saunders be appointed Vice Chair of the Board for the ensuing year be passed for approval.

18 Minutes of the previous meeting

The minutes of the previous meeting held on 16 September 2021 were received and accepted.

19 Declarations of interest

Declarations of interest.

Councillor Sarah Chamberlain, Personal, employee of Exeter City Council within the housing service.

Declarations of interest.

Sue Saunders, Personal, housing tenant.

20 **Matters of urgency**

There were no matters of urgency.

21 **Confidential/exempt item(s)**

There were no confidential/exempt items.

22 **Housing Review Board forward plan**

The Housing Service Lead presented the forward plan and advised members that the forward plan acted as a reminder of agenda items to come forward to future meetings. Members were reminded that they could add further issues to the next forward plan by informing either herself or the Democratic Services Officer.

During the meeting the following items were added to the forward plan which was endorsed by the Board:

- A review of the integrated asset management contract.
- An update on the housing stock condition survey.
- A report on the emerging Housing Task Force – the Council looking into developing its own stock and increasing the supply of affordable/social housing.
- A review of the complaints system – to be considered by both tenants and officers together.

23 **Draft Housing Service Plan and draft budget 2022-23**

The Service Lead – Housing presented the draft Service Plan for the Housing Service covering the period 2022-2023, for consideration by the Board.

The Service Plan was a working document produced annually by all EDDC services and set out the key achievements over the past year and the forthcoming issues to be faced by the service. It linked closely with the Council Plan and the aim of the process was to produce a work plan for the coming year with a realistic view of the challenges and risks ahead. Producing a Service Plan presented a good opportunity to look back and reflect and also the ability to forward plan. Performance should be monitored constantly against the 'live' document. The Service Plan was coordinated annually with budget planning.

This year the plan reflected continuing service interruptions due to the pandemic. The plan also considered service challenges and pressures over the next three years, including climate change implications, tenant safety measures, the implications of the Social Housing White Paper, the new Building Safety Act and the ambitions to increase the supply of social housing.

A range of service improvements were identified through a number of SMART objectives (specific, measurable, achievable, relevant, time bound). The plan linked closely with the Housing Strategy and was designed to complement a number of other housing plans and policies as part of how the Council managed its own housing stock and the services it delivered. There was also a strong link with the Council's Public Health Strategic Plan to ensure more people were helped to be and stay healthy, enhance self-care and community resilience and integrate and improve support for people in their own homes. There was also a strong link to both the Poverty Strategy and the Council's climate change aspirations.

Headlines from the Housing Service Plan were:

- A focus on delivering our housing purpose(s).
- A commitment to tackle homelessness.
- Recognition of poverty as a significant factor in people's lives.
- Revision of the HRA Business plan with updated stock condition data.
- Delivering the stock condition survey.
- A focus on new development opportunities with the need to review the current acquisition programme.
- The recruitment and implementation of the new social housing task force.
- Emphasis on the importance of compliance and keeping tenants safe in their homes.
- A focus on mental health and how we are addressing the challenges this is presenting us as a landlord.
- Robustly managing the Integrated Asset Management Contract.
- Continuing with the future proofing of Home Safeguard with a realistic view of risks ahead including the next phase of digital switchover, refresh of the marketing strategy and growth plans.
- An emphasis on evidencing value for money with the need to scrutinise some areas to satisfy ourselves that we are achieving what matters most to the customer, in line with our systems thinking purpose.
- Acting on the climate change agenda and building towards a carbon neutral council.
- Delivering the next phase of the carbon reduction programme for the housing stock.

The Housing Service Lead outlined the over-arching priorities:

- More affordable homes – A decent home for all.
- Homelessness and rough sleeping.
- Council homes fit for purpose and satisfied tenants.

A key objective was the stock condition survey. Other key objectives which had been carried over from the 2021/22 housing service plan included dealing with recruitment challenges, establishing a compliance team, dealing with the risk of service failure (need the right people in the team for operational service delivery), dealing with the risk of increasing poverty and ensuring the asset management contract was delivering what it was set out to achieve.

Opportunities within the 2022-23 service plan included:

- Housing Task Force – looking creatively at opportunities for new housing.
- Data from stock condition survey would start to feed into the ability to update planned programmes/investment in the stock.
- Emphasis on climate change.

- Review of the Home Safeguard Service.
- Meeting the demands of the recently launched Social Housing White Paper.
- Mental Health Strategy – prioritising the wellbeing agenda.

Concern was expressed over the general lack of tenant participation and that satisfaction surveys and contractor feedback forms no longer seemed to be being used. A plea was made not to disband the Designated Complaints Panel. The Strategic Lead – Housing, Health and Environment responded that the housing service used the corporate complaints procedure and that this had been carefully considered. The Designated Complaints Panel was used to compliment this as well as attempting to resolve complaints prior to referral to the Housing Ombudsmen. A number of other issues were raised by a tenant representative and it was agreed that officers would look into these and that the written responses would be circulated to HRB members by the Housing Service Lead.

The draft Service Plan would be presented to the tenant groups over the next few months and cascade to housing staff through team meetings and service briefings. The Board's input into the Service Plan was welcomed and gave tenants an additional opportunity to comment, before it was finalised and reported to Cabinet.

Consideration was then given to the Housing Accountant's report which presented the draft Housing Revenue Account (HRA) revenue and capital budgets for 2022/23. Draft Service Plans had been prepared and aligned at the same time as preparing the draft budget.

The Housing Revenue Account (HRA) was underpinned and influenced by the HRA Business Plan. The Housing Accountant explained that this plan needed to be refreshed, but this had been delayed by other work commitments. The revised plan needed to:

- Take into consideration a full stock conditions survey findings to inform future programme and works to stock costs.
- Consider the implications of the integrated asset maintenance contract.
- Reflect additional work on asset management planning and compliance requirements.
- Consider the end of rent reductions.
- Consider the implication of Universal Credit.
- Reconsider the debt level and use of Right to Buy Receipts linked to future development ambitions, and
- Consider the implications of the climate change action plan.

It was noted that the budget was in effect a 'stand still' budget based on existing stock data, whilst the updated stock condition survey data was awaited. The budget continued to invest into existing properties at a similar level, although it did set aside £880,000 for climate reduction investment.

The Housing Accountant highlighted:

- Income – annual regulated rent increase assumed at being 4.1%, giving an increase of £0.778million.
- Expenditure – supervision and management: increase in staffing costs and premises costs.
- Financing – contribution to capital funding: £880,000 towards decarbonisation projects.

The HRA budget currently showed a healthy surplus of £0.208million.

In response to a question about the number of empty homes within the council housing stock, the Acting Housing Service Lead explained that there was a myriad of reasons why there were a number of vacant properties and outlined the main reasons with properties awaiting letting and undergoing work the main reason. There were also a number of 'hard to let' properties and a few with structural issues where extensive works were required. It was noted that a future garage review would be undertaken in an attempt to identify sites suitable for redevelopment.

RECOMMENDED:

1. that the Housing Review Board recommends to Cabinet that the Housing Service Plan 2022-23 is approved.
2. that the Housing Review Board recommends to Cabinet that the draft revenue and capital budgets for 2022/23 are approved.

24 **Housing Management System software upgrade**

The Council's housing service had investigated options for upgrading and modernising its Housing Management IT System in order to ensure its systems remained fit for purpose and able to meet the flexible and agile working needs of the service in the years ahead, and to enable and support the Council's obligations under the Social Housing White Paper 2021 and the Building Safety Bill 2021. The Housing Systems Manager's report set out the proposed upgrade route, the implementation, method and anticipated timescales, the high level benefits and risks, other options considered, and the costs of the proposal.

Since the last meeting of the HRB detailed demonstrations had been held and a full evaluation of the project. The proposed upgrade would provide the housing service with a good and effective value for money system, allowing improved flexible and mobile working environments.

Those present welcomed the report and timescales for adoption. It was noted that the tenant portal would give tenants another form of engagement and access to the service, and that traditional modes of communication would be retained so that digitally excluded tenants would not be isolated. The intention was that it would broaden people's ability to engage with the housing service.

RECOMMENDED: that the Housing Review Board recommends that Cabinet recommends to Council the proposed upgrade and budget requests of £134,927 and £6,060 respectively to implement the IT system upgrade to Capita's One Housing and One Assets solutions.

25 **Updated Housing Policies**

The Rental Manager informed the Board that the Income Management including Debt Collection Policy/Strategy had been reviewed to ensure that it continued to reflect current practice and legislation. Minor changes had been made following tenant consultation and additionally to reflect Breathing Space legislation. The Data Protection Statement had also been added.

RECOMMENDED:

1. that members agree the updated policy detailed in the report.
2. that members recommend to Cabinet that the policy is formally adopted by the Council.

26 **Mental Health Strategy for Housing 2021-2025**

The Housing Service Lead outlined the mental health strategy for housing, which had been developed over the past two years. The strategy was designed to deal with the increasing demand upon housing services which were mental health related. The strategy had been previously reviewed and agreed by a tenant panel.

An increasing number of tenants had been presenting with a range of mental health issues over the last few years. Mental health services and the county's supported housing has been unable to meet demand, leaving EDDC as landlord to manage the tensions this created. Many agencies were inundated and under resourced. A partial solution had been identified in the form of a specialist worker, experienced in the field of mental health, to carry out a small caseload and act as liaison between housing and mental health teams, as well as providing a source of assistance and guidance for staff across all housing teams.

This post would commence towards the end of January 2022. It was noted that the mental health officer was not a mental health professional, but would assist and work alongside mobile support officers to help signpost tenants to existing services, rather than make mental health interventions. Members agreed that it was important that the wording in the strategy was clear that the housing mental health officer was not a clinician offering a professional practitioner role.

It was suggested that a progress report on the five year strategy be brought back to the Board in a year's time.

Those present welcomed the strategy and introduction of a mental health officer for housing, to work alongside and support the mobile support officers and focus on tenants. It was noted that a mental health officer had also been agreed by Council, who would have a more corporate and member focus. It was suggested that a press release be issued to make the public aware and promote these two roles.

RECOMMENDED:

1. that members agree the Mental Health Strategy for Housing 2021-2025 detailed in the report.
2. that members recommend to Cabinet that the strategy is formally adopted by the Council.

27 **Housing Covid-19 Performance Monitoring report**

Due to time constraints this item would be carried forward to the next meeting of the Housing Review Board.

28 **Quarterly PI report Quarter 2 2021-22**

Due to time constraints this item would be carried forward to the next meeting of the Housing Review Board.

Attendance List

Board members present:

Stephen Beer, Tenant
Sue Saunders, Tenant
Councillor Helen Parr
Councillor Brenda Taylor
Councillor Sarah Chamberlain (Chair)

Councillors also present (for some or all the meeting)

M Armstrong
S Gazzard
P Arnott
P Faithfull
D Ledger
P Millar

Officers in attendance:

Sophie Davies, Housing Business and Customer Improvement Manager
Jo Garfoot, Acting Housing Service Lead
Steve Gammon, Housing Systems Manager
Amy Gilbert-Jeans, Service Lead Housing
John Golding, Strategic Lead Housing, Health and Environment
Rebecca Heal, Solicitor
Debbie Meakin, Democratic Services Officer
Alethea Thompson, Democratic Services Officer
Anita Williams, Principal Solicitor (and Deputy Monitoring Officer)
Graham Baker, Senior Technical Officer Asset Management
Andi Loosemoore, Rental Manager
Andrew Mitchell, Housing Solutions Manager
Rob Ward, Accountant

Councillor apologies:

Cat Summers, Tenant
Councillor Ian Hall
Cindy Collier, Tenant

Chair

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
Social Housing White Paper	March 2022	Housing Services Manager
Housing Task Force- An Introduction	March 2022	Housing Task Force Service Lead
Stock Condition Survey	March 2022	Property and Asset Manager
Housemark Membership Renewal	March 2022	Information and Analysis Officer
CIH Professional Standards	March 2022	Housing Service Lead
Procurement of Gas Servicing/Services Contract	March 2022	Property and Asset Manager
Integrated Asset Management Contract	March 2022	Property and Asset Manager
Electrical Safety Policy	March 2022	Property and Asset Manager
Garage sites suitable for development	Future meeting	Housing Service Lead/Housing Task Force Service Lead
Review of the downsizing grant	Future meeting	Housing Solutions Manager
Housing Decarbonisation Fund Bid	Future meeting	Property and Asset Manager
Community Development food initiative	Future meeting	Housing Services Manager
Quarterly performance reports and regular reports		
Responsive repairs	Quarterly report	Property & Asset 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	Housing Services Manager
Systems Thinking leading & lagging measures New Tenants Survey	Quarterly report	Strategic Lead – Housing, Health and Environment
Forward Plan	Every meeting	Strategic Lead – Housing, Health and Environment
Benchmarking survey	Annual report	Strategic Lead – Housing, Health and Environment

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.

Proposal form for items for consideration by Housing Review Board



Submitted by: Sue Saunders and Sue Dawson (tenants)

Date submitted: 10th March 2022

Item for Consideration: An enquiry and updating of Tenant Involvement and customer service.

Expected outcome (i.e. new policy, new action, new partnership, review and/or scrutinise the performance of other public bodies or of the Council in relation to its policy objectives, performance targets and/or particular service areas):

Priority for matter to be considered (please tick):

High (up to 3 months)	x
Medium (3 to 6 months)	
Low (over 9 months)	

Basis on which priority has been set:

The suggested item should be included in future programme(s) because: (please tick as appropriate)

a) It is a district level function over which the district has some control	
b) It is a recently introduced policy, service area of activity which would be timely to review	
c) It is a policy which has been running for some time and is due for review	x
d) It is a major proposal for change	x
e) It is an issue raised via complaints received	x
f) It is an area of public concern (tenants)	x
g) It is an area of poor performance	x
h) It would be of benefit to residents of the district (tenants)	x

Which of the Council's objectives does the issue address? All concerning tenant involvement.
Consultation / Communication / Consideration

Is there a deadline for the Council to make a decision? (If so, when and why?): 3-6 months. Things need to change and change as quickly as possible.

Members are requested to provide information on the following:-

What do you wish to achieve from the review?:

A more competent, inclusive and caring housing service.

Are the desired outcomes likely to be achievable?:

Yes, with the full co-operation and commitment from all concerned.

Will it change/increase efficiency and cost effectiveness?:

Yes. In a great many ways.

Additional information – an explanatory sentence or paragraph to be provided below to support each box which has been ticked:

It is a matter of some urgency for tenants.

c/ A complete review is essential.

d/ HRB approval would mean a major improvement to the Service received by the tenants

e/Yes

f/ yes. For tenants

g/ yes

h/ Yes. A better run service for Council tenants would ultimately reflect in the communities at large.

Please can you return the completed form to Democratic Services via email to democraticservices@eastdevon.gov.uk.

MONITORING OFFICER COMMENTS

Date:



Report to: Housing Review Board

Date of Meeting 24th March 2022

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

The Integrated Asset Management Contract

Report summary:

To provide the Housing Review Board an update on the delivery of Integrated Asset Management Contract as part of our regular update on this area of the service but also as a direct response to ongoing concerns raised regarding the delivery of some key functions of the contract.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

That the Housing Review Board note the update on the delivery of the Integrated Asset Management Contract and support and endorse the Action plan as set out in this report to address ongoing performance concerns that relate to the Integrated Asset Management Contract.

Reason for recommendation:

To update and confirm that the Contract is managed in the most efficient compliant manner possible to ensure the daily operational delivery of the Integrated Asset Management Contract is maintained. To reassure Members we are focusing on improvements that need to be made.

Officer: Graham Baker – Property & Asset Manager – email: gbaker@eastdevon.gov.uk

Portfolio(s) (check which apply):

- Climate Action and Emergencies
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Culture, Tourism, Leisure and Sport
- Democracy and Transparency
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities

Equalities impact Medium Impact

As a Social Landlord we carry a Statutory Requirement to maintain our Housing Stock in accordance with our Tenancy Agreements.

Climate change Medium Impact

Risk: Medium Risk; In the coming years the use of gas components will be gradually phased out, other fuel options will need to be considered, in relation to gas there is likely to be switch to Hydrogen, the

procurement will be carried out to reflect this and the impact of Climate Change; in addition we also need to consider fabric upgrades to our Housing Stock to improve their Energy performance in order to achieve the maximum possible gain from the new technologies that will be installed.

Links to background information [HRB Agenda 21 January 2021](#) (Item 13) [HRB Agenda 24 January 2019](#) (Item 10) [HRB 20 September 2018](#) (Item 11) [HRB 21 June 2018](#) (Item 13) [HRB 11 January 2018](#) (item 11) [HRB 12 January 2017](#) (item 14 and 15) [HRB 9 March 2017](#) (item 11) [HRB 15 June 2017](#) (item 9) [HRB 7 September 2017](#) (item 10) [HRB 28 March 2019](#) [HRB 20 June 2019](#) (item 11) [HRB 29 April 2021](#) (items 16 & 17) [HRB 16 September 2021](#) (Item 14)

Link to [Council Plan](#):

Priorities (check which apply)

- Outstanding Place and Environment
- Outstanding Homes and Communities
- Outstanding Economic Growth, Productivity, and Prosperity
- Outstanding Council and Council Services

Report in full

1. Introduction:

2. The Integrated Asset Management Contract (IAMC), delivered by Ian Williams comes to the end of its third year on March 31st 2022; since its commencement many challenges were encountered, the main ones being:
 - Continuing to build and maintain a professional working relationship between East Devon District Council (EDDC) and Ian Williams (IW); this is an ongoing process due to staff changes on both sides.
 - Implementing Price Per Property (PPP) and Price Per Void (PPV) Contract delivery model.
 - The impact on delivery of the service of the Covid Pandemic.
 - The impact on delivery of the service of Brexit
 - Expanding the Contract to deliver additional compliance/cyclical servicing work streams.
 - Expanding the Contract to deliver bespoke larger repair/upgrade projects and Planned Works.

3. Covid:

4. Delivery of the Repairs, Voids and Compliance/Cyclical Servicing work streams continued throughout all the periods of lockdown/disruption with efforts made to keep disruption to the absolute minimum.

In line with Health & Safety and Government Guidance we continued to deliver a full reactive repair and void service whilst adhering to all restrictions/guidance imposed by the Government with only minor disruption e.g. Tenants self-isolating.

5. We continue to monitor Government guidance but have not had to implement any significant changes to service delivery since the restrictions of the first lockdown were lifted.
6. All the normal communication platforms e.g. corporate website, social media, Housing Matters magazine etc. continue to be used to keep our Tenants and other interested parties updated regarding the delivery of the IAMC Contract in relation to Covid.

7. Whilst Reactive Repairs, Voids and Cyclical Servicing works streams have been delivered with minimal disruption Covid has impacted in other areas:
- Delays in the delivery of some Planned Works work streams e.g. Kitchen and Bathroom upgrade programmes.
 - Delivery of the majority of Social Value commitments
8. As part of the IAMC Contract we have managed to deliver some Planned Work/single bespoke projects have been and continue to be delivered e.g.:
- External decoration programme
 - Window replacement programme
 - Re-roofing programme
 - Green Energy/Climate change work ranging from fabric upgrades to technology installs e.g. air source heat pumps/heating upgrades, solar.
9. Nationally and even internationally Covid has impacted on manufacturers/suppliers, in some cases shutting factories and production lines, this has led to delays in the supply of some products/materials which has in turn impacted on the timescales to complete some reactive repairs/Voids.

This situation is closely monitored and wherever possible the impact on service is relayed to all interested parties both directly and via the numerous communication channels referred to above.

10. Brexit:

11. Brexit continues to have an impact on the service although efforts are being made to keep such disruption to a minimum; areas where impacted are:
- Increase in the cost of materials.
 - Labour resource
 - Availability of some materials/components e.g.:
 - Plaster and plaster products
 - Timber/Manmade boards.
 - Kitchen units
 - Boilers
 - Plumbing/boiler components
 - Storage heaters
 - Composite doors/Fire doorsets

to name a few.

12. As with Covid, all the normal communication platforms e.g. corporate website, social media, Housing Matters magazine etc. continue to be used to keep our Tenants and other interested parties updated regarding the delivery of the IAMC Contract in relation to supply chain issues.

13. The war in Ukraine:

14. Although there is no direct impact at present we need to be mindful there is a potential for some issues particularly in relation to fuel availability and costs. Fuel availability is probably the most serious as without fuel or with limited fuel supplies for their vans the Contractor and their sub-contractors will be unable to deliver/fully deliver the repairs service.

Our own surveying team could also be similarly impacted as is could hamper their ability to carry out necessary site visits to diagnose building defects/faults and progress/post inspections.

15. The situation in Ukraine and its impact will be closely monitored; should any issues arise that impact on the service delivery, such as fuel shortages then measures will be put in place to ensure that a level of service is maintained.

Any changes to service delivery will be fully publicised using all the normal communication channels referred to in item 6 above.

16. Reactive Repairs:

17. The number of repairs reported for year 3 of the Contract is at the expected levels and is directly comparable to the numbers recorded for Year 1 of the Contract.

The number of repairs reported did drop during Year 2 but this was directly attributable to the Covid pandemic and the lockdowns/restrictions imposed by Central Government. Once restrictions begun to be lifted demand returned to the expected levels.

18. For information we set out below the number of repair orders raised on a month by month basis for Year 3 of the Contract to date:

Month (Year 3)	Repair jobs/orders raised
April	963
May	1203
June	1453
July	1329
August	1163
September	1236
October	1154
November	1548
December	986
January	1554
TOTAL	12,589

As can be seen the number of repairs over a 10-month period is quite high and equates to an average of 1,259 repairs per month.

We continue to expand our data analysis to enable us to monitor service performance and demand in detail. One of the areas we look at is the number of repairs orders raised per day.

For Quarter 3 (July to September 2021) we looked at the number of repair orders raised and were able to establish that demand is consistent across the week, see table below. There were of course fluctuations during the period but this is typical of the number of orders raised. The numbers for Q4 are very similar even though we were entering the winter period.

Day	Average no. of repair orders raised per day
Monday	58
Tuesday	58
Wednesday	55
Thursday	58
Friday	52
Saturday (OOH)	3

These are average numbers, there will always be days when service demand increases and the number of repair orders raised can be well over 100; the aftermath of the most recent storms (Dudley, Eunice and Franklyn) is a typical example, on one day alone almost 50 roof repair orders were raised in addition to the expected normal repair numbers.

Another example of demand on the service is the number of telephone calls received on a monthly basis; they regularly top 2000 calls per month and in some months, the figure increases to over 2500.

19. The current level of Work in Progress (WIP) and overdue jobs is above that expected and desired and this is an urgent area that we have asked IW to focus on. We are seeing the direct impact of this with an increase of calls from tenants chasing jobs as well as an increase in complaints on the basis that tenants are waiting too long for jobs to be completed.
20. In order to understand the problems in this area, we have and are continuing to carry out detailed data analysis to identify the reasons and trends for the current high level of WIP and overdue jobs, among the issues identified as causes are:
 - Incorrect application of operational processes on the part of IW and EDDC, particularly the Variation Process, Extension of Time process.
 - Jobs still being incorrectly marked as “work completed” rather than stage completions being applied when follow on works are required.
 - Jobs that have been completed but not closed down correctly meaning they remain on both the WIP and Overdue jobs list
 - The delivery of larger scale and complex repair jobs that extend beyond the contractual 28 day period for completion.
 - The sourcing of resource/sub-contract support to deliver some repair jobs which delays the completion of jobs directly contributing to the WIP and overdue jobs.
 - The sourcing of components/materials to carry out specific repairs, this directly contributes to the WIP and overdue jobs.

The levels of WIP and overdue jobs is of particular concern and we are now working closely with Ian Williams to undertake a detailed review of the delivery of Reactive Repairs to ensure that meet the headline aim of ‘Right Repair, Right Time, Fixed and Stay Fixed’. The areas that will be subject of this review will include but not be restricted to:

- Diagnosis:
- Appointment:
- Right First Time:
- Stay Fixed:

Initial findings suggest that a number of problems exist that need to be addressed ranging from:

- Too many chasers required in relation to repair orders and in some cases recalls,
- Missed appointments with no communication with the Tenant
- Insufficient time allowed to carry out specific repairs
- Material availability
- Resource availability for some key trades
- Sub-contractor support is not sufficient.
- Sub-contractors not adhering to the Contractual protocols and timescales.
- Management of sub-contractors

- Systems and contract resources not being used correctly to deliver the contractual requirements for repairs.
- Poor communication across all areas.

We believe that the processes to address the above issues are already embedded in the Contract, the review is primarily to identify areas where they are falling down and to implement the necessary measures to address the same

The above areas of concern were escalated to the IAMC Core Group on the 2nd February and were discussed in some detail. Members of the Core Group agreed to the creation of a specific action plan as a tool to identify areas of concern and also manage how they will be addressed and resolved moving forward. The issue of WIP and overdue jobs will form part of this action plan.

21. Some repairs are of such size and in some cases complexity that they are proving challenging to deliver. This can be partly attributed to our ageing stock which is recognised as an additional challenge.

This has been recognised and Ian Williams have set up what they classify as a 'Minor Works Team' to manage and deliver such repairs. This Team is already proving beneficial as they are already working through the list of overdue larger repairs. Further this team also frees up the main workforce to concentrate on routine reactive repairs that in itself will reduce the WIP and overdue jobs. Early signs are positive but this is needs to be closely monitored.

EDDC have re-introduced the Duty Surveyor role. This provides a useful daily operational point of contact for any reactive queries or any escalated cases that may require immediate action or resolution. This can often prevent complaints being raised if the Duty Surveyor is able to intervene quickly and instruct IW accordingly. The Duty Surveyor will support the Repairs Advisors with more complex matters and be a regular point of contact for IW team through-out the day, in the event of them needing immediate support or guidance on a job, this hopefully will enable repairs to be continued without the need to wait for decision/instruction.

22. Voids:

23. Generally the delivery of Voids is working well with good communication and a collaborative working ethos between the teams.

24. The changes to the delivery of Voids, as approved at the last Housing Review Board has now been fully embedded and is working well.

The changes now implemented enable greater management and control of the delivery of voids.

25. At present pre-inspections are not being carried out while the property is still occupied, pre-inspections continue to be carried out once the keys have been returned/the property has been vacated, this was a change implemented due to covid restrictions. With the lifting of covid restrictions it is hoped a return to carrying out pre-inspections while the property is still occupied will be re-introduced in the not too distant future. Once embedded this will hopefully see a reduction on Void times.

26. Void costs continue to be higher than expected and above the PPV cost, this is generally due to the condition of the properties when they are vacated, typical areas that that contribute to the high cost are:

- Environmental/deep clean required before work can commence.

- Remedial work required to repair damage caused by Tenants.
- Removal and disposal of rubbish (both internally and externally) left by Tenants.
- Garden clearance/tidy.

We are seeing an increasing number of properties being returned to us in poor condition and requiring almost all of the above work, such work is not only costly to carry out but also time consuming, sometimes adding several weeks to the Void delivery/turnaround time.

Wherever possible the re-charge process is implemented to recover costs that are incurred for such additional (exclusion) work.

27. For information we have set out below the number of Void orders raised on a month by month basis for Year 3 of the Contract to date:

Month (Year 3)	Void orders raised
April	15
May	22
June	20
July	20
August	12
September	25
October	20
November	21
December	23
January	28
TOTAL	206

28. **Compliance/Cyclical Servicing:**

29. Compliance meetings are held monthly between both parties and are going well.

30. Ian Williams update and send the compliance tracker monthly, orders are work completed and updated once the job has been completed. Moving forward we'd like jobs to be completed and updated in real time to reflect our current position, this is something we are reviewing with our Housing Systems Team, it is hoped the new Open Assets (Compliance Manager) module on Capita Open Housing will assist in this area.

31. No access continues to be an issue in the delivery of compliance/cyclical servicing work, we endeavour to use all communication/social media platforms to highlight the importance of this work and the need to allow access to carry out the same.

32. Work continues with our Housing Systems team to finalise a suite of Reports for Compliance, once complete they will enable us to report with accuracy on the various compliance/cyclical servicing work streams, this is currently done manually which proves time consuming. We are also looking forward to the implementation of our Compliance Manager portal which will improve the general management of Compliance across the Contract.

33. **Planned Works:**

34. The IAMC Contract is set up in such a way to allow Planned Works to be added to the work streams already being delivered by Ian Williams.

To date work has already commenced on the following work streams:

- External Decoration including remedial render repairs and eaves replacement
- Window replacement
- Re-roofing

These work streams are all progressing well and have been very well received by the Tenants who have felt the impact of us having to delay some planned works mainly due to the pandemic.

We will be looking to publicise these works on our various communication platforms and also carry out site visits to showcase some of the work. This area needs to be closely managed in order to ensure the delivery of planned works is not further impacting on the delivery of responsive repairs. The work stream is managed separately by us and is overseen by our Senior Technical Officer (Asset Management and Climate Change).

Among the work streams that we are intending to deliver in the next financial year include:

- Kitchen & Bathroom Modernisation
- Green energy/climate change work which will include:
 - Fabric upgrades to improve energy performance
 - Window replacements
 - Installation of Air Source Heat Pump heating/hot water installations
 - Installation of solar panels

The green energy/climate change work will be partly delivered using the funds awarded by BEIS (Department of Business, Energy & Industrial Strategy) as part Wave 1 of the Social Housing De-carbonisation funding Government initiative following our successful bid.

35. **Handyperson Service:**

36. The Covid pandemic significantly reduced demand for the Handyperson Service; although restrictions have been lifted demand remains very low.

37. The Handyperson Service continues to be publicised in the latest edition of the Housing Matters Publication but we have not seen increase in demand. The service will continue to be publicised and we are considering creative ways to push the scheme and hopefully encourage take up.

38. **Social Value:**

39. Covid has severely limited the opportunities for Ian Williams to deliver on their Social Value commitments included in the IAMC Contract; those that they have/are delivering include:

- Sponsorship of several Tenant initiatives.
- Engagement of apprentices; 2 new apprentices are due to start in September 2021.
- Delivery of 500 property MOT's (recently commenced)

40. A Meeting took place with Ian Williams in September 2021 after which an updated Social Value commitments and Action Plan was produced.

We intend to deliver on the Social Value commitments in the next financial year with some exciting and innovative plans currently be drawn up. Details will be publicised on the normal communication platforms.

41. **Complaints, Compliments, Customer Satisfaction:**

42. Ian Williams satisfaction carried out by EDDC is as below; whilst customer feedback provides a valuable insight into how Ian Williams are and have been performing, complaints and compliments figures do not reflect the full picture. This report should therefore, be understood within the context of the number of customers interacting with our repairs service, averaging all repairs to 4200+ properties.

Customer Satisfaction KPI - Are you happy with your repair overall?		
Month	Happy	Unhappy
October 21'	106	6
November 21'	171	15
December 21'	132	16

43. To look at this in further detail against directly raised issues with Ian Williams; complaints, compliments for Quarter 3 are as below:

Ian Williams KPI			
Month	Direct Complaints	Compliments	Repairs Raised
October 21'	4	0	1154
November 21'	6	2	1548
December 21'	4	1	986

44. Our Quarter 3 reporting statistics are:

- 88% Informal Complaints responded to within 3 days.
- 311 'Issue/Queries' emails escalated to Business and Customer Improvement Manager attention, up by 25 from Quarter 2
- 32 Home visits made by our Business and Customer Improvement Manager to help stop the escalation of issues and to resolve

45. We consider the above statistics to point directly to waste in our system. As an example potentially the 32 home visits undertaken are areas that have gone wrong and have therefore required intervention through a home visit by a Manager to resolve. We consider this to be waste as these issues should not have arisen in the first place. We also consider the figure of 311 'issues/queries' to be high and we are looking closely at what these issues and queries are and how they can be prevented in arising in the first place. The review we are undertaking on this is part of a Systems Thinking approach we are taking to identify where the waste in the system is and why it exists.

46. Disappointingly, we have also had 2 recent Ombudsman maladministration judgements served against us. We are reviewing both cases carefully and are reflecting on the findings in order to understand exactly what and why things have gone wrong. A report detailing the findings and outlining learning points will be presented to a future Housing Review Board meeting.

47. Although hard to capture fully, we are aware of a general feeling of dissatisfaction from our tenants mainly around the responsive repairs element of the contract. This has been picked up through a few avenues recently;

- Preventable complaints. As an example of a preventable complaint, this could be where we and/or IW have failed to communicate with tenants around when a repair will be undertaken/completed. This is unacceptable and entirely preventable if all the processes and procedures are being followed accordingly.
- We have been made aware of negative feedback from Members representing tenants, Members are having to get involved to chase individual cases. We have also seen a number of complaints escalated to our MPs.
- On a recent site visit by Members of the Housing Leadership Team, tenants were asked in general (face to face) for views on the service, 100% of the feedback was negative.
- At the previous Housing Review Board Meeting, we acknowledged the negative feedback given by one of our Tenant Representatives that directly related to our contractor Ian Williams and to the overall service we offer.

48. In order to give us more evidence of areas of concern and also to give all residents the opportunity to feedback to us their own experiences, the Information and Analysis Officer has been tasked with undertaking a survey that will give every tenant the opportunity to tell us how they feel. The Information and Analysis Officer is also requesting the assistance of tenants to help formulate the survey and the questions in order to hopefully appeal to all and to encourage the feedback we require. This action and area in general also features highly in our improvement action plan (as referred to in point 20.)

49. In order to publicise some of our compliments and occasions where tenants have given us positive feedback, we are working closely with our communications team to increase our online presence. Some examples of this in the last few weeks have been positive feedback to Property MOTs as well as a focus on some individual households who have been really pleased with the results of planned works such as kitchen upgrades. We are attempting to balance some of the negative feedback we are have received by ensuring we are still celebrating where tenants have told us they are satisfied and happy with the service.

50. We have become increasingly aware of the lack of clarity, from a tenants perspective, on:

- Tenant responsibility
- Tenant expectations – beyond specification of work and beyond void specification, both within sheltered and general housing leading to a lot of complaints about the service

We are working alongside our Allocations team to look into the initial handover documents, to ensure this captures responsibilities of tenants and landlords and that responsibilities are clearly understood, we are also looking to engage our Tenant Repairs Review Group with this area to help support us understand better how we can ensure these areas are clearer for tenants to understand.

We are also working with the Allocations team to review our internal Mutual Exchange process and ensure that this is up to date and working as it should be

We have been aware of a lack of clarity on the contractual timescales across the wider housing team, residents and councillors, resulting sometimes in hearsay. We are considering ways we can address this, perhaps with some general reminders by way of a specific publication. We are also considering whether some specific workshops could be useful to target certain areas of the District where tenants can pop in, meet us and learn more about how the repairs service is delivered. We undertook these roadshows back when the Contract commenced and now as covid restrictions ease we are considering whether it is time for the exercise to be repeated as a way of capturing some meaningful engagement. We are also

considering the feasibility of a Member workshop that could also help Members understand how the service is delivered.

51. One of our key areas that we have previously targeted for service improvement has included training of internal staff to fully understand the requirements of the contract from our first point of contact. We have completed a training day, with in depth discussion referencing coding elements of the jobs, contract requirements down to training on elements of the contract, this seems to have been beneficial but with turnover of Officers there is still work to do on this.

A meeting was held between our Business and Customer Improvement Manager and the Ian Williams Business Manager at the hub to advise expectations and understand frustrations from both sides to fully address any communication issues both in house and with our tenants. It has been agreed this will carry on quarterly to ensure that our communication requirements are met and improved. From this quarter, Ian Williams primary focus is to ensure that they are rebooking any works required as a follow on order, on site, with the resident, this is a requirement as set out in our contract.

52. Currently, this quarter, we are experiencing a higher level of reoccurring residents complaining directly to Council Members and Senior Managers as opposed to following the process. A proportion of these complaints have not been raised at advisor level for work to be carried out, so we were unaware until they get passed onto the department. This may be as a result of tenants not being aware of the main channels of communication, we are therefore looking at this with the Communications team to see what improvements can be made to make this clearer. It is also another area that would benefit directly from input from our Repairs Review Group with tenants being able to guide and help us understand what could work better.

53. Our Business and Customer improvement Manager has visited a number of residents, both active members and those who are not involved to discuss ways that we could better collate resident satisfaction.

Currently EDDC collate satisfaction by

- Paper Surveys, our Business and Customer Improvement Manager has recently requested that Ian Williams photograph the survey that is left behind following a repair, so this is evidenced. There have been ongoing concerns that this is not being done, hence why we are now seeking the evidence.
- New Home Survey – left behind by Ian Williams following the completion of a void property
- Post inspections on voids and reactive repairs, undertaken by our Surveyors.
- Customer Satisfaction via telephone call – the team are now targeted at completing 20%

Ian Williams carry out

- Telephone surveys at 20% of repairs
- Electronic PDA surveys

54. Next Steps

55. The report has highlighted a number of areas of concern, one of our main areas of focus currently is improving customer satisfaction. The meeting of the Core Group on the 2nd February was focused on many of the areas highlighted in this report and Members spoke openly and honestly about where improvements are required. We remain encouraged by the approach taken by our Contractors, Ian Williams with a clear commitment and recognition of the areas that need to be focused on. The formulation of the Action Plan is our starting point in agreeing between us what the issues are and how both parties will

commit to resolving them. The Action Plan is being monitored by the Core Group with the need for extraordinary meetings to focus only on this.

56. A follow up report to the issues raised will be provided to the next meeting of the Housing Review Board.

Financial implications:

Expenditure with Ian Williams represents over 40% of the total Premises related costs within the HRA. A good working relationship and sound management of the IAMC Contract is therefore vital to ensure value for money for residents.

Legal implications:

There are no legal implications on which to comment. Legal Services will advise on contractual breaches and remedies if service delivery does not improve.

EDDC & IW Contract Action Plan

Item	Current Areas of Concern	IWS Comments	EDDC Comments	Agreed Action (Core Group)	Update
Right Repair, Right Time, Fixed, Stayed Fixed.					
page 27	<ul style="list-style-type: none"> Repair jobs being scheduled by Ian Williams Hub and not EDDC- why is this happening? Repair jobs not be diagnosed correctly at first point of contact leading to follow on work required or wrong trades arriving to complete jobs. 	<ul style="list-style-type: none"> To identify how and when to send through appointable jobs and the best way to communicate this back to the EDDC team. IW to provide further scheduling guidance for EDDC HD team as a refresher, and to ensure all parties are in alignment regarding raising jobs with correct SORs, in desired timescales etc, within the correct priorities. Maybe engage with Echelon. Also to liaise closely with IW Hub, and follow up weekly with Hub Manager regarding the effectiveness of daily calls, and how to get the most out of these. 	<ul style="list-style-type: none"> The diagnosis is reliant on information from the tenant, it should be noted that the repairs advisors are not surveyors, they do their best with the tools available – ie Locator Plus. An additional measure that we need to implement is passing the tenant to the duty surveyor for them to raise complex repairs, this has the disadvantage currently that the surveyors cannot appoint on first contact. There has also been issues when their Hub has appointed. 	<ul style="list-style-type: none"> The Housing Repairs Advisors having refresher training on how to schedule a repair at first point of contact with the tenant at a time/date convenient for them. Housing Advisors to have Refresher Training on Locator Plus Diagnosis Tool. Consider how Surveyors can get access to the scheduling diaries or create a process where the tenant is passed back to an Advisor so that the jobs can be booked back in. Ongoing review of The Hub involvement being undertaken. IW to feed back weekly lists of jobs which should have been appointed to facilitate awareness of potential blockers. 	
	<ul style="list-style-type: none"> Appointments being made by the Hub need to be made verbally with the Tenant and not leaving a message on their answer machine. Any tenants the Hub cannot reach need to be communicated back to EDDC for further contact information. 	<ul style="list-style-type: none"> Where we have a job and we have not been able to make contact with the tenant, Ian Williams will leave a message on their phone. Tenants receive a text message but are surprised by the visit. Contract states 2 calls and then a letter for non contact. These could be where jobs not appointed. Ian Williams will communicate/discuss with Hub Manager regarding this process and how best to ensure we comply with it. Joint action, to send over weekly unappointed jobs, so the trend can be identified and reported on. 	<ul style="list-style-type: none"> Discuss further and investigate. We need to think about this on what process should be followed. Housing Services as a whole to ensure contact numbers are up to date. Joint action, to send over weekly unappointed jobs, so the trend can be identified and reported on. 	<ul style="list-style-type: none"> Appointing at first point of call if possible, investigate to understand why this is not always possible. Offer appointment slots for tenants convenient to miss, school runs, working, etc. Allowing the right time for the repair, so that it minimises returning to the property or unnecessary follow up work. Diary management of jobs, to identify larger jobs. Review the missed appointments, review delays, communication. Reviewing calls into EDDC Repair Advisors to identify waste which will in turn drive service improvement. 	

<p>RIGHT TIME - EDDC Appointing at First POC</p>	<ul style="list-style-type: none"> IW/EDDC to meet to discuss reasons why a high volume of jobs are being sent to IW to appoint. <ul style="list-style-type: none"> Why are jobs not being appointed at first point of contact at the convenience of the tenant ? 	<ul style="list-style-type: none"> Back to basics, resident calls, job accurately scheduled, goes into our system as an appointment date. <ul style="list-style-type: none"> Operatives assigned a skillset eg carpenters, painters, plumber. 	<ul style="list-style-type: none"> Using data to identify trends, etc. whose raising multitrade Schedule of Rate which can't be appointed by EDDC <ul style="list-style-type: none"> Who raised them, identifying training requirements? <ul style="list-style-type: none"> Check are the Repairs using locator plus? Possibly will highlight where the need for a Surveyor is required. 	<ul style="list-style-type: none"> Using the correct SORs ensuring the right operative is appointed to the right job and carry out at the right time. <ul style="list-style-type: none"> Follow on appointments being made whilst the operative is onsite with the tenant and being fully updated before the operative leaves site. Minor works team completing a more complex repair, identifying criteria of for more complex repair and being passed to the Duty Surveyor to arrange a site visit to inspect the required work. <ul style="list-style-type: none"> Ensuring where jobs cannot be appointed at first point of contact, a full explanation of why is given to our residents, why that is not the case. Housing Advisors to use scripts to to identify a complex job. 	
<p>RIGHT TIME - delays</p> <p style="text-align: center;">page 28</p>	<ul style="list-style-type: none"> Jobs being completed in a timely manner. High level of working progress of WIP. High number of overdue jobs 	<ul style="list-style-type: none"> Text messages come over 24 hours before job, then 4 hours before site visit. Minor works team established to focus on larger type repairs to ensure any works over half day In duration are sent to the team to allow repairs only to be completed by the responsive team. Issues with material availability and sub contractors availability continue to be an issue however IW to continue to monitor and communicate to EDDC. <ul style="list-style-type: none"> Where larger works are required we will be able to effectively communicate dates to residents by use of the minor works team. Where delays are noted IW to ensure this communicated at weekly response meetings Extension of times agreed and residents then updated. <ul style="list-style-type: none"> IW to table plan to reduce backlog. Reporting needs to demonstrate tangible reduction WIP and in over due jobs. 	<ul style="list-style-type: none"> We need to understand the reasons behind the delays and ensure such delays are communicated to the tenant/all parties. <ul style="list-style-type: none"> Material, labour or sub-contractor issue. Plan is in place, WIP is coming down. Meetings in place to review overdue jobs - maintenance surveyors/Contract Manager to meet weekly. <ul style="list-style-type: none"> Over due jobs investigation highlights hold jobs not sent over to Ian Williams, jobs not work completed but financially completed. Envirovent orders 100 which needed extension of times due to back log of orders from Envirovent IT crash. 	<ul style="list-style-type: none"> Identifying trends why delays have happened, by making sure stages/tasks are correctly used for materials, parts or further work required. <ul style="list-style-type: none"> Using reports on data from the jobs to help identify this. <ul style="list-style-type: none"> All delays communicated to the tenant and further appointments made. If a repair is a more complex repair, this will be programmed with timescales and the the tenant will be informed when the work will start. Ensure delays are communicated to the tenant so they have a full understanding of the reasons why. Overdue jobs are looked at individually to see why they are overdue, when they are booked in and to identify issues. Several issues identified, jobs held, jobs completed but work completion date missing, jobs not sent over through the interface, jobs work completed incorrectly to name a few. Ensure overdue jobs and WIP are reduce in line with the contract. 	

<p>RIGHT TIME - missed appointments</p>	<ul style="list-style-type: none"> Ian Williams Operatives not attending repair appointments. <ul style="list-style-type: none"> Tenants missing repair appointments. No Access information not being sent over for job stage. 	<ul style="list-style-type: none"> Non working foreperson assigned with responsibility to ensure strict diary management ensuring appointments wherever possible are kept. <ul style="list-style-type: none"> EMs received through CTD have predominately been very high and whilst every effort it made to attend all appointments some will be cancelled at times. Meeting with Hub to ensure effective communication with residents. <ul style="list-style-type: none"> Contract Manager to send Business Manager daily email confirming any missed appointments and reasons why. 	<ul style="list-style-type: none"> We need to understand the reasons for the missed appointments and ensure these are communicated to the tenant/all parties. No access, sickness or miss-communication. Went through process maps to ensure process is working. <ul style="list-style-type: none"> No Access tasks do come over when a job stage is completed. 	<ul style="list-style-type: none"> Ensure No access process is followed if a tenant not available and recorded against the job. <ul style="list-style-type: none"> When a appointment is missed by the operative, this will be communicated to the tenant and either another operative will be allocated to complete the repair or an alternative date that is suitable for the tenant will be given. No jobs will be closed down by Ian Williams without the consent of EDDC. 	
<p>RIGHT REPAIR - incomplete works</p>	<ul style="list-style-type: none"> Ian Williams Operatives not following the variation process. <ul style="list-style-type: none"> Duty Surveyor not answering queries or calls. Follow on works not being booked with tenant before Operative leaves site. Work completion dates missing from jobs, though being financially completed. Jobs being held within OpenHousing due to cost level. <ul style="list-style-type: none"> Jobs being closed down as completed instead of task completed, with further work required. 	<ul style="list-style-type: none"> Response Contract Manager to increase calls to check work status. <ul style="list-style-type: none"> Operative on site to send photo to Duty Surveyor whilst on site, so the variation can be agreed. Delays are mainly larger repairs, not having carpentry to complete the job, rendering repairs/painting. <ul style="list-style-type: none"> IWS to add EXCLAP stage in IT system. EDDC to create a report for stage info, so we can monitor the variation process being followed. <ul style="list-style-type: none"> EDDC to send over list of Stage Codes within Openhousing to IWS, so that both systems match. Minor Works Team now established. Operative on site to send photo to Duty Surveyor, so the variation can be agreed. Delays are mainly larger repairs. <ul style="list-style-type: none"> Non working foreperson now Post inspecting 10% completed repairs. Ian Williams to continue to carry additional 10% CS surveys to ensure resident overall satisfaction. 	<ul style="list-style-type: none"> Ian Williams management processes, incorrect stage completion of works, shutting down works as work complete instead of a task that require following works – this is training required on IWS side. <ul style="list-style-type: none"> The Hub/operatives. Some repairs require multiple visits, a repairs advisor could book the initial visit after which there is a reliance on Ian Williams to book in the remaining works and complete in a timely manner (this should be follow on days and not weeks between each visit/trade) Duty Surveyor role for variation on NonPPP contract - further training required to add EXCLAP stage in. We believe we need to manage tenant expectations much better and ensure much clearer communication. 	<ul style="list-style-type: none"> ITraining will be completed with Ian William operatives to ensure stages/tasks are correctly closed down and not the job being work completed. <ul style="list-style-type: none"> If follow on work required, an operative will booked the remaining works while on site and in a timely manner before he leaves the residents property. Ensure tenant fully updated on further work required and operative does not leave site until an appointment is made - this is critical. <ul style="list-style-type: none"> Further training required for both sides to ensure the variation process is followed thus improving the experience of the tenant during the repair journey. To ensure the variation process runs smoothly a new stage needs to be created for identifying a repair that needed extra work while an operative was on site. A report created to pull this stage code out and identify where jobs have been changed. Photos will be taken of a repair by the operative on site to report back to the Duty Surveyor who can authorise extra work. 	

<p>RIGHT REPAIR - sub-contractor failure and adequate capacity</p>	<ul style="list-style-type: none"> Lack of knowledge of which are Sub-contractor jobs. <ul style="list-style-type: none"> Miss work completion dates for Sub-contractor jobs. Delay in Sub-Contractor updating jobs. 	<ul style="list-style-type: none"> Sub contractors embedded in EDDC Contract, training on Open day, adhere to contractor obligations. <ul style="list-style-type: none"> Sub contractor manager through portal, tasks are updated through sub contractor portal, task will then change to appointment book. A report is run called "Due in 7 Report" for Sub-contractors (around 20 jobs) this is the Contracts Manager responsibility at present. Where material delays are noted this should be discussed at weekly response meetings and EOTs agreed accordingly. Where SC failure is realised meetings are held and at worst payless notices issued. IWS to send over a User guide on portal use for subcontractor. <ul style="list-style-type: none"> Sub contractors manage - all drainage, damp and glazing. Difficult to get sub-contractors on board in local EDDC area, this is due to availability/pricing as well. <ul style="list-style-type: none"> We have a good amount of Sub-Contractors on board. EDDC client nominations welcome. 	<ul style="list-style-type: none"> We question how sub-contractors are managed, it seems that orders issued to sub-contractors and left entirely to them to book all the work in with no direct monitoring from IWS. <ul style="list-style-type: none"> We have concerns over the sub-contractors communication methods and see examples. <ul style="list-style-type: none"> Always a question sub-contractors support. IW to ensure they have the required capacity labour, materials etc. to meet the demand including the peaks and troughs 	<ul style="list-style-type: none"> Complete review of position of sub contractors. <ul style="list-style-type: none"> Lack of knowledge which jobs are given to subcontractors. <ul style="list-style-type: none"> Diary notes to be written when a job is given to a subcontractor. <ul style="list-style-type: none"> EDDC more ownership and visibility of subcontractors and processes. 	
<p>RIGHT REPAIR - Skills</p>	<ul style="list-style-type: none"> Lack of skilled operatives on the contract to complete the repairs. 	<ul style="list-style-type: none"> Ian Williams has a list of operatives with work skills listed. Recruitment challenges remain. 	<ul style="list-style-type: none"> Ian Williams need to ensure this is reported on in the Operations Contract Meeting. 	<ul style="list-style-type: none"> Ian Williams will produce a list of operative with their skillset at every Operation Contract Meeting. 	
<p>RIGHT REPAIR - right materials on board</p>	<ul style="list-style-type: none"> Shortage and delays of stock to complete overdue jobs. 	<ul style="list-style-type: none"> End of December stock take, we had over £24,000 of stock in vans. <ul style="list-style-type: none"> If we didn't have enough our first time fix would be low. Ian Williams Non working foreperson will continue to monitor this through strict van stock management controls. <ul style="list-style-type: none"> Ian Williams to supply a standard list with narrative on how they replenish van stock. 	<ul style="list-style-type: none"> Perhaps a review of van stocks would be beneficial. <ul style="list-style-type: none"> Plus increased purchasing of materials we know are in short supply. 	<ul style="list-style-type: none"> IWS will produce a report on how much stock is held on their vans, how stock is replenished and how much back stock they have. Review on communication with tenant/stakeholders when materials are on shortage. <ul style="list-style-type: none"> Repair Advisors understanding what shortages of stock there are and explaining this when a tenant calls in a repair that will be effected. 	

<p>FIXED/STAY FIXED -tenant satisfaction</p>	<ul style="list-style-type: none"> • Ongoing concern of tenants being dissatisfied with the Repair service 	<ul style="list-style-type: none"> • 4000 envelopes recently issued to IW and issued to Operatives in order to ensure paper surveys are left. <ul style="list-style-type: none"> • Ian Williams to continue to carry out 10% customer surveys. • Ian Williams foreperson to continue to post inspect 10% of completed repairs. • PDA surveys now being resigned by residents and photos kept in all instances. 	<ul style="list-style-type: none"> • This is a stand-alone issue that requires focus and resource, Information and Analysis Officer currently leading on exercise to seek specific feedback that relates to tenants experience of the repairs service. 	<ul style="list-style-type: none"> • Ian Williams are leaving paper copies of surveys with residents to complete after the operative leaves. <ul style="list-style-type: none"> • Work is being undertaken by EDDC to undertake a 100% survey to residents, to capture a better understanding of peoples experience of the Repairs Service. • A full review of phones surveys, 20% of all completed jobs in the month are being called to ask residents of their repair experience. • Any dissatisfaction is report to Ian Williams to highlight any training issues for an operative. • If a tenant requests for a manager to call them back, an EDDC manager will call to discuss and will apologise for their recent repair experience. <ul style="list-style-type: none"> • Lessons learnt will be reported at the Operational Meeting. 	
<p>FIXED/STAY FIXED - Post Inspections</p>	<ul style="list-style-type: none"> • EDDC and IW need to achieve the 10% minimum target for Post Inspection to monitor the contract per month. • High level of failed Post Inspections. 	<ul style="list-style-type: none"> • Ian Williams continuing 10% daily post inspections of previous completed days jobs. • Contract Manager to do 10% per day based on 300 jobs completed. <ul style="list-style-type: none"> • Copies to be sent weekly to EDDC and will be reconciled monthly. 	<ul style="list-style-type: none"> • Contracts Manager has requested for surveyors to post inspect all communal area jobs. <ul style="list-style-type: none"> • Surveyors to post inspect 20 a day of remaining jobs completed, via photos, phone calls or site visits. • Joint working on post inspections to increase this area of work. <ul style="list-style-type: none"> • Surveyors to be responsible for larger jobs, complaint jobs and disrepairs jobs. 	<ul style="list-style-type: none"> • There is a joint approach to completed post inspections and are being completed through various ways, phone call to the tenant, photos and visits. <ul style="list-style-type: none"> • Failed Post Inspections should related to quality and works failure only. • All Post Inspection forms are given to Ian Williams to highlight any training or learning requirements. • A recall job raised for the required work and linked to the failed post inspection job. • A surveyor will ensure this is communicated to the tenant. 	

<p>RIGHT REPAIR - Minor Works Team</p>	<ul style="list-style-type: none"> High level of overdue jobs. High level of WIP High 	<ul style="list-style-type: none"> This gone quite well, a team of 2 operatives, more interviews and should have a team of 4 operatives to make up this team. Process needs to be written and agreed with EDDC 'Minor Works' team to be established within Ian Williams to undertake works larger in nature (excess of 1/2 day where possible). Joint decision to be agreed on process around minor works, so that they are treated differently to day to day repairs. Process to include raising of works orders as one job, communication and agreement of either a Minor works priority or use of EOT to manage this workstream 	<ul style="list-style-type: none"> Process needs to be written and agreed with Ian Williams 	<ul style="list-style-type: none"> Process being written to capture what is classed as a complex repair and how it will be identified for the minor work teams. Process will cover how the repair will have a joint on site visit, arrange an appointment suitable with tenant at their convenience. Access repair and liaise with Ian Williams to produce a program of work with timescales, with full communication with the tenant from the start of the repair through to completion. Ian Williams will have a dedicated person to liaise and ensure the tenant is informed every step of the repair. <ul style="list-style-type: none"> Ensure these works are delivered in a collaborative approach to reflect this with the tenants. Ensure communication is captured on EDDC website/social media. Internal messaging with Housing Colleagues on Minor work team. 	<p>Progress with Recruitment of MW team members</p>
<p>RIGHT TIME - Extension of Time:</p> <p>page 32</p>	<ul style="list-style-type: none"> High level of overdue jobs. Delays by external factors Target dates differ in EDDC system and Ian Williams system. Target 	<ul style="list-style-type: none"> Needs to be tabled at weekly/biweekly overdue/WIP meetings. Extension of Times process needs to be reviewed and clear rules around this set. Extension of Times need to be requested throughout the 'job window'. EDDC/IW need to agree what supporting information is required, it is not always possible to provide specific pieces of 'evidence' therefore an agreement of what falls into this category needs to be reestablished. 	<ul style="list-style-type: none"> Agree but also on a daily basis with duty surveyors. Contract Manager to put a process chart together. Extension of Times, once agreed, need to be reflected in both systems. 	<ul style="list-style-type: none"> A process map will be created to capture how extension of time requests are requested, reason for extension of time and whether it has been agreed or declined. How and where it will be recorded. Ensure any extension of time is communicated with the tenant with a fully explanation. 	
<p>RIGHT TIME - Cancellations</p>	<ul style="list-style-type: none"> There are have been occasion where jobs have been cancelled and the job has remained outstanding and not communicated with the tenant. Complaints received regarding cancellations. Jobs abandoned by Ian Williams. Jobs abandoned by EDDC after Ian Williams attended. 	<ul style="list-style-type: none"> A message has been relayed - nobody cancels jobs without prior knowledge of Ian Williams. Under no circumstances is a job to be cancelled by Ian Williams, without prior knowledge from IWS/EDDC. Ian Williams to provide Cancellations list for works prior to cancellations for EDDC approval. Process needs to be identified first so that we all understand what constitutes a reason for cancellation. 	<ul style="list-style-type: none"> Abandoned jobs to be completed by EDDC Review abandoned jobs process, IT, costs, agreement with IWS. EDDC to establish this process (if not already agreed?) as part of Duty Surveyor role. Ultimately the EDDC IT system needs to be changed so that Ian Williams cannot abandon jobs - only EDDC. Contract Manager to set up a meeting with Housing Systems to discuss. 	<ul style="list-style-type: none"> A meeting will be set up to discuss how to implement the Housing System to remove permission to allow Ian Williams to abandon jobs. Create a process to capture abandon jobs. Ensure communication to the tenant on why a job is abandoned is captured. 	<p>To be progressed</p>

RIGHT TIME - Delivery within Timescales	<ul style="list-style-type: none"> Timescales have increased for completion of jobs. 	<ul style="list-style-type: none"> This links to minor works team, look at the appointing system to see what's happening. Minor works team will have a positive effect on the timescales/diaries. <ul style="list-style-type: none"> Ensure delivery within timescales for Response and therefore achieve this KPI. Ongoing drive to increase resource and ensure response targets are met. 	<ul style="list-style-type: none"> With a plan who will update the tenant. Introduce and Action Log for Reactive Repairs 	<ul style="list-style-type: none"> An Action Log will be created for Reactive Repairs Contract meeting to capture issues effecting delivery within timescales. 	Reviewed weekly at response meetings - .
RIGHT REPAIR - Upgrades or Major Repairs	<ul style="list-style-type: none"> Establish clear direction regarding these items, review existing documents, and discuss best approach going forward for these works. Need to establish a clear categorisation as these need to be procead and paid according to the category of works, i.e. a major repair/upgrade should not be processed under response maintenance rates, but under planned works 	<ul style="list-style-type: none"> Discuss on minor works teams and process for larger, complex, disrepair or complaint jobs. 	<ul style="list-style-type: none"> Contract Manager to create a process map. Complaints are now copying Contract Manager into the Formal 1 stage response for repairs that are required, Surveyor allocated and update weekly to Complaints. 	<ul style="list-style-type: none"> Once a Formal Stage 1 response has been sent via complaints, a process has been put in place to monitor and ensure the work agreed in the response is carried out in a timely manner and post inspected. <ul style="list-style-type: none"> This should improve the customer experience and reduce Formal Stage 2 complaints. 	Review of docs and of works profile to establish status quo and review best way to proceed between us.
RIGHT REPAIR/RIGHT TIME - Confirmation order receipt	<ul style="list-style-type: none"> High level of financial confirmation orders being requested due to a job being raised on the wrong contract. 	<ul style="list-style-type: none"> PPP jobs raised on incorrect contract, require confirmation orders. receipt process. Orders raised to cover works raised on PPP in error, new orders raised on SOR contract to cover the works - this is a very timeconsuming and slow financial process at present. 	<ul style="list-style-type: none"> Process to be written - then send out to team. Financial corrections to be clear down before year end. 	<ul style="list-style-type: none"> A process map will be created to capture confirmation order financial correction process. Refresher training to be given on contracts and where a repair sits under which contract. This will reduce the need for PAYOs and will simply the payment process. 	Process to be reviewed and managed accordingly.
RIGHT REPAIR/RIGHT TIME - lack of additional PPP works	<ul style="list-style-type: none"> No evidence of operative asking for any additional repairs required whilst operative on site attending a tenants repair. 	<ul style="list-style-type: none"> Ian Williams wasn't sure how we can evidence this, as it's difficult to pull this information out of Coins. <ul style="list-style-type: none"> Tenants expectations should also be managed on EDDC side. 	<ul style="list-style-type: none"> Lack of PPP works, we still haven't seen any evidence of asking for additional repairs works when visiting to carry out a repair. Contract Manager can't pull information out of the system to show the extra jobs. <ul style="list-style-type: none"> A stage code is the only way forward to identify the extra PPP jobs whilst the operative is on site. 	<ul style="list-style-type: none"> A stage code will be created to identify extra repairs (PPP) completed whilst an operative is onsite in a residents home, for another repair. A report will be create to identify this stage and the data will help identify if the service has improved for the resident. <ul style="list-style-type: none"> Stage code to be called EPJ - Extra PPP job. Allocations to go through with tenants, what is their responsibilities up sign up. 	



Report to: Housing Review Board

Date of Meeting 13 January 2022

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

The Social Housing White Paper & Government's new Charter for Social Housing Residents

Report summary:

The Green Paper reported to the Board in September 2019 has now emerged as a White Paper, the content of which is the subject of this report.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

That the Board note the contents of the report and resolve that the areas for further action identified in the report be examined and taken forward by the Housing Leadership Team.

Reason for recommendation:

To update the Board regarding the emergence of the White Paper and seek the Board's commitment to listen and support officers and tenants to see the actions through.

Officers: Sue Bewes Housing Services Manager sbewes@eastdevon.gov.uk Amy Gilbert-Jeans
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Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Democracy, Transparency and Communications
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities
- Tourism, Sports, Leisure and Culture

Equalities impact Low Impact

Climate change Medium Impact

Risk: Low Risk; This builds upon the work already undertaken within the Housing Service

Links to background

Link to [Council Plan](#)

Priorities (check which apply)

- Better homes and communities for all
 - A greener East Devon
 - A resilient economy
-

Report

1 Background (& the Green Paper)

1.1 The Social Housing White Paper was finally published on 17 November 2020, 27 months after the Social Housing Green Paper (“A new deal for social housing”) and exactly 41 months and three days after the catastrophic fire at Grenfell Tower. Green Papers are consultation documents, White Papers are statements of policy intent that will require legislation. The White Paper’s ‘Charter for Social Housing Residents’ aims to set out a new vision for the way that social housing residents are treated. It is a comprehensive and valuable document.

1.2 The Strategic Lead for Housing, Health and Environment reported to the Board in March 2019 at the Green Paper stage drawing your attention to the National Housing Federation (NHF) publication and consultation Together with Tenants, which had been produced in response to the Green Paper and the aftermath of the Grenfell tragedy. Whilst the document was intended for housing associations it was agreed there was much of value to our Housing Review Board agenda, and that we would follow the progress of the NHF project & import good practice recommendations that are relevant to East Devon.

1.3 Since then the whole housing sector has been waiting for the follow up to the Green Paper which has been somewhat delayed by but the Department for Levelling up, Housing and Communities. There has however been some progress in some specific areas.

1.4 For example we've seen progress on safe and decent homes with the Homes Act and the complex work that's started on implementing the recommendations of the Hackett review through the Fire Safety Order and the Building Safety Act. We've been impressed by the strategic new approach from the Housing Ombudsman service, and very much welcomed the more proactive stance and the early and effective joint working with the Social Housing Regulator (SHR).

1.5 Our Housing Services Manager has been working closely with some of our involved residents on this paper and we are pleased to have residents help us present the report to the Board today. As we start to take this work forward and ensure we are addressing the points the White Paper raises we want to ensure residents are involved at the very start of this journey to help us shape and inform our position.

2 The White Paper

2.1 The publication of the White Paper though is crucial and we are keen to move forward with momentum and pace. It brings with it a Charter for Social Housing Residents that covers what every social housing resident should be able to expect, set out in 7 themes which, as you can see, go wider and are more specific than have previously been associated with resident involvement. ANNEX 1

These are:

1. **To be safe in your home.** The SHR will work with the industry and social housing providers to ensure every home is safe and secure. For the first time providers will be required to identify a “Nominated Person” to comply with all health and safety requirements. This mirrors the proposals in the Building Safety Act to have a named Accountable Person responsible for higher-risk buildings.
2. **To know how your landlord is performing,** including on repairs, complaints and safety, and how it spends its money and why decisions are being made. This is so you can hold your landlord to account. Tenants need this if they are to hold us to account and will therefore be involved in setting indicators that they believe will show the health of the service, but the SHR has prepared a list from the Green Paper consultation as a starting point. This will go hand in hand with the publication of data so that performance can be considered alongside the size of the organisation, including management costs and staff/executive salaries so that tenants can see how much they are contributing to these. Regardless of their size, landlords will be required to identify a “Responsible Person” who will ensure compliance with the consumer standards. They will drive performance and culture within the organisation. In smaller landlords this could be the Chief Executive, but in any event it is expected to be someone at a strategic level. Again, this reflects the proposals in the Building Safety Act for accountable persons to be identified in respect of higher-risk buildings, and the proposal elsewhere in the White Paper that a Nominated Person should lead on safety. The SHR has said it will not be producing league tables, but as results will be published it is possible we landlords & our customers will interpret them this way.
3. **To have your complaints dealt with promptly and fairly,** with access to a strong Ombudsman who will give you swift and fair redress when needed. Complaints should be treated as feedback and we must learn not to be defensive about receiving them which may represent something of a culture change, but staff should be able to operate within an environment where they can acknowledge something went wrong without feeling they have set a precedent. We should demonstrate our learning via all possible channels (magazine to tenants, social media, and website) so tenants can see for themselves the difference they have made. In general terms the regulator deals with compliance issues and the ombudsman deals with fairness. The new code has promoted positivity and consistency and been well received by tenants; we have measured our complaints handling arrangements against the new guidance and found them to be largely compliant. We are aiming to respond in line with our corporate complaints procedure (20 working days), with the aim of achieving the suggested limits of 10 working days wherever possible. In practise though this means Housing has to just 5 working days to respond and sometimes this is just not long enough to carry out the research and run reports required to get the full history and circumstances on record.
4. **To be treated with respect,** backed by a strong consumer regulator and improved consumer standards for tenants. While co regulation will continue there will be greater emphasis by the SHR on inspection. Having not been subject to inspection since we hosted the audit inspection of Housing Revenue Account activities in 2008 we can expect to be inspected at least once in every four years now as we have over 1,000 homes. Landlords should also have policies in place on tackling domestic abuse and it is likely that the consumer standards will be updated to include this requirement. This section of the charter also includes proposals to broaden the skills mix and diversity of board members, and ensure that more board members have consumer regulation experience.
5. **To have your voice heard by your landlord,** for example through regular meetings, scrutiny panels or being on its board. The government will provide access to help, if you want it, for you to learn new skills to ensure your landlord listens. So we need to be able to show we have sought out tenant views and considered how to improve tenant engagement. Our Resident Involvement Strategy 2020 will now undergo a sense check to make sure it is fit for

purpose within this new charter, but it is important to note the charter also proposes a review of professional training and development to consider the appropriate qualifications and standards for social housing staff. With this in mind, our Managers will need to consider the training their own teams receive on engagement and ensure that this, too, is fit for purpose.

6. **To have a good quality home and neighbourhood to live in**, with your landlord keeping your home in good repair. This section acknowledges the importance of safe and vibrant communal areas and green spaces for mental health and wellbeing, something that has been brought into sharp focus by the pandemic.

The key headline in the charter is the proposal to review the Decent Homes standard, which was first put in place in 2001. It will be reviewed to see if it should be updated to reflect changes such as climate change and changes in energy sources. Other measures in this section include:

- To review professional training to see how well housing staff are equipped to work with people with mental health needs
- To clarify the roles of agencies involved in tackling anti-social behaviour and signpost tenants to those agencies who can give them the most appropriate help
- To review the way that homes are allocated so that housing is allocated in the fairest way possible and achieves the best outcomes for local places and communities.

Pets are mentioned in this section. The charter recognises that pets are important to mental health and well-being and that landlords should adopt fair and reasonable policies with regard to pets. Blanket bans without good reason are unlikely to be tolerated. Fortunately we have reviewed our Pets Policy with tenants earlier this year, and no blanket ban has been included.

7. **To be supported to take your first step to ownership**, so it is a ladder to other opportunities, should your circumstances allow. This section describes the steps that have been taken to increase the supply of affordable housing and then outlines the various schemes that will allow tenants to take their first step on the ownership ladder. A full evaluation of the Midlands Right to Buy pilot will be published in due course.

3 Early Thoughts

3.1 This White Paper and the Charter for Social Housing Residents will bring a return to proactive and inspected consumer regulation for everyone in the sector and we believe it should prove to be a positive step for tenants, for landlords and all stakeholders.

3.2 There is an emphasis on named individuals having responsibility for delivery to tenants which is welcomed as it will hold us to account for our commitments more readily.

3.3 We share the disappointment and frustration though that the White Paper isn't stronger on the importance of genuinely affordable social housing and ensuring supply is forthcoming.

3.4 And finally, we all know that the Green Paper set out an ambition to tackle stigma about social housing tenants and to support professionalism in housing management. The Chartered Institute of Housing have already started work on modernising professional standards in housing management, and been working with the tenant-led 'See The Person' campaign to tackle stigma within the housing profession. We hope this will help to bring cultural change but it requires more than words. Leadership from within the organisation is required, and this is where the Board can help.

3.5 It is clear that EDDC does intend to take tenant involvement seriously, and we do have a positive track record in this respect. We were the first social landlord in the country to develop a tenant compact, we have received praise for our Housing Matters magazine to tenants, and for its predecessor the Housing Standard, we were the first local authority in the

South West to invite tenants onto the Housing Review Board and we have had tenants from other parts of the country visit us to meet with our Tenant Scrutiny Panel and Designated Tenant Complaints Panel so they could follow suit and set up similar arrangements for themselves. That said, we have not always been successful in following through on objectives set, and there is more work to do in terms of our culture across the Housing Service.

3.6 We want to see this White Paper drive forward the much-needed culture change at all levels in the Housing Service, so it becomes part of the management and front line delivery of all Housing Service teams going forward.

3.7 We look forward to a future where tenants live in safe and decent homes; shape the services that are provided to them; and are clear where they go if things go wrong.

4 Next Steps

4.1 We need to make sure we get the basics right and must engage tenants in a way that works for them.

4.2 We should look particularly at customer satisfaction with the service in question but also 'customer ease' of getting a response. We will work with tenants to develop a suite of satisfaction measures that they want to see, that they think will show the health of the service and each of the teams within it.

4.3 We will start the conversation with tenants across all parts of the service: Tenants need us to be making this happen, not the Ombudsman or SHR.

4.4 We have now reviewed the action plan of our Resident Involvement Strategy with the tenant monitoring group which indicates where we have maintained strength and resilience over the past 18 months, and where we need to adapt to the new world in order to achieve these commitments agreed by the Board in September 2019. The Board recommended at that meeting that we should follow the progress of the NHF project and weave its findings into our strategy of involvement for the future, which we did.

4.5 It was recognised that the strategy offer is sustainable for both residents and staff alike but, like its predecessors, this strategy continues to shift the emphasis and responsibility of resident involvement from the Tenant Participation team towards all Housing staff, as is expected by accepted good practise, and required for effective involvement to result. We believe it has the right structure to deliver the expectations of the White Paper, and that the requirements of the charter are catered for within the strategy. That said, there is much work to be undertaken by individual teams to engage with tenants to achieve the recommendations for their individual service area.

4.6 It was recognised, however, that it is time now to look at and provide more digital options, and also to make best use of the 'tenant portal' element of our housing system when it is brought on line. What matters most to tenants is not just the strategy, but that we deliver on our promises contained within it. To this end the commitment of the Board, and strong leadership across Housing teams, as well as an improved focus on digital inclusion and involvement opportunities (for example around setting of standards and performance indicators across all teams) will enable us to build on our firm foundations and improve our offer to younger families and residents, in particular.

4.7 Together with the Designated Tenant Complaints Panel we must make it really easy for tenants to make a complaint, and regularly publish details of who to contact, phone numbers and email addresses, etc. We will look at the various ways we currently have to do this and also consider where there are gaps, especially in our digital arrangements. We could consider having a 'rant and rave bot' giving tenants the ability to have a rant and we react to that, rather than having to go through the more lengthy process of making a formal complaint. We must find ways to learn from our complaints & publish these to show tenant input (individually & through the panel) has made a difference.

4.8 We welcome the appointment of the Responsible Person to drive performance in these areas, working with the Board to achieve the culture change expectations of the White Paper and Charter for Social Housing Residents.

Financial implications:

There are no specific financial implications on which to comment at this stage.

Legal implications:

There are no legal implications requiring comment.

1. To be safe in your home

The Government's Commitments. "We Will..."

Legislate to strengthen the Regulator of Social Housing's consumer regulation objectives to explicitly include safety

Legislate to require social landlords to identify a nominated person responsible for complying with their health and safety requirements.

Expect the Regulator of Social Housing to prepare a Memorandum of Understanding with the Health and Safety Executive to ensure effective sharing of information with the Building Safety Regulator.

Launch a consultation on requiring smoke alarms in social housing and introducing new expectations for carbon monoxide alarms.

Consult on measures to ensure that social housing residents are protected from harm caused by poor electrical safety.

Continue to work with the Social Sector (Building Safety) Engagement Best Practice Group and the Building Safety Regulator to ensure resident voices are heard.

Housing Service Lead to implement

Landlords will need to name a Nominated Person who will be responsible for ensuring the landlord complies with their health and safety requirements

The nominated person will be required to have appropriate technical background & produce & implement an Engagement Strategy around this (this is stated in Section 1 of the Charter)

"1. To be safe in your home. We will work with industry and landlords to ensure every home is safe and secure."

Landlord Services' view on what Housing is doing well:

- We have good links with the fire service
- The Fire Service has agreed to undertake communal checks and tenant checks
- The Fire Service come to LAG (Local Area Group) meetings
- A manager will undertake annual fire safety checks of all Housing Areas

Landlord Services & consulted tenants view on how Housing could make improvements for our tenants

- All frontline officers could receive training in noticing and raising fire safety concerns
- There are ongoing issues with getting repairs jobs ordered and completed, including those that affect fire safety

2. To know how your landlord is performing

The Government's Commitments. "We Will..."

- Expect the Regulator of Social Housing to bring in a set of tenant satisfaction measures for all landlords on things that matter to tenants.
- Introduce a new access to information scheme for social housing tenants of housing associations and other private registered providers of social housing, so that information relating to landlords is easily accessible by tenants.
- Ensure landlords provide a clear breakdown of how their income is being spent, including levels of executive remuneration, to be published alongside their tenant satisfaction measures.
Require landlords to identify a senior person in their organisation who is responsible for ensuring they comply with the consumer standards set by the Regulator of Social Housing.
- Expect landlords to report to every tenant on such matters at least once a year, if not continuously, using technology.

2. To Know How Your Landlord Is Performing. If tenants are to be able to hold their landlords to account, they need information on how their landlord is performing, what decisions it is making and who is responsible.

Housing Service Lead to implement

- Landlords will be required to appoint a Responsible Person at strategic or service lead level to drive performance & culture changes.
- All landlords will be expected to report on the tenant satisfaction & financial measures (a draft of both sets of measures already available). They will provide tenants with greater transparency about their landlords' performance. They will also inform the SHR about how the landlord is complying with **the consumer standards under a proactive consumer regulation regime.**
- The regulator will also work with the **Building Safety Regulator** as it develops performance standards and reporting requirements for high risk buildings.

"We would expect technology to be used, such as an app" quote from White Paper

Landlord Services' view on what Housing is doing well:

- We already produce the Annual Report and Housing Matters
- We are developing the Tenant Portal (lead officer Steve Gammon Housing Systems)

Landlord Services/involved tenants view on how Housing could make improvements for our tenants

- Could a project officer assess what information we will be required to produce and how that differs from what we currently produce?

3 To have your complaints dealt with promptly and fairly

The Government's Commitments. "We Have Already..."

- Set out in the Building Safety Bill how we will speed up access to the Housing Ombudsman by removing the need for residents to go to a designated person or wait eight weeks before approaching them – removing the 'democratic filter'.
- Expanded the Housing Ombudsman service which is aiming to halve its decision times by March 2022.
- Increased the Housing Ombudsman's powers to take action against landlords where needed. The Housing Ombudsman has published a new Complaint Handling Code and guidance on new orders that will be implemented from 1 January 2021.

The Government's Commitments. "We Will ..."

- Support improved complaint handling by landlords and hold them to account through stronger action by the Housing Ombudsman.
- Keep the Housing Ombudsman's powers, and compliance with them, under review and consider ways to strengthen them, including the option of putting the Complaint Handling Code into law.
- Run an awareness campaign so social housing residents know their rights, are confident in navigating their routes to complain, and are aware of how to escalate to get redress where needed.
- Ensure lessons are learned and maintain residents' confidence in the Housing Ombudsman Service through the appointment by the Ombudsman of an independent reviewer by March 2021 to examine any complaints made about the service that the Housing Ombudsman provides.
- Formalise and strengthen the relationship between the Regulator of Social Housing and the Housing Ombudsman by introducing a statutory requirement for both bodies to co-operate with each other in undertaking their responsibilities in holding landlords to account.
- Make the Housing Ombudsman a statutory consultee for any proposal concerning changes to the Regulator of Social Housing's economic and consumer standards.
- Make the Regulator of Social Housing a statutory consultee for any changes to the Housing Ombudsman Scheme.
- From March 2021, publish on the Housing Ombudsman's website, reports on the complaints the Housing Ombudsman has handled for individual landlords, as well as the determinations on individual cases.

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3. To Have Your Complaints Dealt With Promptly and Fairly.

We are clear that residents should be able to raise concerns without fear and get swift and effective resolution when they do. We heard from some residents that making a complaint can be difficult and take too long – and that it can sometimes take months for the complaint to be resolved, or for the resident to be able to access the Housing Ombudsman.

Housing Service Lead to implement

- A system for recording, monitoring & managing complaints
- All teams to treat complaints as learning opportunities
- All teams to maintain good cross-team and tenants communication re individual complaints

Landlord Services' view on what Housing is doing well:

- Feedback has been returned to the Ombudsman on the new code

Landlord Services'/involved tenants view on improvements

Housing could make:

- Our management of complaints is challenged by the fact that we are bound by the corporate complaints policy
- Including process where Housing complaints are initially dealt with Corporately
- Examples exist of where tenants have been failed by this policy / process
- Corporate complaints regulated by LGA ombudsman not Housing Ombudsman
- Do we need our own Housing complaints policy & dedicated internal resource?
- A change of culture around complaints from blame to learning would benefit tenants & commitment to training staff, managers & DTTC

1. To be safe in your home

The Government's Commitments. "We Will..."

Legislate to strengthen the Regulator of Social Housing's consumer regulation objectives to explicitly include safety

Legislate to require social landlords to identify a nominated person responsible for complying with their health and safety requirements.

Expect the Regulator of Social Housing to prepare a Memorandum of Understanding with the Health and Safety Executive to ensure effective sharing of information with the Building Safety Regulator.

Launch a consultation on requiring smoke alarms in social housing and introducing new expectations for carbon monoxide alarms.

Consult on measures to ensure that social housing residents are protected from harm caused by poor electrical safety.

Continue to work with the Social Sector (Building Safety) Engagement Best Practice Group and the Building Safety Regulator to ensure resident voices are heard.

Housing Service Lead to implement

Landlords will need to name a Nominated Person who will be responsible for ensuring the landlord complies with their health and safety requirements

The nominated person will be required to have appropriate technical background & produce & implement an Engagement Strategy around this (this is stated in Section 1 of the Charter)

"1. To be safe in your home. We will work with industry and landlords to ensure every home is safe and secure."

Landlord Services' view on what Housing is doing well:

- We have good links with the fire service
- The Fire Service has agreed to undertake communal checks and tenant checks
- The Fire Service come to LAG (Local Area Group) meetings
- A manager will undertake annual fire safety checks of all Housing Areas

Landlord Services & consulted tenants view on how Housing could make improvements for our tenants

- All frontline officers could receive training in noticing and raising fire safety concerns
- There are ongoing issues with getting repairs jobs ordered and completed, including those that affect fire safety

5 To have your voice heard by your landlord

The Government's Commitments. "We Will ...

- Expect the Regulator of Social Housing to require landlords to seek out best practice and consider how they can continually improve the way they engage with social housing tenants.
- Deliver a new opportunities and empowerment programme for social housing residents, to support more effective engagement between landlords and residents, and to give residents tools to influence their landlords and hold them to account.
- Review professional training and development to ensure residents receive a high standard of customer service.

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Housing Service Lead to implement

- Every team need to involve tenants in multiple ways e.g. recruitment panels, consultation on policy review, setting KPIs/service standards
- Tenant Participation can offer advice on how teams do this

5. To Have Your Voice Heard By Your Landlord.

The best landlords engage well with their residents and listen to them with respect. We have recently seen many examples of effective engagement with residents on how their homes are managed and run. ... But performance across the sector is not consistent. We heard from residents how important it was their landlords really listened to them. And we heard examples of residents feeling patronised, ignored or treated with disrespect. We want to change this.

Landlord Services'/tenants view on what we're doing well:

- Tenants on HRB
- Tenants monitor Resident Involvement Strategy
- Tenants involved in Social Value Group
- Community Initiative Fund
- Tenant Scrutiny Panel
- Tenant Training
- You Said We Did (Tenants Associations)
- Housing Matters Magazine & Editorial Group
- Tenant Conference
- DTCP (complaints panel)
- JCAP (service review group for estate management across all stock)

Improvements Housing could make:

- Repairs Service Review Group to be reinstated
- Make sure we listen to tenants and review involvement processes as necessary
- Managers remind teams of Resident Involvement Strategy commitments so all understand why it makes sense for them to do this
- Need to ensure tenants are on every recruitment panel
- Ensure all policies have consultation built in

6 To have a good quality home and neighbourhood to live in

The Government's Commitments. "We Have Already..."

We have already:

- Announced the Green Homes Grant for 2020/21, which social landlords are eligible to bid for, which will fund up to two thirds of the cost of hiring tradespeople to upgrade the energy performance of homes.
- Announced a £50 million demonstrator project to support the decarbonisation of social housing over 2020/21.
- Published our 25 Year Environment Plan committing to connect people with the environment to improve health and wellbeing.
- Encouraged developments that promote health and wellbeing through the National Planning Policy Framework and National Design Guide.
- Announced a consultation through the Planning for the Future White Paper on proposals to enable more and better green space in development.
- Committed to expanding access to mental health services through the NHS Long Term Plan. Our investment of a further £2.3 billion a year by 2023/24 will ensure that the NHS provides high quality, evidence-based mental health services to an additional 2 million people.
- Acted to tackle segregation and stigmatisation through the planning system.

The Government's Commitments. "We Will ..."

- Review the Decent Homes Standard to consider if it should be updated, including how it can better support the decarbonisation and energy efficiency of social homes, and improve communal and green spaces.
- Continue to engage with the latest evidence on the impact of housing conditions on health, including COVID-19 transmission, and actively consider options to mitigate these impacts.
- Review professionalization to consider how well housing staff are equipped to work with people with mental health needs and encourage best practice for landlords working with those with mental health needs.
- Clarify the roles of agencies involved in tackling anti-social behaviour and signpost tenants to those agencies who can give them the most appropriate support and assistance when faced with anti- social behaviour.
- Consider the results of the allocations evidence collection exercise findings to ensure that housing is allocated in the fairest way possible and achieves the best outcomes for local places and communities.

6: To have a good quality home and neighbourhood to live in.

... landlords are expected to provide decent, well-maintained homes and do their bit in keeping neighbourhoods safe and clean. We heard from our discussions with residents ... how important it was that the areas where they lived were decent and well maintained. People talked to us of their pride in their community, but how sometimes this was let down by poor neighbourhood management, upkeep of buildings and the quality of shared spaces. Some of these issues have been magnified by COVID-19; some residents have struggled to find green spaces to exercise and others have experienced isolation, loneliness and the challenge of dealing with anti-social behaviour. We want to change this and ensure that all social housing residents can enjoy good neighbourhoods and access to green space ... and support for wellbeing.

Housing Service Lead to implement

- Property & Assets re decarbonisation of Housing stock & monitoring compliance with likely-to-be-revised Decent Homes Standard
- Landlord Services re Wellbeing, Mental Health, Green Spaces, Shared Spaces and dealing with ASB
- Allocations for ensuring fair & community-positive allocation of properties

Landlord Services'/tenants view on what Housing is doing well:

- Welfare calls to tenants
- Mental Health Worker
- Mental Health First Aid Training
- Existing review of green spaces could be repurposed
- Council is strong on commitment to decarbonisation
- Experienced and knowledgeable Community Development team
- LAG meetings for multi-agency approach to ASB
- EM have strong connections to local police
- Looking at how to improve neighbourhoods

Improvements Housing could make:

- Progress stock condition survey in line with Decent Homes Standard
- Are we applying for Green Homes Grant?
- Ensure Allocations ensures best outcome for places & communities as well as individuals
- Continue to develop & embed our understanding of mental health, wellbeing, and the network of statutory and community sector support available

7. To be supported to take your first steps to ownership

The Government's Commitments. "We Will ...

- The Government believes most people want to own their own homes
- This section describes the steps that have been taken to increase the supply of affordable housing and then outlines the various schemes that will allow tenants to take their first step on the ownership ladder.
- A full evaluation of the Midlands Right to Buy pilot will be published.

Housing Service Lead to implement

- Assess viability of building more homes
- Assess viability of new finance streams for supported housing
- Assess viability of new shared ownership model (10% stake & 10 year repair free period)
- Assess viability of right to shared ownership on new grant funded homes
- Improve transparency of billing & vfm for leaseholders

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7. To be supported to take your first step to

ownership. The best landlords will ensure there is a ladder to other opportunities, should your circumstances allow, and that you are aware of them.

Landlord Services'/tenants view on what we're doing well:

- Tenants have not been involved in this area of the service but are happy to be involved more in future in finding effective ways to consult on identified improvement areas

Improvements Housing could make:

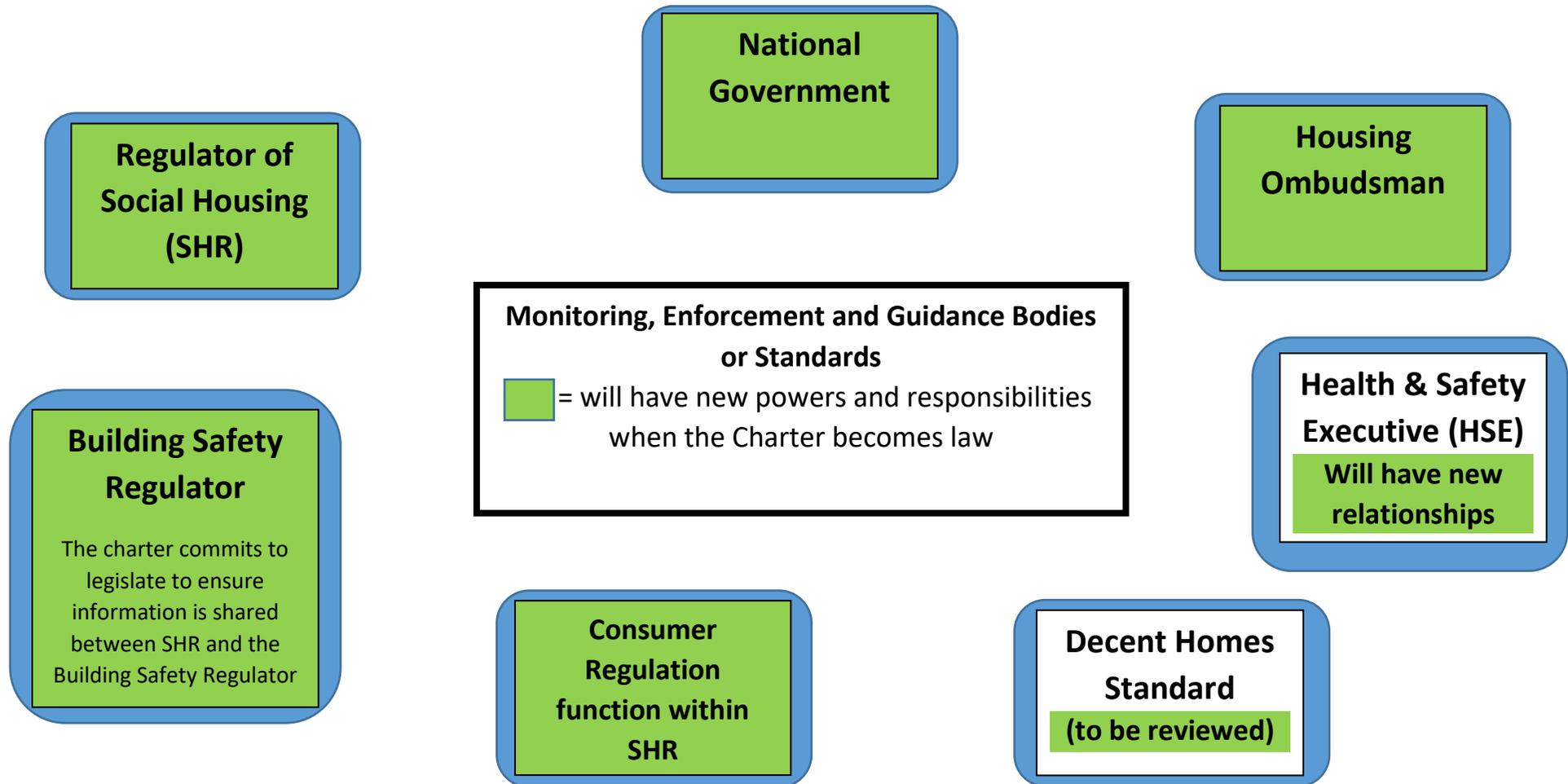
- Involve tenants in scoping viability actions identified above
- Seek the tenant perspective on future schemes it brings forward for delivery
- Share with a focus group of tenants the outcomes of the Midlands Right to Buy pilot when published

Charter for Social Housing Residents

Bringing a new “regulatory regime and culture of transparency, accountability, decency and service”

Quote from the introduction by the Rt. Hon. Robert Jenrick, Secretary of State for Ministry of Housing, Communities and Local Government

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Report to: Housing Review Board

Date of Meeting 24 March 2022

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Annual report of the Housing Review Board

Report summary:

To review the work of the Housing Review Board during the 2021-22 civic year.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

That the Housing Review Board note the work it has undertaken during the 2021-22 civic year.

Reason for recommendation:

To inform the Board and the Council of the work of the Housing Review Board.

Officer: Alethea Thompson, Democratic Services Officer, athompson@eastdevon.gov.uk

Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Democracy, Transparency and Communications
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities
- Tourism, Sports, Leisure and Culture

Equalities impact Low Impact

.

Climate change Low Impact

Risk: Low Risk; .

Links to background information .

Link to [Council Plan](#)

Priorities (check which apply)

- Better homes and communities for all
 - A greener East Devon
 - A resilient economy
-

Report in full

The Board

The remit of the Board covers:

- Advising the Cabinet on the Council's landlord activities and functions affecting tenants and leaseholders;
- Maintaining an active involvement in the on-going review of the options for the future ownership and management of Council owned homes, and to make recommendations;
- Promoting good practice and overseeing service improvements;
- Monitoring performance on core housing management activities and reporting to the Cabinet;
- Preparation of the Housing Revenue Account budget and Business Plan;
- Promoting tenant and leaseholder involvement and implementation of the Resident Involvement Strategy;
- Consulting with the Resident Involvement Strategy Monitoring Group, who liaise with tenant groups and representatives;
- Encouraging good practice in relation to equality and diversity issues, and ensuring that the needs of vulnerable tenants are satisfied;
- Advise on any other matters affecting the Council's landlord duties and responsibilities.

Despite service disruptions experienced due to the Covid-19 pandemic, the Board has continued in its role of introducing service improvements and monitoring throughout the year, liaising with the Resident Involvement Strategy Monitoring Group as appropriate.

The Chair of the Housing Review Board was Councillor Sarah Chamberlain. The civic year began with tenant representative Peter Sullivan as Vice Chair. Following his resignation in January 2022 Sue Saunders took over as Vice Chair.

The Board welcomed new board members tenants Stephen Beer and Sue Saunders. It also said a sad goodbye to tenant representative and Vice Chair Peter Sullivan and tenant representative Christine Morrison during the year.

Words from the Chair

I would like to thank all officers / staff and tenants for the continued support and commitment to the council's housing department in what has been a difficult year with the pandemic. Officers and staff have continued to work throughout the pandemic, many committing to working from home yet still continuing with the Council's vision and plan. Some great achievements have been gained within the last year, new contracts being procured, for instance the gas contract. Despite the challenging circumstances we have faced many have adapted well to meetings online which has allowed business to continue as usual. I am aware that this has been a difficult time for everyone especially when it comes to allowing contractors into your homes but with the support and reassurance and strong compliance in place this has still been achieved maintaining legal compliance for the Council.

I am looking forward to the future where we can build on our good grounding and relationships. We have some great opportunities in our forward plan for improving existing council stock and also building new. We have some great resources /staff and tenants on board and together I believe we can build a great future for officers, members and tenants alike in the outstanding area that we all live or work

Some examples from the HRB work programme are summarised below:

1. Draft Housing Service Plan 2022/23

The Service Plan is produced annually and sets out the key achievements over the past year and the forthcoming issues to be faced by the service. A range of service improvements were identified, performance data reported, consultation proposals outlined and budget information provided to the Board. The Plan linked closely with the Housing Strategy and was designed to complement a number of other housing plans and policies as part of how the Council managed its own housing stock, managed homelessness, and the services it delivered in the private sector. The Plan this year reflected some of the service interruptions due to the pandemic. The Plan also considered service challenges and pressures over the next three years, including climate change implications, tenant safety measures, the implications of the Social Housing White Paper, the Building Safety Act and the ambitions to increase the supply of social housing. The over-arching priorities of the Plan were more affordable homes, homelessness and rough sleeping, and Council homes fit for purpose and satisfied tenants.

The Service Plan was presented to tenant groups and the Board's input was welcomed.

2. Draft Housing Revenue Account and Capital Budgets 2022/23

The draft Housing Revenue Account for 2022/23 a key document for the Board to influence. The annual HRA was underpinned and influenced by the 30 year HRA Business Plan. This business plan needed to be refreshed to consider a number of issues which had evolved over the years, including a full stock condition survey to inform future programme costs, the implications of the climate change action plan, the implications of Universal Credit, the end of rent reductions, additional work required on asset management planning and compliance requirements, and reconsideration of the debt level and use of Right to Buy Receipts linked to future development ambitions. However, this had been delayed by other work commitments. The budget was in effect a 'stand still' budget based on existing stock data, whilst the updated stock condition survey data was awaited.

The draft 2022/23 budget continued to invest in and maintain existing properties to a high standard and set aside £880,000 for climate reduction investment. There was a healthy surplus of £0.208million.

3. HRA financial monitoring reports and Right to Buy spending

A summary of the overall financial position on the Housing Revenue Account (HRA), HRA Capital Programme and the Business Plan for 2020/21 has been regularly provided at meetings. Careful monitoring throughout the year indicated that the HRA was in a healthy position.

Rent collection rates remained high which allowed a commitment on expenditure, however garage rents continued to underperform.

Regulatory Right to Buy changes were explained to the Board, these meant that the Council were required to focus on development opportunities in the future but would not have to return its Right to Buy receipts as had previously been predicted.

4. Housing strategy refresh and scoping

The housing strategy needed to be a forward looking document that had regard to past performance and the local housing market operating within national policy and legislation. The Board's feedback was sought on the structure, focus and content of the strategy. The overriding

vision was 'a decent home for all residents of East Devon' and the service's priorities were to provide homes, improve homes, improve communities and improves services. The strategic approach outlined in the housing strategy were linked to the themes of the Council Plan. Following consultation the 2020-24 strategy was brought back to the Board for its approval.

5. Stock condition survey

The Board acknowledged the benefits and risks associated with undertaking an internal and external stock condition survey on 100% of the EDDC housing portfolio. The completion of a full stock condition survey was an economic and strategic imperative for the Council as without one it was at risk of struggling to fulfil the full remit of its duty as a social landlord and also to achieve its ambitions to provide a carbon neutral housing stock across the district by 2040. It would provide the information necessary to enable effective forecast and budgeting for the financial implications of managing repair and maintenance obligations. A full stock condition survey was also required in order to comply with the new Building Safety Act. Following the initial stock condition survey, a five year rolling programme would be delivered, which would require a dedicated stock condition surveyor. The Board noted and approved the additional resource requirements to deliver the full stock condition survey.

6. Integrated asset management contract updates/Ian Williams complaints and compliments

The Board noted progress with the contract and reviewed the partnership with Ian Williams Ltd throughout the year. All elements of the contract were focussed on to continually seek improvements with both the day to day management and performance of the contract. Operations during 2021/22 had not been business as usual due to the Covid-19 pandemic and the impact of Brexit. A complaint management programme had been developed and the Board noted key themes and trends for complaints and compliments. Steps were being taken to improve on gaining customer satisfaction and learning from complaints received. Customer feedback and the way that the Property and Asset team responded to the feedback were vital indicators of the overall performance of the Ian Williams contract, impacting KPIs. Complaints were actively managed to provide a better service and ensure that tenants were being given the opportunity to be heard.

7. Expanding the compliance and cyclical servicing arm of the Property and Asset team

The Board considered and approved a request for an increase in budget for additional posts in the housing Property and Asset team for the delivery of compliance and cyclical services work streams to ensure that the housing stock remained safe, compliant and that tenants could feel safe in their homes. An additional delivery strand was provided within the Property and Asset team to focus on compliance and cyclical servicing (the existing ones were reactive repairs and voids, planned works, climate change and stock condition survey, and call centre customer improvement and relationship management).

8. Housing Management System software upgrade

The Board were kept informed of the options the Council's housing service had investigated for upgrading and modernising its Housing Management IT System in order to ensure its systems remained fit for purpose and able to meet the flexible and agile working needs of the service in the years ahead, and to enable and support the Council's obligations under the Social Housing White Paper 2021 and the Building Safety Bill 2021. The Board considered the proposed upgrade route, the implementation, method and anticipated timescales, the high level benefits and risks, other

options considered, and the costs of the proposal. The proposed upgrade would provide the housing service with a good and effective value for money system, allowing improved flexible and mobile working environments. The tenant portal would also provide tenants with another form of engagement and access to the service.

9. Mental Health Strategy for Housing 2021-2025

A five year mental health strategy for housing had been developed over the past two years, designed to deal with the increasing demand upon housing services which were mental health related. A specialist worker, experienced in the field of mental health was recruited to carry out a small caseload and act as liaison between housing and mental health teams, as well as providing a source of assistance and guidance for staff across all housing teams.

10. Advantage South West

The Board recommended that the Council should continue paying the annual subscription to maintain the membership and continue the benefits of procurement, significant financial savings, a platform for networking and the opportunity to work with other housing providers. Membership of ASW allowed the Council to maintain properties to a good standard whilst achieving value for money.

11. Building Safety Act presentation

The Board received a detailed presentation from the Property and Asset Manager and the Compliance and Cyclical Servicing Manager on the Building Safety Act and the impact on housing. The key points of the Building Safety Act for the future were a stricter regime on building and refurbishment of buildings, golden thread of information needed at all stages of the buildings, fire door inspections, stricter regime on fire safety inspections, and ensuring resident engagement.

12. Other issues reviewed by the Board during the year have included:

- Complaints handling – the Property and Asset complaint policy applied to all staff members, contractors and sub-contractors employed by or acting on behalf of EDDC. The aim was to proactively manage complaints in order to provide a better service.
- Social Housing White Paper – the contents of this were likely to be translated into legislation and would signal a significant change to the governance of social housing.
- Integrated asset management contract void report – independent cost review of voids by consultants Echlon.
- Grounds maintenance additional costs – two grounds maintenance season staff.
- Procurement of the gas servicing/services contract – procurement options and the suggestion that Advantage South West framework be utilised to procure the gas servicing contract were considered.
- Housemark annual performance report.
- Performance management reports – measuring performance across the housing service.
- Covid-19 performance monitoring report – monitoring different areas of the housing service since March 2020.
- Updated housing policies:
 - income management including debt collection policy/strategy
 - pets policy
 - car park management policy

- anti-social behaviour policy
- succession policy
- responsive repairs policy
- recharge policy
- property and assets compensation policy
- decant policy
- gas safety policy
- improvements to council properties policy
- leasehold management policy
- asbestos policy and management plan
- adaptations policy

Financial implications:

There are no direct financial implications.

Legal implications:

There are no legal implications.

Report to: Housing Review Board

Date of Meeting March 2022

Document classification: Part A Public Document

Exemption applied: None

Review date for release NA



Housing Task Force - An Introduction

Report in Full:

East Devon District Council (EDDC) have lost significant numbers of social homes via the Right to Buy scheme since its inception and are set to lose many more in future. This is causing increasing issues with meeting the levels of housing need within the district, especially in our larger coastal towns. People on the Devon Home Choice waiting list can expect to wait up to 10 years for a 4 bedroomed home in Exmouth and this is not a position anyone wants to continue

A Social Housing Task and Finish Forum was convened to look into the concerns, issues and potential solutions and the new Housing Task Force (HTF) is the result of their findings and recommendations

The team will initially have 4 officers; Service Lead, 2 Enabling Officers and a Development Surveyor. All other specialist roles will be brought in as required, via procured 'call off' consultancy contracts, these will include; Quantity Surveyors, Architects, Structural Engineers, Planning Consultants, Community Consultancy specialists etc

The HTF team is funded for the next 2 years and has 2 clear aims;

- To facilitate a step change in the delivery of new affordable and social housing units across the district
- To write an evidence based 30-50 Year Housing Development Strategy, Pipeline Development Programme and a robust Active Asset Management Strategy

To achieve these aims the team will be exploring any and all options available to it, including;

- Strengthening existing and forming new relationships with housing delivery partners such as Registered Providers, Housing Associations, Community Land Trusts etc to support and maximise their building programmes
- Maximising the enforcement of S106 agreements with the large and medium volume builders
- Direct development on purchased land – especially to support larger in-house regeneration schemes. With this in mind we are currently exploring a small site in Axminster, which could support a much larger re-development if the feasibility work is favourable
- Acquisition of pre-built homes via the open market or in bulk from volume builders – this will diminish as the build programme gets under way
- Direct development of homes on EDDC or HRA (Housing) land – we are already exploring building on existing underused assets such as car parks and garage sites and will shortly be starting feasibility on several potential sites
- EDDC Estate Regeneration – like many local authorities we have an aging housing stock, a proportion of which is coming to the end of its financially viable/ fit for purpose life. These older and post war homes tend to be on very large plots, giving us huge scope to raise to the ground and rebuild not only in a higher density, but to do so using modern methods of construction that will offer tenants much better quality, sustainable, zero carbon homes that cost very little to heat and cool. The Stock Condition Survey will give us the data required to

make decisions in relation to any/all estate regeneration programmes undertaken in the coming years

- Work closely with Homes England by preparing bids for funding to support our building development programmes
- To monitor and spend the Councils Right to Buy receipts within given time scales and legislative parameters

Housing Development is a very exciting but complex (and slow) process, especially when you are starting from scratch as we are. There is a significant amount of work that needs to be undertaken upfront to ensure the right people are in place, that processes are as smooth as possible and that due diligence is considered from the outset and at each key stage. With this in mind we are currently working on ensuring we have everything in place to support the delivery aspirations of the service, these include but are not limited to;

- Recruitment and induction of the team
- Budget allocation discussions
- Developing and adopting a robust Options Appraisal process
- Devising accurate Financial Modellers containing all agreed EDDC parameters
- Discussing constitutional changes (if required) to support delivery
- Agreeing governance processes, delegated authorities and approval pathways
- Starting procurement processes to secure specialist consultants
- Compiling a database of opportunities to be used as a 'live' document by the team

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

This report is for introduction and information purposes only, no decisions are currently required

Reason for recommendation:

The service is in its infancy as it only went 'live' on 14th February 2022

Officer: Joanne Garfoot – Service Lead, Housing Task Force JGarfoot@eastdevon.gov.uk

Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Democracy, Transparency and Communications
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities
- Tourism, Sports, Leisure and Culture

Equalities impact Low Impact

Climate change High Impact

Risk: Low Risk; report for information only at this stage
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Links to background information .

Link to [Council Plan](#)

Priorities (check which apply)

- Better homes and communities for all
 - A greener East Devon
 - A resilient economy
-

Financial implications:

“An annual revenue budget of £250k for two years (2021/22 and 2022/23) has been allocated to the Housing Task Force. Due to the timing of approval being part way through 2021/22 the budget underspends that will occur in 2021/22 will be carried forward to ensure a full two year period of operation is funded. To fund this revenue budget, estimated additional income that has been identified of £500k over the period of 2021/22 to 2022/23 from additional business rates over the base income budget will be utilised or in the event that this does not materialise business rates reserves will be used”

Legal implications:

There are no legal implications on which to comment.

Report to: Housing Review Board



Date of Meeting 24th March 2022

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Full Housing Stock Condition Survey

Report summary:

To update the Housing Review Board on the current position with the delivery of the Stock Condition Survey.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

That the Housing Review Board note the update on the current position with the award and mobilisation of the Stock Condition Survey Contract.

Reason for recommendation:

To monitor the progress of the delivery of a full and robust SCS is absolutely imperative for the strategic and economic health of both the Housing Service and the wider Council.

Without a SCS EDDC remain at considerable risk of struggling to fulfil the full remit of its duty as social landlord and also to achieve its ambitions to provide a carbon neutral housing stock across the district by 2040.

Without the data from a SCS we will fail to comply with the requirements of the new Building Safety Act.

We currently do not have the information to enable us to effectively forecast and budget for the financial implications of managing our repair and maintenance obligations.

The output from the SCS will be detailed information on each property in our portfolio including components, age, condition, life expectancy, energy efficiency etc. A full database will be completed.

Officer: Graham Baker – Property & Asset Manager - gbaker@eastdevon.gov.uk

Portfolio(s) (check which apply):

- Climate Action and Emergencies
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Culture, Tourism, Leisure and Sport
- Democracy and Transparency
- Economy and Assets

- Finance
- Strategic Planning
- Sustainable Homes and Communities

Equalities impact Low Impact

Climate change High Impact

Risk: Low Risk; EDDC is at greater risk if we do not undertake a full Stock Condition Survey

Links to background information [HRB Agenda and minutes June 2017](#); [HRB Agenda and minutes April 2021](#)

Link to [Council Plan](#):

Priorities (check which apply)

- Outstanding Place and Environment
- Outstanding Homes and Communities
- Outstanding Economic Growth, Productivity, and Prosperity
- Outstanding Council and Council Services

Report in full

1. Current position:

2. In order for our successful Asset Management and Construction Consultants Currie & Brown to progress with the Stock Condition Survey formal Contracts need to be in place. Currie & Brown already have a Contractual arrangement with the Framework provider used to procure the Contract.

For the comfort and protection of all parties, it was decided that we should have our own direct formal Contract arrangement with Currie & Brown. This Contract will align with and run alongside the Contractual arrangement in place between Currie & Brown and the Framework provider

3. An external Legal Provider, Devonshires, were commissioned by our internal Legal Team to prepare formal Contract Documents.
4. After much discussion and review of draft documents the content of the Contracts has finally been agreed; at the time of writing this Report they have been formally issued and are being signed by all parties.
5. With Contracts finally agreed the mobilisation period has commenced.

6. Mobilisation:

7. Whilst Contract negotiations were ongoing we met with Currie & Brown and our IT provider to discuss/agree the principles of both the mobilisation and delivery of the Contract.

8. The following mobilisation and delivery programme were agreed in principle:

- Mobilisation period - 3 months
- Target delivery period for the full stock condition survey - 12 months
- Contingency allowance for access challenges - 3 months

- Total target mobilisation and target delivery period - 18 months

Exact dates have still to be finalised, it is likely that we will build in an additional 3 month buffer into the programme as a contingency allowance for challenges around access.

The target delivery period is very much dependant on access into properties to allow the surveys to be carried out.

It should be noted that the target is to complete the site/property surveys within 12 months but supporting data/Reports may be provided after this. The target is dependent on access, it may become necessary to take up some or all of the 3 month contingency period.

9. The mobilisation period formally commenced at the beginning of March 2022.
10. Throughout the period that has elapsed whilst formal Contracts were prepared discussions and meetings regarding the Stock Condition Survey have taken place all of which were beneficial with many of the processes for the delivery of the same discussed.
11. The mobilisation period will be used to formalise the delivery of the Stock Condition Survey and will include the following:
 - Reviewing and formalising/finalising the content of the Stock Condition survey and Report.
 - Agreeing the content and building the Stock Condition collection data form that will be used by the Surveyors.
 - Building the IT interface to allow the transfer of data
 - Finalising the stock list
 - Preparing a Communications Plan to cover:
 - Notifying our Tenants of the impending survey work
 - Updating our Tenants with progress.
 - Consultants procedure for arranging access
 - No access process
 - Carrying out trial surveys to ensure that all the required data is collected and that the final Reports contain the required information, are in the format required and that data can be transferred/uploaded into our systems.
 - Agree a detailed Programme for the delivery of the Stock Condition Survey.
12. Officers from the Planned Works Team will accompany the Stock Condition Surveyors on some of the trial surveys to monitor them to ensure that they are being carried out in accordance with our requirements.
13. Recruitment will take place to engage our own Stock Condition Surveyor and a Stock Condition Administrator to assist in the delivery of the Stock Condition Survey.

14. Main Delivery Period:

15. Once the Mobilisation period is complete, the main Stock Condition Survey will commence with the aim of completing within 12 calendar months. Hopefully it will not become necessary to eat into the 3 month Contingency period allowed for access challenges.

16. The Future:

17. Throughout and on completion of the Stock Condition Survey we will start and continue to analyse the data and use the same to inform our short and long-term Planned Asset Management programme.

18. The Stock Condition Survey is also likely to identify a number of repairs that are required as a matter of urgency, these will be reviewed, orders will be raised and we will work with our Term Maintenance Contractor to deliver the required work to agreed timescales.
19. On completion of the Stock Condition Survey by Currie & Brown we will implement a 5 year rolling programme of stock Condition Surveys to 20% of our stock per annum which will equate to around 850-900 properties per annum.

These Stock Condition Surveys will be delivered by own Stock Condition Survey Team.

Financial implications:

The financial implications and importance of a stock condition survey have been discussed in the body of the report.

Legal implications:

There are no legal implications on which to comment.

Report to: Housing Review Board



Date of Meeting 24/03/2022

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Housing Revenue Account & Housing Capital Finance Report

Report summary:

The report provides the Housing Review Board with current draft financial outturn figures for the housing revenue account and housing capital program for the 2021/22 financial year. The report will also consider the implications of any forthcoming regulatory changes.

Producing a Housing Revenue Account has been a statutory requirement for Councils who manage and own their housing stock for some time, and therefore a key document for the Board to influence

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

That the Housing Revenue Account & Housing Capital Finance Report is approved and recommended to cabinet.

Reason for recommendation:

To give the Housing Review Board an opportunity to contribute towards the review and planning of all landlord service related finances.

Officer: Rob Ward, rward@eastdevon.gov.uk, 01404 515616 ext 2357

Portfolio(s) (check which apply):

- Climate Action and Emergencies
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Culture, Tourism, Leisure and Sport
- Democracy and Transparency
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities

Equalities impact Low Impact

Climate change High Impact

Risk: Low Risk; Risks have been considered in preparing the budgets and the financial implications have been assessed at the point of preparation. Various budget assumptions have been made including the treatment of inflation and interest rates; estimates on the level and timing of capital receipts; the treatment of demand led pressures; the treatment of planned efficiency savings/productivity gains; levels of income; financial risks inherent in any new arrangements; capital developments; the availability of funds to deal with major contingencies and the need for any provisions.

Links to background information [East Devon Financial Information 2021/22](#)

Link to [Council Plan](#):

Priorities (check which apply)

- Outstanding Place and Environment
 - Outstanding Homes and Communities
 - Outstanding Economic Growth, Productivity, and Prosperity
 - Outstanding Council and Council Services
-

Report in full

1 Housing Revenue Account – draft outturn position as at end February

1.1 Surplus Forecast before accruals and carry forwards

The surplus forecast for the year currently stands at £2.4m versus a budgeted figure of £0.99m. As in the previous financial year there will likely be large amounts of carry forwards for underspends, particularly in the planned maintenance and major repairs areas. The reserve balances will be utilised to fund stock condition survey expenditure and resultant catch up costs.

Also, as in previous years, it is proposed that any surplus within the Housing Revenue Account above the adopted range of £3.1m will be placed into the HRA Capital Development fund reserve. This fund will be utilised in future years for New Homes and Capital works to reduce the carbon footprint of the HRA.

1.2 Capital v Revenue - £1.4m capital contribution made to fund Green Homes

A reallocation of £1.4m of budget has been made from underspends within the year across various planned maintenance cost centres to provide a capital contribution to finalise the low carbon related expenditure. The total costs of the total project were in part funded by the Green Homes government grant received in the previous financial year.

1.3 Year to Date and forecast outturn tables

The tables showing the HRA income and expenditure categories are shown within Appendix 1 of the report with a commentary provided for material items.

Right to Buy Sales

1.4 Surplus Forecast before accruals and carry forwards

Within the current financial year to date there have been 10 right to buy sales totalling a capital receipt to the council of £1.025m. The breakdown of these funds into their prescribed buckets is as follows;

1. £432k to be return to Central Government
2. £256k added to the £3.6m capital reserve to fund future RTB replacement/development
3. £337k to be used to fund the housing capital program

2 Housing Capital

2.1 Affordable Housing Expenditure

The current year to date affordable housing expenditure is £1.4m from 7 property acquisitions. This has the following impact on the right to buy replacement funding and requirements;

- The required level of spending required to prevent payback before the following financial year ends is;

Year	Annual
2022.23	440,538
2023.24	3,421,947
2024.25	2,397,804
2025.26	1,407,405

- 40% of the above capital expenditure (£550k) is to be funded from the RTB Capital reserve leaving a closing balance of £3.3m
- The residual balance will be financed from the residual unutilised additional PWLB borrowing balance of £1.62m taken out in March 2022, leaving £0.78m still available.

2.2 Capital Program

The year to date capital program expenditure is currently £0.21m predominantly from Social Service Adaptations. In the coming month before year end the revenue accounts will be reviewed to determine if any expenditure can be re-categorised into the capital program and funded from the RTB sales receipts.

2.3 Fire Risk Assessment Capital Works

The year to date expenditure allocated to capital is currently £0.31m which will be funded from the associated reserve leaving a residual balance of £1.47m. As above a review will be undertaken of the associated FRA revenue expenditure to determine if it is appropriate to reclassify as capital and fund from the reserve.

Financial implications:

Contained within the body of the report.

Legal implications:

No legal observations are required. "Ultimately the approval of any new budgets rests with full Council.

Appendix 1 : Summary Tables with Commentary

Year to Date			INCOME	4Cast Outturn		
Actuals	Budget	Diff		Actuals	Budget	Diff
-16,471,265	-16,345,340	-125,925	Gross Property Rents	-17,832,888	-17,831,260	-1,628
-214,154	-308,220	94,066	Garage Rents	-211,564	-336,180	124,616
-569,485	-553,520	-15,965	Other Income	-627,885	-603,680	-24,205
-17,254,904	-17,207,080	-47,824		-18,672,337	-18,771,120	98,783

Year to Date			EXPENDITURE	4Cast Outturn		
Actuals	Budget	Diff		Actuals	Budget	Diff
3,218,836	3,138,010	80,826	Repairs And Maintenance - General	3,508,777	3,386,650	122,127
619,184	838,160	-218,976	Repairs And Maintenance - Special	694,558	950,780	-256,222
5,591,718	5,878,380	-286,662	Supervision And Management	5,938,251	6,412,590	-474,339
117,954	262,310	-144,356	Other Expenditure	122,609	286,090	-163,481
1,839,366	3,697,200	-1,857,834	Capital Charges & Bad Debt	2,968,661	3,776,420	-807,759
11,387,059	13,814,060	-2,427,001		13,232,856	14,812,530	-1,579,674

	4Cast Outturn		
	Actuals	Budget	Diff
Financing & MIRS	2,997,930	2,973,310	24,620

	4Cast Outturn		
	Actuals	Budget	Diff
Surplus	-2,441,550	-985,280	-1,456,270

Commentary

- 1 Continued high levels of garage voids
- 2 PPP Exclusions & Non PPP property repairs remain higher than budgeted which will be one of the key focuses of the contracts annual review.
- 3 Revenue budgets for low carbon & external works underspent - majority of costs allocated to capital under the Green Homes schemes
- 4 Continued salary savings as recruitment into vacant roles is proving difficult across the service, the savings in employment costs have been partially offset by fees for agency workers
- 5 Low levels of spending at the beginning of the year due to the pandemic
- 6 £1.4m of Budget has been moved from the underspend in Major repairs to Capital Contributions to fund the Green Homes Schemes - Major repairs continues to be underspent due to low levels at the beginning of the year. Underspends will be reserved to bolster funds for the Stock Condition survey and resulting catch up costs.

Report to: Housing Review Board



Date of Meeting 24 March 2022

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

HouseMark Membership Renewal 2022/23

Report summary:

HouseMark is a data analysis service which gathers performance and cost information from 350 social housing providers across the UK providing them with the data and insights needed to make evidence based decisions to drive efficient and performance business improvement.

We have been members of HouseMark for a number of years and with the 2021/22 financial year coming to an end we need to confirm our continued subscription of £7,830 + VAT to continue to use HouseMark as a tool to monitor and evaluate our service again for this year – Please refer to HRB Report 29-Apr-2021 “HouseMark Annual Performance Summary” for further details of the HouseMark benchmarking service and the value it provides East Devon District Council (see Links to Background Information below).

Being able to benchmark ourselves against our peers is a very difficult exercise to do on our own but it can play a hugely important role in evaluating our service and with the reports and online interactive analytical tools HouseMark provide this helps us to ‘deep dive’ into the data and compare ourselves with others.

In recent years I don’t believe we have comprehensively used all of HouseMark’s available analytical capabilities. If the decision to continue to subscribe to HouseMark is approved, I would hope the necessary resources and focus is able to be given to ensure we are able to go above and beyond what we currently do to ensure we get the maximum out of HouseMark.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

That the Housing Review Board agree to pay this year’s annual cost of £7,830 + VAT and renew our membership to HouseMark

Reason for recommendation:

HouseMark provides us with insights we can trust which can help inform the decisions we make that are best for our tenants, service and people.

Officer: Natalie Brown, Information & Analysis Officer; nabrown@eastdevon.gov.uk; 01395517583

Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Democracy, Transparency and Communications

- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities
- Tourism, Sports, Leisure and Culture

Equalities impact Low Impact

Climate change Low Impact

Links to background information

[\(Public Pack\)Agenda Document for Housing Review Board, 29/04/2021 10:00 \(eastdevon.gov.uk\)](#)

– Agenda Item 15, Page 84

Link to [Council Plan](#)

Priorities (check which apply)

- Better homes and communities for all
- A greener East Devon
- A resilient economy

Report in full

Financial implications:

Contained within the report summary

Legal implications:

There are no legal implications on which to comment



Report to: Housing Review Board

Date of Meeting 24th March 2022

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

CIH Professional

Report summary:

This report is to draw Members attention to the recently refreshed Chartered Institute of Housings refresh of professional standards. The standards are being publicised and cascaded through the Housing Service to raise our own professional standards and an awareness of why this is so important.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

1. That members endorse and promote the compliance of the Chartered Institute of Housing's professional standards.

Reason for recommendation:

To raise awareness of the CIH Professional Standards amongst Members of the Housing Review Board.

Officer: Amy Gilbert-Jeans agilbertjeans@eastdevon.gov.uk

Portfolio(s) (check which apply):

- Climate Action and Emergencies
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Culture, Tourism, Leisure and Sport
- Democracy and Transparency
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities

Equalities impact Medium Impact

The standards consider the role of a professional Housing Officer and outline the expectations required, this includes an 'inclusive' value that sets out to understand and value the diversity of our tenants, customers, clients and stakeholders and to make sure the delivery of services meets their requirements.

Climate change Low Impact

Risk: Low Risk

Links to background information

Standards to be attached

Link to [Council Plan](#):

Priorities (check which apply)

- Outstanding Place and Environment
- Outstanding Homes and Communities
- Outstanding Economic Growth, Productivity, and Prosperity
- Outstanding Council and Council Services

Report

- 1.1 Attached to this report are the recently refreshed Chartered Institute of Housings (CIH) professional standards. The CIH professional standards build on seven characteristics developed, tested, and refined to enable and encourage the sector to think about professional development needs and how we can all contribute to the professionalism of our organisation and the wider sector.
- 1.2 Every day, we as housing professionals create opportunities for people to find and live in a home from which they can build the rest of their lives. The work we do is so important and to support this the CIH are encouraging housing providers to demonstrate our professionalism and dedication to the sector using professional standards. It should also be noted that professionalism is embedded throughout the Social Housing White Paper. Our commitment to these standards will soon become the expected norm, and something our residents will anticipate. It also underpins the spirit of the housing regulation regime.
- 1.3 The standards compliment and link in closely with our own corporate behaviours framework and we have begun actively promoting and encouraging ownership of the standards across the housing service. To further strengthen links with our professional industry body, we have a number of Officers who are currently engaged in CIH vocational training at all levels. We actively promote these opportunities to all Officers and try and accommodate each request we receive as we recognise the value and benefits of having as many of our Officers trained to CIH standards. This also enhances our succession planning opportunities within the service and offers excellent personal development, career direction and growth opportunities to our Officers.
- 1.4 The standards are designed to be flexible and the points below demonstrate some of the ways the CIH encourage organisations to apply the standards;
 - Identify standards of professional excellence across your own organisation
 - Identify the desired and existing skills, knowledge and behaviours across the business to make change happen
 - Identify team and organisational capability
 - Build your own competency frameworks
 - Map against organisational values
 - Focus on behaviours needed for success
 - Develop role profiles, job descriptions and personal specifications

- Identify areas for development across the business
- Build a resident's charter
- Prepare for the expectations in the Social Housing White Paper.

1.5 The Housing Leadership Team will continue to promote and encourage the standards across the service, the Housing Service Lead will also work directly with our HR Business Partner to further progress this work.

Financial implications:

There are no financial implications on which to comment

Legal implications:

There are no legal implications on which to comment.

Integrity

A housing professional has a clear understanding of their values and acts in accordance with them – they will do the right thing, for the right reasons, based on the best evidence and without partiality.



Integrity

As a housing professional who acts with integrity, you will:						
Standards	Recognise and take responsibility for your actions and mistakes and contribute to putting things right	Visibly and consistently be a role-model for professional principles and values	Challenge behaviours and attitudes that are inconsistent with your professional values	Demonstrate transparency and honesty in your decision-making and communication	Acknowledge your own emotional and professional limits and ask for support or help when necessary	Strive to treat everyone fairly, promptly, effectively and sensitively
Descriptor	Responsibility	Role model	Challenge behaviour	Honesty	Know your limits	Attitude
Practical application	<p>In practice, this means:</p> <ul style="list-style-type: none"> Delivering on your commitments within agreed/ appropriate timeframes Acting in a way that does not compromise your personal or professional values Showing professional respect for others in all circumstances Building and extending trust with tenants and residents Working out the most effective way to raise concerns if you are worried about others' professional behaviour Providing information and advice based on evidence and accurately presenting the options and facts Exercising professional judgment and acting with discretion and autonomy Recognising conflicts of interest and take action to reduce and/or remove the presence of such actions where feasible Recognising the impact that failure to deliver will have on service users Looking critically at your mistakes and working to ensure they are not repeated Understanding and acting in the best interest of your tenants, colleagues and partners Being open, honest and transparent in your dealing with tenants, colleagues and partners 			<p>Self-reflection</p> <ul style="list-style-type: none"> Am I clear on what my values are both personally and professionally? Would be happy if my actions were made public in the press or on social media? Is my behaviour in the workplace is respected by my colleagues? Do I ever gossip about my colleagues? Do people trust my professional judgement? Do I own up to my mistakes and learn from them? Do I do what I say I am going to do? If I can't meet a commitment, do I take corrective action? Do I always understand and act in the best interest of tenants/customers/partners? Do I provide information and advice based on evidence and facts? 		

Inclusive

A housing professional acts transparently and fairly; builds good relationships; and works collaboratively with partners, customers and communities to achieve better outcomes.



Inclusive

As an inclusive housing professional, you will:						
Standards	Address your own behaviours and assumptions (unconscious bias) in how you work	Recognise, value and draw on a wide range of perspectives to ensure that you deliver the best service	Demonstrate sensitivity to the customs, cultures and beliefs of others	Build collaborative relationships across organisation boundaries, cultures and other disciplines	Have a zero-tolerance approach towards inappropriate, offensive or discriminatory behaviour	Promote diversity of views and experiences, ensuring you understand variations and listen to all relevant voices
Descriptor	Unconscious bias	Perspective	Inclusive	Collaboration	Challenge	Holistic
Practical application	<p>In practice, this means:</p> <ul style="list-style-type: none"> Understanding and valuing the diversity of your tenants, customers, clients and stakeholders and making sure the delivery of services meets their requirements Understanding and valuing the diversity of colleagues within your own organisation Recognising the causes and sources of discrimination and unequal treatment; Being impartial in your treatment of others Challenging inappropriate, offensive or discriminatory behaviour Taking the time to understand the context of the situation and the needs of those involved Selecting the right communication channels to meet the needs of a diverse audience Recognising the challenges and influences that drive and affect the behaviour of others Understanding the multiple and intersecting oppressions and disadvantages that impact people, families and communities. Seeking to adopt an open mind and continually challenging personal assumptions held to promote and maximise benefits of diverse groups 			<p>Self-reflection</p> <ul style="list-style-type: none"> Can I see things from another person's perspective/ step into their shoes? Do my personal preferences or views influence my behaviour or decisions? Do I create unnecessary obstacles by not considering circumstances or needs? Am I confident that that I don't have any unconscious biases? How would I know if I do? Am I comfortable asking what may be perceived as awkward or difficult questions in the interest of inclusion? How would I ensure that I did this with sensitivity to the person/situation? Do I know what unacceptable behaviour looks like in practice? Am I comfortable to challenge inappropriate, offensive, or discriminatory behaviour? Do I have access to equality, diversity and inclusion training? 		

Ethical

A housing professional acts fairly and makes choices and decisions by applying principles and values consistently. They understand the impact that poor decisions can have both on people’s lives and the reputation of their organisation and they challenge unethical practice in a fair and considered way.



Ethical

As an ethical housing professional, you will:					
Standards	Understand what ethical working practice means in the context of both your role and your organisation	Make responsible decisions by considering different ethical perspectives and finding the best possible way forward	Challenge decisions and actions which are not consistent with the ethical framework of your professional body and/or organisation	Be a role model and promote ethical leadership and professional principles and values across your organisation and the wider housing profession	Ensure that your private, personal, political and financial interests do not conflict with your professional duties
Descriptor	Ethical working	Ethical perspectives	Ethical framework	Role model	Conflict of interest
Practical application	<p>In practice, this means:</p> <ul style="list-style-type: none"> • Understanding and applying CIH’s codes of ethics and practice and understanding what this means in practice for you and your role • Understanding and upholding the values of your organisation • Adopting a tenure neutral perspective, challenging negative stereotypes and promoting positive role models • Seeing beyond the rules to do what is right 			<p>Self-reflection</p> <ul style="list-style-type: none"> • Can I clearly identify what an ethical dilemma might be in the context of my role? In the context of the wider organisation? • Do I use the CIH ethical framework when faced with an ethical dilemma? • Am I prepared to raise concerns when I feel practices, policies or activities are inconsistent with the values and practices of my organisation? • Do I understand what a conflict of interest would be in my role or organisation? Who would I talk to if I felt a conflict of interest had arisen? • Do my personal preferences or views influence my behaviour or decisions? • Do I challenge false assumptions made about people who live in rented housing (both inside and outside of work)? • Do I know and uphold the values of my organisation? 	

Knowledgeable

A housing professional has relevant and up-to-date practical and specialist knowledge as required by their job role, understands the bigger picture and has a passion for continuous learning.



Knowledgeable

As a knowledgeable housing professional, you will:						
Standards	Understand the breadth and depth of knowledge and skills you need to do your job	Understand the bigger picture to set your role in context	Keep up to date, stay aware of current issues, trends and changes in best practice	Demonstrate awareness of your own strengths, areas for development and the limits of your ability and expertise	Assess and commit to your continuing professional development and reflective learning	Share your knowledge, skills and expertise freely with others
Descriptor	Breadth and depth	Contextual understanding	Currency	Self-aware	Reflection	Sharing
	<p>In practice, this means:</p> <ul style="list-style-type: none"> • Being clear on the general and specialist knowledge and skills that you need to do your job - this includes the relevant regulation, legislation, and practice • Understanding the role, purpose and function of your organisation • Acting within the scope of your knowledge and skills and your role • Understanding your personal limitations (e.g., when to seek advice from others). • Not acting beyond the limits of your competence • Continually assessing the breadth and depth of knowledge required to do your job • Having a structured plan to enable you to stay up to date and address knowledge and skills gaps • Developing contacts and networks through facilitated events, online networks, social media avenues • Taking responsibility for your development and not waiting for others to direct you • Sharing your knowledge with others to create a learning environment among your colleagues • Continuing your professional development to build, maintain and learn new skills and knowledge • Recognising how your role connects with the bigger picture • Using knowledge, research and data to make evidence-based decisions • Being clear about the skills required beyond technical knowledge • Sharing good practice 			<p>Self-reflection</p> <ul style="list-style-type: none"> • Do I stay up to date with the latest policy and practice developments in housing? • Do I regularly review my own development and progress, how am I doing, what do I need to do more of? • Am I clear about the knowledge I need to effectively do my job? • Am I aware of all my legal and professional obligations? • Am I clear about personal limitations (e.g. when to seek advice from others)? • Do I share my knowledge with others to create a learning environment among my colleagues? • Do I use my knowledge, research and data to make evidence-based decisions? 		

Skilled

A housing professional equips themselves with the relevant skills to deliver effective services to tenants, customers, colleagues, and partners.



Skilled

As a skilled housing professional, you will:						
Standards	Pioneer and champion excellent customer service	Understand what factors affect resilience in yourself and others	Create change and actively support others to embrace and take the opportunities that change presents	Making the best use of technology where this enhance the quality and effectiveness of services provided	Be able to influence and negotiate to achieve positive outcomes	Solve problems, be flexible, adaptable and respond to situations creatively, in the moment
Descriptor	Customer service	Resilience	Change	Technology	Influence	Problem-solving
Practical application	<p>In practice, this means:</p> <ul style="list-style-type: none"> Using customer insight intelligence to shape your actions and prepare for future challenges Understanding what challenges or triggers your ability to be resilient and to ensure you are supported Scanning the horizon to predict future challenges and preparing effectively Responding according to the situation (situational decision-making) Taking pre-emptive action and proactively problem solving Finding solutions, even if they lie outside of 'normal' activity Making a positive contribution to team culture Recognising the need to balance commercial awareness with social purpose Developing effective listening and communication skills, and an ability to demonstrate empathy in respect of the circumstances of others Being adept and influential in virtual communication Being digitally savvy and skilled in multi-platform and communication tools 			<p>Self-reflection</p> <ul style="list-style-type: none"> Do I stay up to date with developments in my profession? Do I regularly review the skills I need and plan how to address the gaps I identify? Do I take advantage of networks to support my development? Do I actively listen and really hear what people are saying? Do I understand what challenges or triggers impact on my ability to be resilient? Do I make a positive contribution to team culture? Do I embrace current and future technologies and digital working? Do I adapt to change well? Do I respond quickly according to the situation (situational decision-making)? 		

Advocate

A housing professional acts as an ambassador for the wider housing sector and an advocate for the housing profession.



Advocate

As an advocate for the housing profession, you will:				
Standards	Enhance the reputation of the housing profession	Understand the impact of your language, behaviour, and conduct on the broader image of rented housing, negative stereotyping and stigma	Generate a sense of public pride in the importance and value of rented housing as a positive housing choice	Act as an ambassador for the wider profession by maximising the positive impact you make on individuals and communities
Descriptor	Reputation	Stigma	Public pride	Ambassador
Practical application	<p>In practice, this means:</p> <ul style="list-style-type: none"> • Speaking up when faced with attitudes and behaviour that stereotype and stigmatise rented housing and people who live in rented housing • Contributing to the profession, sharing experience, and supporting innovation • Getting involved with CIH networks, influencing, public affairs and policy work • Creating sense of loyalty and cohesion among fellow housing professionals • Challenging the behaviours of colleagues and organisations that undermine the reputation of the profession • Challenging organisational practices that contribute to tenants' experience of stigma • Championing the role that good quality, affordable homes play in the wider socio-economic context • Building a network of relationships with current and future influencers and stakeholders • Encouraging and welcoming others into the profession • Creating and contributing to a sense of community 		<p>Self-reflection</p> <ul style="list-style-type: none"> • Am I a publicly positive representative of my organisation and the wider profession? • How do I contribute to the profession, sharing experience, and supporting innovation? • How would I describe the profession to somebody from outside? • Do I call out unprofessional behaviour in my colleagues? • How do I support others to be advocates for the housing profession? • How do I respond when I hear criticism by others about the sector? • Do I ever use inappropriate language or behaviour which might undermine the aims and objectives of the sector or my organisation? 	

Leadership

Housing professionals at all levels should demonstrate leadership, be forward thinking and create opportunities. They find solutions to improve outcomes for their organisation, tenants and communities and demonstrate their ability to adapt to the latest ideas, situations, and change.



Leadership

Housing professionals who demonstrate leadership will:						
Standards	Drive positive outcomes for people, organisations and communities	Pursue opportunities to test insight, develop new approaches and innovate	Take a broader external view, forecast trends and issues, have a future focus	Be self-aware and critically reflective and a have a desire to keep learning	Work effectively with others inside and outside your organisation	Take responsibility for your mistakes, learn from them and demonstrate ownership for the actions to put things right
Descriptor	Achievement	Innovation	Vision	Authenticity	Collaboration	Ownership
Practical application	<p>In practice, this means:</p> <ul style="list-style-type: none"> • Reflecting on the outcomes of your decisions and learning from them to improve your skills in the future • Reflecting on experiences, seeking feedback and actively applying lessons learnt • Giving and receiving feedback constructively in a co-operative manner • Not being precious about rank or job boundaries, but being prepared to take responsibility and get things done • Having a 'can do' improvement-focused attitude • Having a strong virtual presence • Driving leadership in the new virtual working environment • Being able to identify practices that are no longer relevant • Understand your own and team well-being needs • Being able to unlearn and re-learn at pace to succeed in a continually evolving operating environment 			<p>Self-reflection</p> <ul style="list-style-type: none"> • Do I give feedback constructively in a co-operative manner? • Do I receive constructive feedback well? • Have I changed how I work because of feedback I have received? • What kind of leader am I? Where have I made a change/impact? Where could I suggest improvement? • How can I further develop my leadership skills? • Who are my leadership role models? How can I learn from them? • Am I confident in being a critical friend and am able to raise issues and concerns? • How do I react when things don't go to plan? • How do I support my colleagues to be leaders in their roles? • Am I prepared to champion new ways of working • Am I prepared to take responsibility and get things done? 		



Report to: Housing Review Board

Date of Meeting 24th March 2022

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Procurement of the Gas Servicing/Services Contract

Report summary:

To update the Housing Review Board on the current position with the procurement, award and mobilisation of the Gas Servicing Contract to enable seamless delivery of the service following expiry of the existing/implementation of the new Contract.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

That the Housing Review Board note the update on the current position with the procurement, award and mobilisation of the gas servicing/services Contract.

Reason for recommendation:

To ensure that East Devon District Council discharge their legal requirement to carry out annual gas servicing to all stock with a gas component delivering 100% compliance.

Officer: Graham Baker – Property & Asset Manager – email: gbaker@eastdevon.gov.uk

Portfolio(s) (check which apply):

- Climate Action and Emergencies
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Culture, Tourism, Leisure and Sport
- Democracy and Transparency
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities

Equalities impact Medium Impact

As a Social Landlord we carry a Statutory Requirement to carry out annual gas servicing on all of our stock containing a gas component

Climate change Medium Impact

Risk: Medium Risk; In the coming years the use of gas components will be gradually phased out, other fuel options will need to be considered, in relation to gas there is likely to be switch to Hydrogen, the procurement will be carried out to reflect this and the impact of Climate Change

Links to background information [HRB Agenda and minutes September 2021](#)

Link to [Council Plan](#):

Priorities (check which apply)

- Outstanding Place and Environment
- Outstanding Homes and Communities
- Outstanding Economic Growth, Productivity, and Prosperity
- Outstanding Council and Council Services

Report in full

1. Current Position:

2. Liberty Group have been delivering the 3 star gas servicing contract for the past four years, we have just entered the fifth year. The Contract with Liberty is due to expire on 31st March 2022.
3. Liberty Group deliver the following services:
 - Domestic boiler servicing.
 - Domestic boiler and heating breakdown and repairs.
 - Commercial boiler servicing and breakdowns.
 - Domestic and commercial boiler installations.
 - Unvented Cylinder Servicing.
 - LPG & Oil Servicing.
4. The current value of the servicing contract is £450k per annum.
5. For the duration of the contract to date the Liberty Group have provided a good level of service and achieved 100% compliance at all times unless exceptional circumstances otherwise dictate e.g. the Covid pandemic. We have full confidence in the current service provider at all levels e.g. National/Regional Director level, Local Management level and at operational level Supervisors and Engineers all of whom are Gas Safe registered.
6. The current gas servicing programme is carried out on an 11 month cycle. With this type of servicing the date changes year on year and as you move through the cycle properties will have two services carried out resulting in considerable additional expenditure.

As part of the procurement process we intend to change the regime to the industry recognised 'MOT Style' servicing in accordance with The Gas Safety (Installation & Use) (Amendment) Regulations 2018 Regulation 36. Under this arrangement the service date will remain the same year on year, our Tenants will be able to diarise this date and know when to expect their annual gas service. The only change to service date will be as a result of a major component change e.g. a boiler replacement.

7. Procurement Phase:

8. After an initial procurement exercise it was demonstrated that the gas servicing and related services work streams would not be added to the Integrated Asset Management Contract delivered by Ian Williams, therefore other options were explored.
9. As members of Advantage South West (ASW) we were aware that their Gas Servicing Framework was due to be re-procured.

After consultation, we took the opportunity to take advantage of ASW's procurement expertise and tender our own Gas Servicing/Services Contract alongside their Framework particularly as the timescales for the re-procurement of their Framework aligned with our own requirements.

This route gave us the comfort that the procurement was being driven by an organisation with the required expertise in procurement ensuring compliance with all Statutory Regulations.

In addition, the procurement was within our required timescales, namely our existing Contract concluding on 31st March 2022 and our new Contract/Contractor being in place to commence work on 1st April 2022.

10. Tender process:

11. The project has followed a process compliant with the Public Contract Regulations 2015 and subsequent amendments. This has seen public advertisements being placed on the Find-a-Tender Service ('FTS', the OJEU replacement) (Contract Notice 2021/s 000-017933 dated 28/07/2021) and Contracts Finder (ADVSW001-DN559603-06952891 dated 28/7/21).

A restricted procurement process was chosen with submission of the Supplier Selection Questionnaires and tenders in accordance with ASW's adopted governance arrangements and utilising the www.advantageswtenders.co.uk website e-tendering functionality

12. Award Criteria:

13. The procurement documentation was accessed by 49 companies through www.advantageswtenders.co.uk. 7 companies submitted SSQ responses by the 31/8/21 deadline:

- British Gas Social Housing Ltd t/a P H Jones
- Dodd Group Midlands Limited
- Gas Call Services Limited
- Liberty Group
- Robert Heath Heating Limited
- Shield Mechanical & Electrical Services Ltd
- Sure Maintenance Ltd

Of these, all except Shield met the requirements of the SSQ documentation and were invited to tender. Shield were notified of their exclusion.

14. Tender Evaluation Process:

15. The tender analysis methodology was determined by EDDC and ASW as 60% price, 40% non-price. Price score was out of 150, non-price score out of 100.

Ref	Tender Analysis Criteria		
	Price		150.00

1.1	Web Portal a	12.50	
1.2	Web portal b	12.50	
2.1	Resident communication	10.00	
2.2	Client communication	10.00	
3.1	Resourcing	15.00	
4.1	Supply chain management a	15.00	
4.2	Supply chain management b	5.00	
5.1	Mobilisation plan	20.00	100.00
			250.00

Sure Maintenance Ltd chose not to submit a tender.

Tenders received were analysed by:

- Jo Garfoot - EDDC
- Graham Baker - EDDC
- Michelle Davidson - EDDC
- Kevin Alexander - EDDC
- Steve Gammon - EDDC (IT Questions only)
- Simon Landfear - Strata Services (IT Questions only)
- Neil Biddiscombe - Advantage South West (ASW)

16. Summary of Tenders:

17. Following analysis of the Tenders the results were:

Tenderer	Price Score	Quality Score	Total
Liberty Group	150	83.13	233.13
British Gas Social Housing Ltd t/a P H Jones	140.47	80.23	220.70
Dodd Group Midlands Ltd	136.74	69.65	206.39
Gas Call Services Ltd	128.40	69.04	197.44
Robert Heath Heating Ltd	126.22	65.80	192.02

The commercial evaluation was carried out by ASW.

Following the Tender process the successful company was our current incumbent, Liberty Group.

18. Sub-contracting:

19. Liberty indicated as part of their Tender submission that no sub-contractors will be used unless specifically agreed.

20. TUPE Considerations:

21. There are no TUPE implications in the award of this contract as the contractor is already the incumbent.

This question was however asked at the outset of the tender exercise and Liberty demonstrated they fully understood the implications of TUPE.

22. Award:

23. On completion of the procurement process a 'Tender Award Recommendation Paper' was prepared and in line with the delegated powers awarded to the Strategic Lead for Housing, Health & Environment and the Housing Service Lead that enabled them to sign off as accepted/approved the relevant stages of the procurement process to facilitate the appointment of Liberty Group to deliver the 3 Star Gas Servicing Contract.

24. An Award letter was issued to Liberty Group on 5th January 2022 formally accepting their tender dated 4th November 2022.

The letter confirmed that the Contract will commence on 1st April 2022 and will be for a duration of 4 years with the option to extend by a further 6 (2+ 2+ 2+).

25. Contract Documents are being prepared by an external Legal provider Devonshires and these will issued for signing by all parties prior to the commencement of the Contract.

26. Mobilisation

27. Following the award of the Contract we have developed a Mobilisation Plan with Liberty and are currently working through the numerous tasks and developing numerous documentation to ensure the smooth running of the Contract. An example of the documents being prepared are:

- Terms of reference
- Business Continuity Plan
- Communications Plan
- Risk Register
- CDM Plan
- Method Statements/Risk Assessments
- Social Value Plan

28. In addition our IT Team are working with our service provider Strata and Liberty's specialists to develop an interface between the organisation that ultimately assist in the management of the Contractor increasing our efficiencies in managing the Contract and our ability to report on/manage performance

This will allow the Contract to be fully mobilised and be in a position to 'go live' on 1st April 2022 ensuring that gas servicing is carried out without disruption ensuring that East Devon District Council remains 100% compliant.

29. Go live:

30. On April 1st 2022 our new gas servicing/services Contract will go live delivering 3 star industry standard 'MOT Style' gas servicing.

Financial implications:

The financial implications and current contract value have been discussed within the body of the report.

Legal implications:

The Procurement framework is set out within the report and requires no further comment



Report to: Housing Review Board

Date of Meeting 24th March 2022

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Electrical Safety Policy for Housing

Report summary:

The Housing Review Board to consider and agree the implementation of an Electrical Safety Policy for Housing to ensure compliance with current legislation and regulations relating to Electrical Safety.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

That the Housing Review Board agrees to the policy within this report and recommends to cabinet that the policy is formally adopted by the Council.

Reason for recommendation:

To ensure that East Devon District Council meets their legal duty with regards to current legislation and regulations relating to Electrical Safety.

Officer: Michelle Davidson, Compliance & Cyclical Servicing Manager – email: mdavidson@eastdevon.gov.uk

Portfolio(s) (check which apply):

- Climate Action and Emergencies
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Culture, Tourism, Leisure and Sport
- Democracy and Transparency
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities

Equalities impact Medium Impact

As a Social Landlord we carry a Statutory Requirement to carry out electrical testing within our stock to ensure that installations are safe

Climate change Low Impact

Risk: High Risk; There are high risk consequences of failing to comply with Statutory Regulations/Legislation in relation to electrical safety from a safety financial and reputational perspective.

Links to background information Housing Service Plan; Statutory elements of service; statutory Compliance

Link to [Council Plan](#):

Priorities (check which apply)

- Outstanding Place and Environment
- Outstanding Homes and Communities
- Outstanding Economic Growth, Productivity, and Prosperity
- Outstanding Council and Council Services

Report in full

Introduction:

1. This policy sets out East Devon District Council's approach to managing electrical safety within properties owned and/or managed by East Devon District Council, including community centres, communal areas & district offices.
2. The electrical safety policy details how East Devon District Council meet the requirements for electrical safety under the Landlord and Tenant Act 1985, the Housing Act 2004, the Electricity at Work Regulations 1989 and the Electrical Equipment (Safety) Regulations 2016. In addition to this the policy provides assurance that measures are in place to ensure compliance with these regulations and to identify, manage and/or mitigate risks associated with electrical installations and electrical portable appliances.
3. The Policy document has been circulated via a group of selected tenants (9 in total) from our tenant reading group. Valuable feedback has been received that relates directly to the policy document but also in relation to tenants experience of these works being undertaken in their properties.
4. **Policy as set out below;**

Issue details	
Title:	Electrical Safety Policy
Version number	Version 1.0
Officer responsible:	Michelle Davidson, Compliance & Cyclical Servicing Manager
Authorisation by:	Housing Review Board
Authorisation date:	March 2022

1 Previous Policies/Strategies

None

2 Why has the council introduced this policy?

The electrical safety policy details how East Devon District Council meet the requirements for electrical safety under the Landlord and Tenant Act 1985, the Housing Act 2004, the Electricity at Work Regulations 1989 and the Electrical Equipment (Safety) Regulations 2016. In addition to this the policy provides assurance that measures are in place to ensure compliance with these regulations and to identify, manage and/or mitigate risks associated with electrical installations and electrical portable appliances.

The policy is relevant to tenants, contractors and other persons who may work on, occupy, visit, or use its premises, or who may be affected by its activities or services. It should be used by all to ensure they understand the obligations placed upon East Devon District Council to maintain a safe environment for tenants and employees within the home of each tenant and within all non-domestic (communal) premises or areas of buildings. East Devon District Council will follow a systematic approach to the management of electrical work to ensure it meets the requirements set out in BS 7671 2018 Requirements for Electrical Installations IET Wiring Regulations 18th edition including all amendments and other relevant legislation relating to electrical safety. This is to ensure the safety of tenants, employees and members of the public.

3 What is the council's policy?

Introduction

East Devon District Council acknowledges and accepts its responsibilities with regard to electrical safety under the Landlord and Tenant Act 1985, the Housing Act 2004, the Electricity at Work Regulations 1989 and the Electrical Equipment (Safety) Regulations 2016. The Landlord and Tenant Act 1985 places duties on landlords to ensure that electrical installations in rented properties are:

- Safe when a tenancy begins
- Maintained in a safe condition throughout the tenancy

In order to be compliant under these duties electrical installations are required to be periodically inspected and tested. The intervals between inspections are not absolutely set within any regulations, however, best practice guidance from the Electrical Safety Council and from BS7671:2018 states that electrical installations should be tested at intervals of no longer than 5 years from the previous inspection.

Legislation

This policy is written to ensure that East Devon District Council is compliant with the following legislation in respect of gas safety:

- The Landlord & Tenant Act 1985
- Housing Act 2004
- Regulatory Reform Fire Safety 2005
- Defective Premises Act 1972
- Electrical at Work Regulations 1989
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Health & Safety at Work At 1974
- Environmental Protection Act 1990

- The Building Regulations for England and Wales (Part P)

Code of Practice

- IET Wiring Regulations British Standard 7671: 2008 (as amended 2015)
- The Code of Practice for In-Service Inspection and Testing of Electrical Equipment (SITEE)
- HSE INDG236: 'Maintaining portable electrical equipment in offices and other low risk environments'
- Code of Practice for the Management of Electrotechnical Care in Social Housing

Policy Principles

Detailed below are the key policy principles relating to electrical safety:

East Devon District Council will hold accurate records against each property it owns or manages identifying when the electrical installation was last inspected and tested and all electrical portable appliances that is held at each property together with details of Portable Appliance Tests (PATs) undertaken.

East Devon District Council will ensure that all domestic properties owned or managed have a valid Electrical Installation Condition Report (EICR) that is no older than 5 years from the date of the previous EICR. East Devon District Council will deliver a comprehensive programme of testing and inspection of all domestic properties on a rolling 5-year cycle.

East Devon District Council will ensure that all non-domestic (communal) properties and offices owned or managed have a valid Electrical Installation Condition Report (EICR) that is no older than 5 years from the date of the previous EICR. East Devon District Council will deliver a comprehensive programme of testing and inspections of all non-domestic (communal) properties and offices on a rolling 5-year cycle.

East Devon District Council will ensure that all electrical installations shall be in a satisfactory condition following completion of an electrical installation inspection and test.

East Devon District Council will ensure that electrical installation inspection and tests are carried out prior to the commencement of any new tenancies (void properties), mutual exchanges and transfers and that a satisfactory EICR is issued to the tenant prior to them moving in.

East Devon District Council will ensure that only suitably competent NICEIC electrical contractors and engineers undertake electrical works.

East Devon District Council will ensure that all electrical portable appliances are tested periodically in accordance with the testing guidance set out in 'The Code of Practice for In-Service Inspection and Testing of Electrical Equipment' (SITEE).

East Devon District Council will carry out electrical installation inspection and tests and issue new satisfactory EICRs when completing planned component replacement works within domestic properties. In the case of a rewire East Devon District Council will receive an installation certificate and following minor works, a minor works certificate.

East Devon District Council will test and replace as necessary smoke alarms, heat detectors and carbon monoxide detectors which are not covered as part of the annual gas safety check

visit (i.e. the property does not have gas), as part of the 5-yearly electrical inspection and testing visit.

East Devon District Council will ensure that robust processes and controls are in place to manage the completion of follow up works identified during inspection and testing of electrical installations and electrical portable appliances. East Devon District Council will ensure that robust processes and controls are in place to ensure that all electrical works are properly notified and approved under Part P of the Building Regulations for England and Wales where this is required.

East Devon District Council will ensure that robust processes and controls are in place to manage works to void and occupied properties that may affect existing electrical installations

No Access

East Devon District Council will have a robust process in place to gain access to properties where tenants refuse access to ensure tenant safety and to ensure East Devon District Council fulfil their duty as a landlord.

ECIR Testing

Our appointed Electrical Contractor will call &/or write to the tenant advising them of when they will be attending to carry out the electrical test.

If the tenant is not home during this test or the tenant refuses access our Electrical Contractor will make a further two attempts to book an appointment with the tenant, this will be by telephone and/or letters. East Devon District Council expect at least two letters to be sent to the tenant asking that they make contact to book a suitable appointment.

Should the tenant refuse access, fail to make a suitable appointment or make an appointment (which is not kept), for whatever reason, the Electrical Contractor will refer this back to the Council for their pursuance.

An appropriate Officer will attempt to make contact with the tenant to arrange an appointment to carry out the electrical test (ECIR). If they are unable to do so, the Officer will serve the tenant with a legal letter stating that the tenant must arrange an appointment with the Council's appointed Electrical Contractor within the next 7 days.

Should the tenant fail to make contact within the designated time (7 day period), a final legal letter will be served upon the tenant giving them at least 24 hours' notice that the Council's appointed Electrical Contractor will be attending on a specific date and time (legal appointment). The letter states that the tenant must allow access at this time and the Council will force entry to carry out the test (ECIR) if the tenant is not home.

On the day of the legal appointment a relevant Officer will attend the tenant's property with the Electrical Contractor and a locksmith to carry out the electrical test (ECIR). Should the tenant not be home at the time of the legal appointment the Council will force entry to carry out the test to ensure the property is safe. If the tenant is at home but refuses access, the Officer will refer this to our Legal Department to apply for a Court Injunction to compel the tenant to allow access to enable the Electrical Contractor to carry out the test (ECIR).

Compliance Remedial Work

East Devon District Council will ensure there is a robust process in place for the management of any follow-up works required following the completion of a periodic inspection and test of an electrical installation or electrical portable appliance. East Devon District Council Electrical Contractor will as a minimum make safe and/or where possible endeavour to repair all code 1 defects identified by a periodic electrical installation inspection and test before leaving site after completing the inspection and testing works.

Any further remedial works of defects identified will be put into a programme of work within to ensure the installation is in a satisfactory condition. East Devon District Council will establish and implement programmes of electrical installation upgrading works to improve electrical installations, that have been identified as not meeting current standards but are in a satisfactory condition for the purposes of an EICR, up to a standard that meets all current requirements of BS7671.

East Devon District Council will ensure there is a robust process in place to investigate and manage all RIDDOR notices issued with regard to electrical safety

Record Keeping

East Devon District Council will record and maintain a core asset register of all properties that have an active electrical supply and electrical installation. This register should identify electrical installations within all domestic properties and electrical installations within non-domestic (communal) properties and offices.

East Devon District Council will establish and maintain a register against each property asset of any electrical portable appliances and portable appliance testing (PAT) requirements.

East Devon District Council will establish and maintain accurate records of all completed Electrical Installation Condition Reports (EICRs), Minor Electrical Works Certificates (MEW) and Building Regulation Part P notifications associated with remedial works from these reports and Electrical Installation Certificates and keep these for a period of not less than 10 years.

East Devon District Council will establish and maintain accurate records of all completed electrical Portable Appliance Test reports and details of associated completed remedial works and keep these for a period of not less than 5 years.

Competent Persons

East Devon District Council will ensure that the manager(s) with lead responsibility for operational delivery are appropriately qualified holding a recognised safety management qualification.

East Devon District Council will ensure that only suitably competent NICEIC Approved Electrical Contractors (or equivalently accredited) contractors are procured and appointed to undertake electrical inspection, testing, installation and repair works.

The operational team with responsibility for delivery will check the relevant accreditations for the work that they are carrying out as part of the due diligence checks carried out at the procurement of any new contract. These checks will be undertaken on an annual basis to ensure competency and training is up to date.

East Devon District Council will ensure that only suitably competent engineers are employed or appointed to undertake electrical portable appliance testing (PAT). The operational team with responsibility for delivery will check the relevant qualifications of persons undertaking PAT testing to ensure that they are certified as competent to carry out PAT testing. These checks will be undertaken on an annual basis.

Training

The manager(s) with lead responsibility for operational delivery will hold a relevant qualification in respect of electrical safety compliance management.

On the job training will be provided by an external provider to those employees who will be responsible for managing the programme of electrical installation inspections and repair works to electrical installations and portable appliances as part of their daily job and other employees within the Property & Asset Team.

Electrical Safety Information

East Devon District Council considers good communication essential in the safe delivery of electrical safety management and will therefore ensure that relevant information is provided to residents. East Devon District Council will develop on their website information and advice to customers regarding electrical safety and will publish this information through other outlets such as social media and in the Housing Matters Magazine.

Regulatory & Legislative Compliance

The application of this policy will ensure compliance with the regulatory framework and consumer standards (Home Standard) for social housing in England, which was introduced by the Homes & Communities Agency (HCA) in April 2012.

3 Policy Administration

Appendices and other relevant information

N/A

Links related Policies/Strategies, Procedures and Legislation

Legislation

This policy is written to ensure that East Devon District Council is compliant with the following legislation in respect of gas safety:

- The Landlord & Tenant Act 1985
- Housing Act 2004
- Regulatory Reform Fire Safety 2005
- Defective Premises Act 1972
- Electrical at Work Regulations 1989
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Health & Safety at Work At 1974
- Environmental Protection Act 1990
- The Building Regulations for England and Wales (Part P)

- IET Wiring Regulations British Standard 7671: 2008 (as amended 2015)
- The Code of Practice for In-Service Inspection and Testing of Electrical Equipment (SITEE)
- HSE INDG236: 'Maintaining portable electrical equipment in offices and other low risk environments'
- Code of Practice for the Management of Electrotechnical Care in Social Housing

Policy consultation

Housing Review Board

Policy review

March 2025 by the Compliance & Cyclical Servicing Manager

Recommendation:

5. That the Housing Review Board agrees to the policy within this report and recommends to cabinet that the policy is formally adopted by the Council.

Financial implications:

The proposed budget for 22/23 contains significant sums for electrical Repairs, inspections and updating, all costs associated with the above policy will be met by these budget lines.

Legal implications:

The legal framework is set out within the body of the report.

Report to: Housing Review Board



Date of Meeting 24 March 2022

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Q3 Housing Performance Indicator Report

Report summary:

The Housing Performance Indicator Report for Quarter 3 2021/22 details selected indicators measuring performance across the Housing Service.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

The Housing Review Board is invited to comment on the performance of the housing service.

Reason for recommendation:

To provide the Board with an up to date insight into current performance of the housing service..

Officer: Natalie Brown, Information & Analysis Officer; nabrown@eastdevon.gov.uk; 01395517583

Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Democracy, Transparency and Communications
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities
- Tourism, Sports, Leisure and Culture

Equalities impact Low Impact

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Climate change Low Impact

Links to background information

[\(Public Pack\)Agenda Document for Housing Review Board, 29/04/2021 10:00 \(eastdevon.gov.uk\)](#)
– Agenda Item 15, Page 84

Link to [Council Plan](#)

Priorities (check which apply)

- Better homes and communities for all
 - A greener East Devon
 - A resilient economy
-

Report in full

Financial implications:

There are no direct financial implications.

Legal implications:

There are no legal implications on which to comment.

Housing Service

Quarterly Performance Indicator Report

Quarter 3 2021/22 Financial Year

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Background Information

Performance against 2020/21 quarter has been included to provide some context to the statistics.

	Performance is worse than 2020/21 quarter figure by over 5%
	Performance is within 5% of 2020/21 quarter figure
	Performance is better than 2020/21 performance figure

0.0 Summary

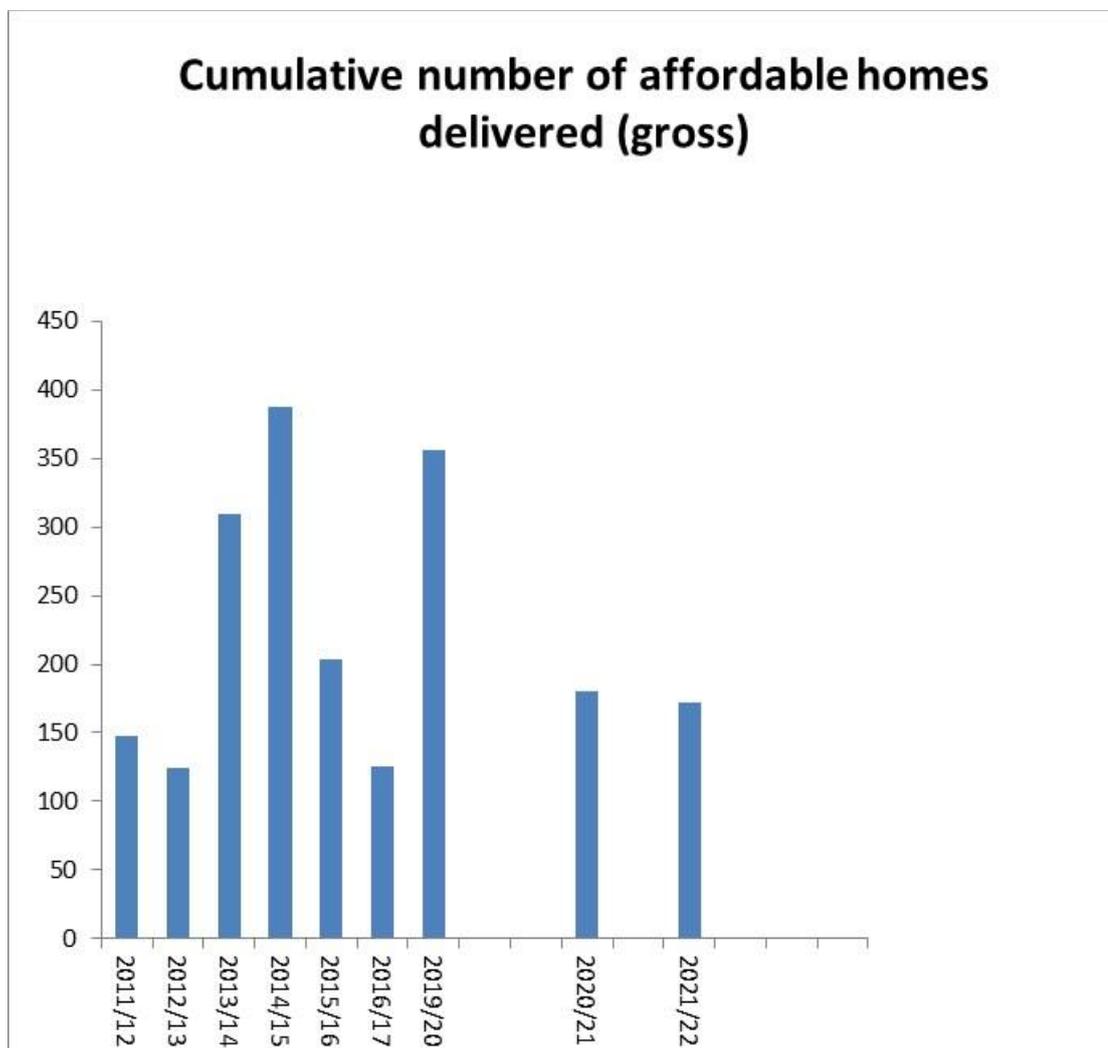
Description	2020/21	2021/22					Progress against 2020/21 quarter 3
	Cumulative Total	Apr- Jun	Jul-Sep	Oct - Dec	Jan - Mar	Cumulative Total	
Total supply of social rent housing and intermediate housing	180	66	55	51		172	
Total New ASB Cases	269	123	91	24		238	
No. of stage 1 complaints	96	32	27*	30*		32	
Calls answered under 1 minute (%)	98.2	#	#	#		#	#

Description	2020/21						Progress against 2020/21 quarter 3
	Cumulative Total	Apr- Jun	Apr-Sep	Apr - Dec	Apr- Mar	Cumulative Total	
% of rent due collected from current & former tenants (property (incl garage) is occupied & not including all arrears brought forward & prepaids) - Year to date	100.4%	100.2%	96.7%	99.5%		99.50%	
Percentage of routine repairs completed within target time	91.7%	81.7	84.6%	79.2%		81.9%	

1.0 Affordable Housing Completions

Performance Indicator	2020/21	2021/22				2021/22	Progress against 2020/21 quarter 3
	Cumulative Total	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Cumulative Total	
Number of affordable homes delivered (gross) (LAA)	165	63	52	50		165	
EDDC Acquisitions	15	3	3	1		7	

Source: SPAR.net



2.0 Anti-social behaviour

Performance Indicator	2020/21	2021/22				Cumulative Total	Progress against 2020/21 quarter 3
	Cumulative Total	April- Jun	Jul-Sep	Oct - Dec	Jan-Mar		
No. of new ASB cases							
Alcohol related (H)	2	1				1	
Child behaviour*	1	3				3	
Communal Fire*	7	1	1			2	
Communal Garden*	3	10		4		14	
Communal Internal*	3	2				2	
Communal Open Space*	16	5	5	2		12	
Condition of Garden*	18	10	12			22	
Condition of Property*	69	24	17	8		49	
Criminal Behaviour (O)	11	6	4	2		12	
Dangerous Animal	4					0	
Domestic Abuse (I)	2		3			3	
Drugs, substance misuse, dealing (G)	6	6	6	1		13	
Garden Nuisance (L)	25	6	6	2		14	
Harrasment*	8	1	1			2	
Hate Related (C)	2		1			1	
Illegal Occupation, Squatter*	10	1	4	1		6	
Litter, Rubbish, Fly Tipping (K)	1	6	1			7	
Misuse of Communal Areas (M)	0					0	
Noise (A)	36	21	9	2		32	
Nuisance from Vehicles (F)	0					0	
Parking Dispute*	9	2	3	2		7	
Pets & Animal Nuisance (E)	2	5	4			9	
Physical Violence (J)	11	2	4			6	
Prostitution, Sex Acts (N)	0		1			1	
Untaxed Vehicle*	6					0	
Vandalism & Damage to Property (D)	2	3				3	
Vehicle Nusiance*	3		4			4	
Verbal Abuse (B)	15	8	5			13	
Total New ASB Cases	269	123	91	24		238	

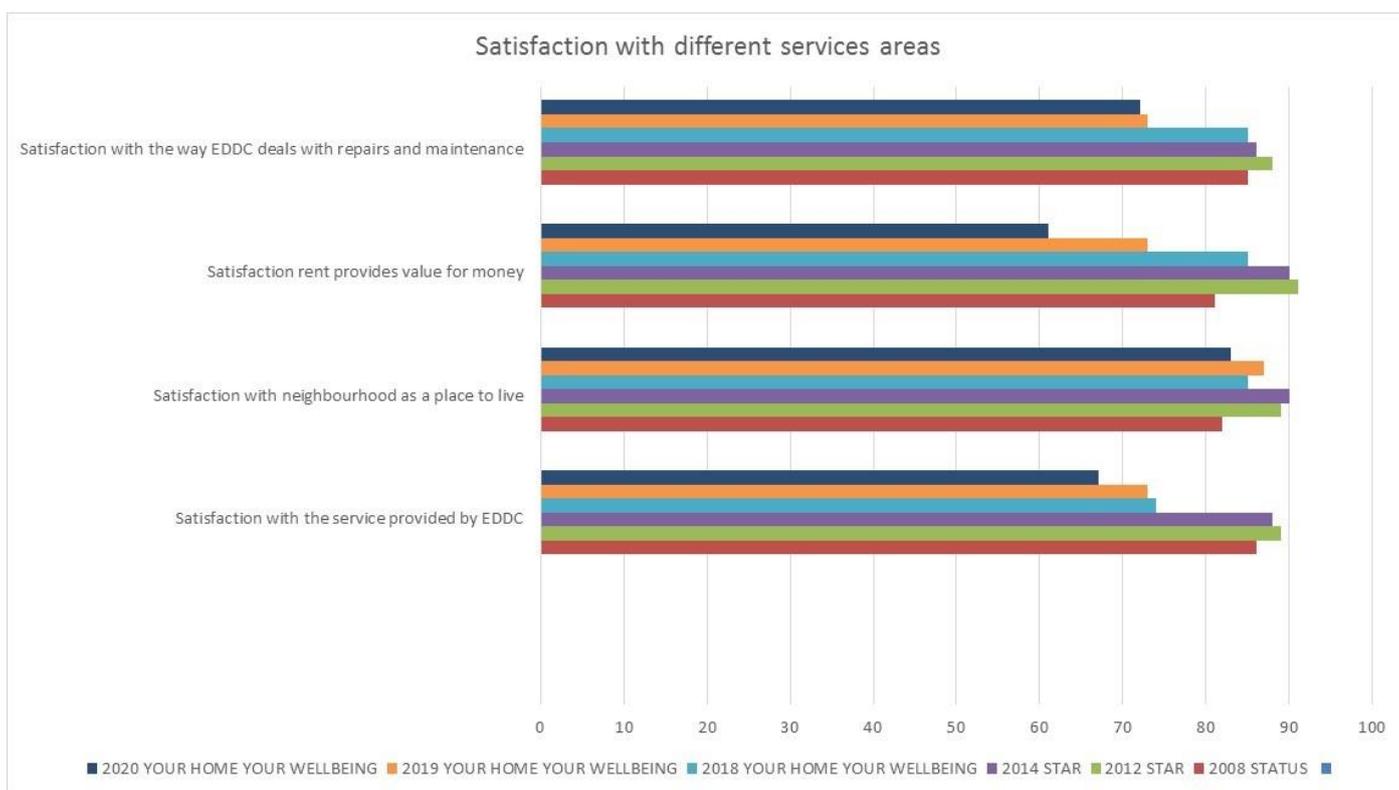
3.0 Complaints

Description	2020/21	2021/22				2021/22	Progress against 2020/21 quarter 3
	Cumulative Total	April- Jun	Jul-Sep	Oct - Dec	Jan - Mar	Cumulative Total	
No. of stage 1 complaints	96	32	27*	30 (2 open)		89	
Allocations complaints	10	2		2		4	
ASB complaints	8	4	3	1		8	
Estate services complaints	5	3	2	1		6	
Tenancy management complaints	6	2				2	
Rents and service charges complaints	2	0	1			1	
Repairs and maintenance complaints	53	18	16	25		59	
Staff & customer service complaints	4	1				1	
Other complaints	8	2	5	1		8	
Average time in calendar days to issue full response to all Stage 1 complaints	26.2	30.25	19.18**	26.26		25.2	

* – This figures includes those complaints that are still open but may change if the complaints are downgraded to a service request

4.0 Customer Satisfaction

Description	2008 STATUS	2012 STAR	2014 STAR	2018 YOUR HOME YOUR WELLBEING	2019 YOUR HOME YOUR WELLBEING	2020 YOUR HOME YOUR WELLBEING
Satisfaction with the service provided by EDDC	86	89	88	74	73	67
Satisfaction with neighbourhood as a place to live	82	89	90	85	87	83
Satisfaction rent provides value for money	81	91	90	85	73	61
Satisfaction with the way EDDC deals with repairs and maintenance	85	88	86	85	73	72



Source: STATUS and STAR surveys and Your Home, Your Wellbeing Survey (2018,19,20). NB: The STAR results are based on valid responses only, STATUS on non-valid and valid responses – they are therefore not directly comparable.

5.0 EDDC Stock

Stock Housing Type	2020/21	2021/22								Cumulative Total
	Cumulative Total	April- Jun		Jul-Sep		Oct - Dec		Jan - March		
		GN	SH	GN	SH	GN	SH	GN	SH	
Bedsit	42	25	17	25	17	25	17			42
Bungalow	979	197	782	196	782	196	782			978
Flat**	1175	643	534	643	534	643	534			1177
House	1981	1967	14	1968	14	1968	14			1982
Maisonette	6	6	0	6		6				6
Room*	14	14	0	14		14				14
Total	4197	2852	1347	2852	1347	2852	1347			4199

Source: Open Housing

* 14 Morton Road and 102 St Andrews Road

** Includes 10 St Andrews Road flats

6.0 Homelessness

Performance Indicator Description	2020/21	2021/22					Performance against 2017/18 quarter 2
	Cumulative Total	April- Jun	Jul-Sep	Oct - Dec	Jan - March	Cumulative Total	
Approaches: Number of people who indicate that they are homeless or about to become homeless	888	196	263	248		707	
Acceptances: Number of people who EDDC have accepted as homeless	16	4	4	10		18	
Successful Prevention Outcomes	279	74	69	71		214	
Successful Relief Outcomes	143	29	28	24		81	
Verified rough sleeper count*	#	5	11	6		#	
No of households living in temp acc at the end of the quarter*	#	35	37	46		#	
No of households placed into temp acc in the quarter*	#	53	40	47		#	
*snapshot not cumulative							

Source: Jigsaw

7.0 HomeSafeguard

New system – awaiting reports

Source:HomeSafeguard

8.0 Lettings

Performance Indicator	2021/22			
	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
Total number of units vacant at the end of the period	58	92	101	
Number of voids started in period	59	50	68	
Number of voids completed in period	21	80	67	
The average re-let time in days General Needs for voids completed in period*	#	#	#	
The average re-let time in days Sheltered Housing for voids completed in period	#	#	#	
Total number of re-lets during the period benchmarked (incl mutual exchanges)	64	80	67	
*Please note this includes the 12 rooms which have become available in this quarter and are to be used as temporary accommodation & LT voids				
** Void time is time from void start to void end (incl allocation process and any repairs etc) in quarter				

Source: OH

void length data currently being reconciled with allocations and repairs teams

9.0 Number of Households on the East Devon Housing Waiting List

Performance Indicator	2020/21	2021/22			
	End of Year Total	Apr-Jun	Jul-Sep	Oct-Dec	Apr-Mar
Band A - Emergency Housing Need	3	2	2	2	
Band B - High Housing Need	333	339	324	303	
Band C - Medium Housing Need	836	863	805	781	
Band D - Low Housing Need	1480	1529	1337	1323	
Band E - No Housing Need	2254	2328	2823	2348	
Total	4906	5061	5291	4757	

Source: Devon Home Choice

10 Private Sector Housing

Removed in Q1 2021/22 as private sector housing now not part of the housing team

11 Rental

Performance Indicators	2020/21	2021/22			
	Apr-Mar	Apr-Jul	Apr-Sep	Apr-Dec	Apr-Mar
Debit less voids	£19,264,048.87	£4,740,406.10	£9,110,576.95	£14,202,947.60	
Voids	£551,216.00	£139,161.54	£279,233.16	£453,083.83	
Adjustments	£52,747.00	£23,527.31	£39,284.06	£62,143.90	
Court Fees	£2,297.50	£394.50	£1,183.50	£1,608.00	
Less write offs	£9,742.00	£3,259.00	£3,228.05	£3,228.05	
Total to collect	£19,178,935.12	£4,740,406.10	£9,389,810.11	£14,656,031.43	
Arrears Cfwd	£351,260.27	£405,819	£371,288.22	£393,115.98	
Housing Benefit	£7,632,020.37	£1,859,901.50	£3,537,782.39	£5,478,886.23	
Income	£11,080,812.50	£2,911,685.45	£5,314,991.93	£8,715,667.30	
Prepaid B/Fwd	£348,930.00	£439,530.00	£437,165.67	£691,606.25	
Prepaid C/Fwd	£613,693.00	£348,949.00	£338,866.65	£586,553.53	
Total credit (minus adjustments)	£19,252,009.37	£4,748,059.64	£8,813,490.26	£14,132,409.63	
% Rent Collected (without arrears)	100.38	100.16%	96.74%	99.50%	
% Rent Collected (with arrears)	98.6	92.3	90.3	93.9	
Total number of evictions due to rent arrears year to date	4	1	2	2	
Number of tenancies at the start of the period	4137	4148	4096	4111	
Number of tenancies at the end of the period	4148	4096	4111	4131	

As at 20th December 2021, of the arrears £258,928.14 is from tenants on UC compared with in 2020 when it was £233501.75. This is an increase of **£25,426.39**. Since Dec 2020 there has been increase of **156** UC claimants.

Month	No. of UC claimants	No. of UC claimants
Apr	519	936
May	531	953
June	555	967
July	543	975
Aug	514	1000
Sept	514	1017
Oct	859	995
Nov	892	1014
Dec	863	1019
Jan	887	
Feb	906	
March	927	

Source: OH, Rental Team *Please note collection rates may differ depending on when date data is extracted.

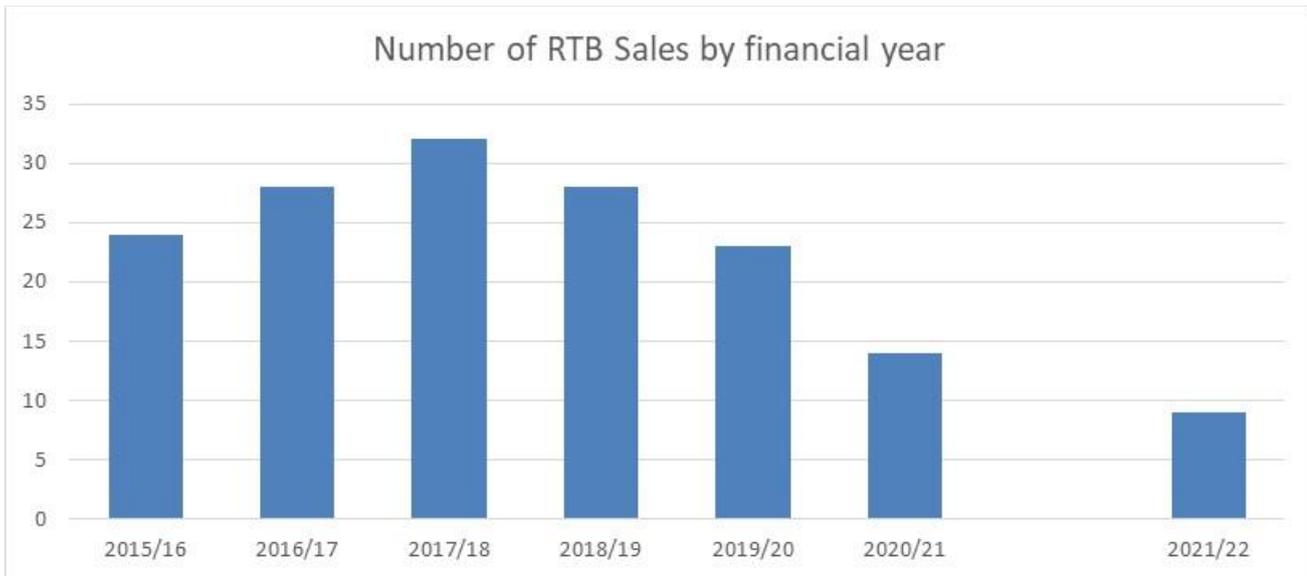
12 Repairs

Performance Indicator	Cumulative Total 2020/21	2021/22					Progress against 2020/21 quarter 3
		Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Cumulative	
		P P P	P P P	P P P	P P P	P P P	
The total number of emergency repairs completed year-to-date	1560	652	575	622		1849	#
The total number of emergency repairs completed year-to-date that were completed within target	1537	632	563	613		1808	#
Percentage of emergency repairs completed within target time - Year to date	98.5%	96.9%	97.9%	98.6%		97.8%	
The total number of routine repairs completed year-to-date	8740	2432	2556	2499		7487	#
The total number of routine repairs completed year-to-date that were completed within target	7654	1988	2163	1979		6130	#
Percentage of routine repairs completed within target time	89.4%	81.7%	84.6%	79.2%		81.9%	
The percentage of properties, requiring a landlord gas safety record, that have a valid landlord gas safety record	99.9%	100.0%	100.00%	100%		100.0%	
*Jobs include OOHOURS, PPEXCL, HANDPERS, PPP & NONPPP							

Source: Open Housing

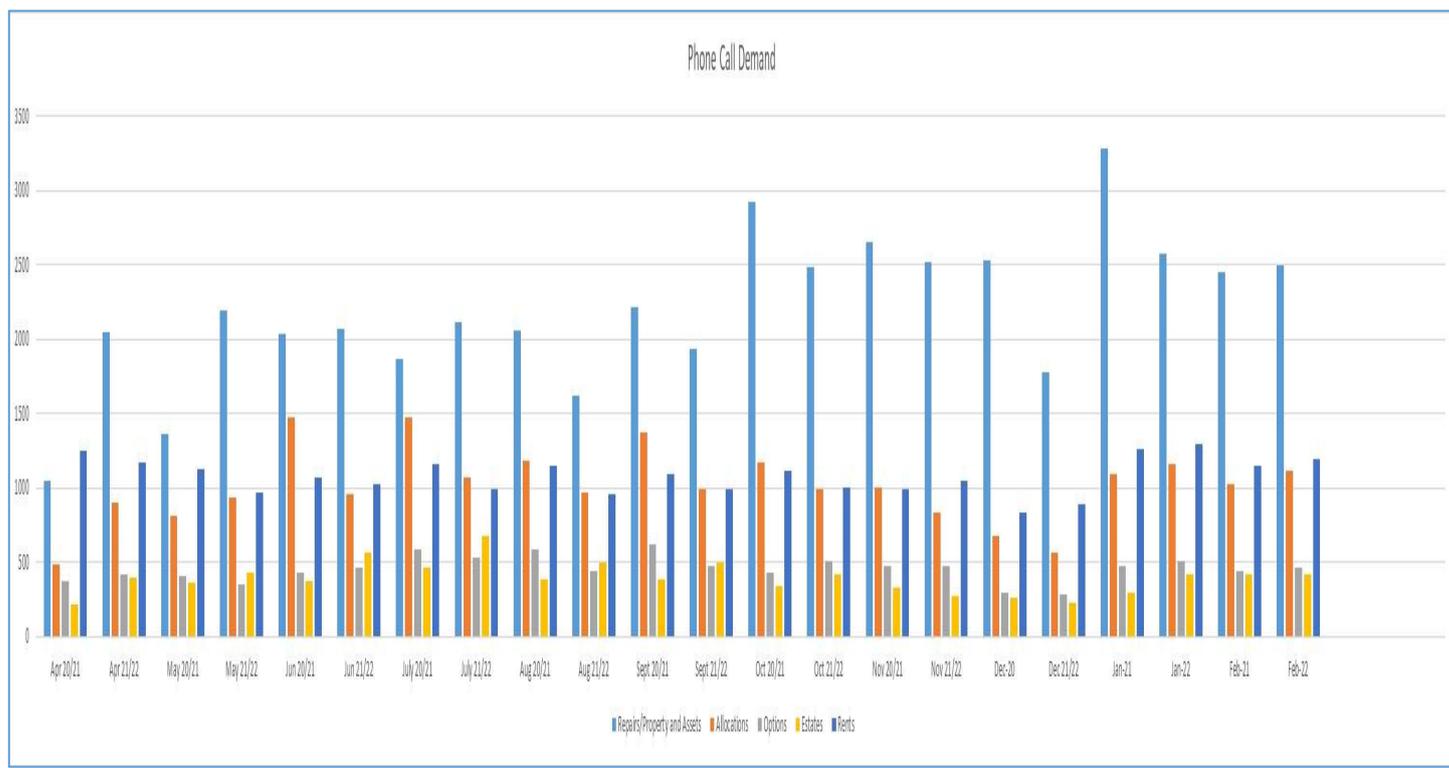
13 Right To Buy

Performance Indicators	2020/21	2021/22				2021/22
	Cumulative	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	
Number of completed RTB sales	14	5	1	3		9

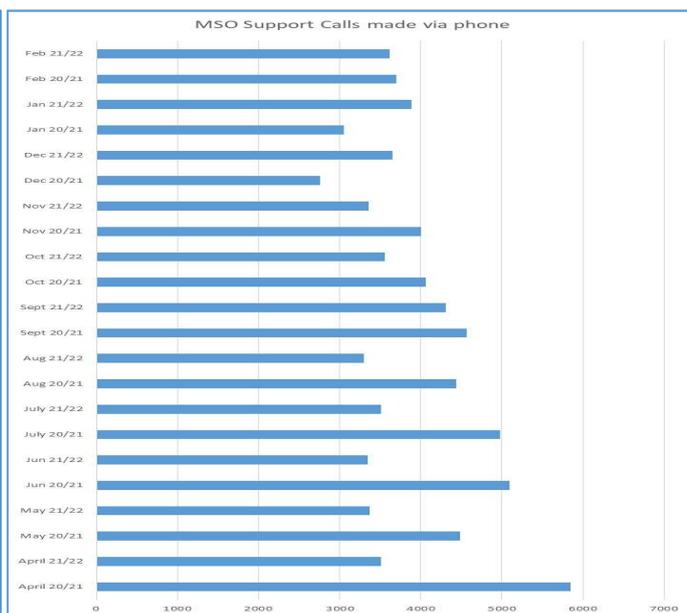
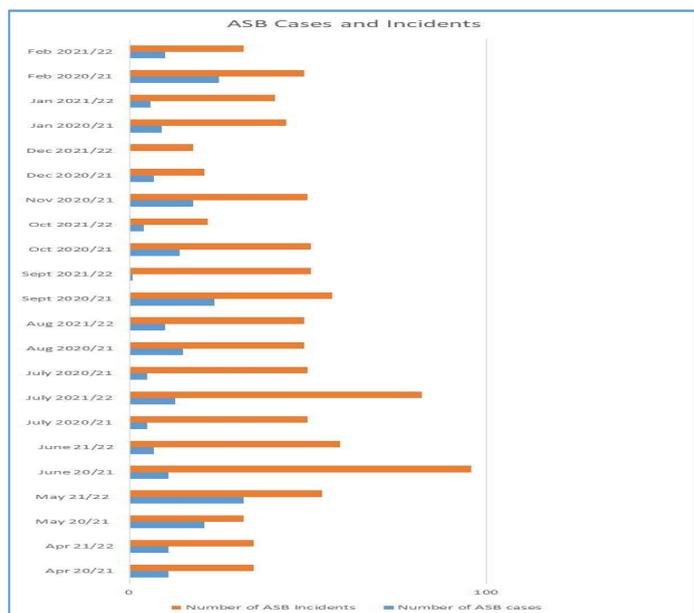


Source: Open Housing

Phone Call Demand



Landlord Services



Number of welfare calls to General Need Tenants

Month	2020/21	2021/22
May	21218	137
June	1517	119
July	641	144
Aug	316	130
Sept	142	103
Oct	166	49
Nov	165	57
Dec	197	39
Jan	155	51

Voids

106 open voids* (0 temp accommodation - Morton Road)

*Please note a breakdown of these voids as at 03 Feb 2022

- 10 new properties
- 4 long term/major work voids
- 0 unlettable
- 0 hard to lets
- 0 temp accom

Table 1: Number of open voids by mgt type

	General Needs	Sheltered
As at 04 Mar 2022	58	48

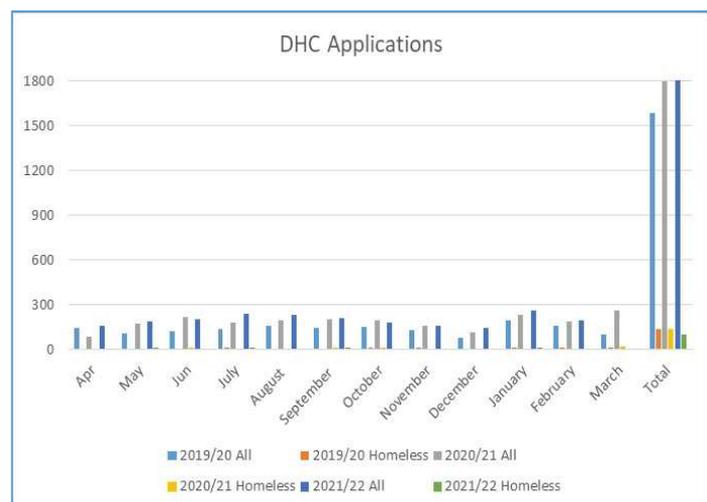
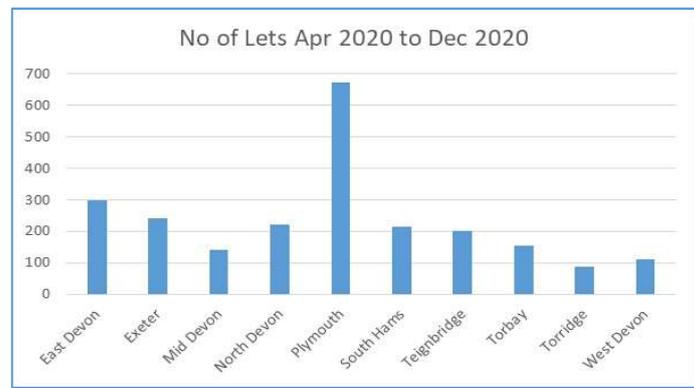
*not include move on accommodation

8 voids started between 01 Feb 2021 and 28 Feb 2021

14 voids started between 01 Feb 2022 and 31 Feb 2022

Allocations

Month	2020/21		2021/22	
	coc	new	coc	New
July	129		154	93
Aug	111	88	151	83
Sept	210		141	73
Oct	123	71	118	67
Nov	102	56	107	56
Dec	74	51	83	64
Jan	148	83	158	106
Feb	124	79	135	63



22 voids are with IWS as jobs as at 03 Mar 2022.

11 are at preinspection stage as at 03 Mar 2022.

19 are with allocations as ready to let at 03 Mar 2022.

*presinspection stage – properties still tenanted

Void Loss £ by year and posting week

	£ Void Lost 2021/22	£ Void Lost 2020/21	£ Void Lost 2019/20
Posting Week 4	£41,845	£45,800	£31,507
Posting Week 6	£63,624	£66,263	£63,977
Posting Week 7	£74,215	£86,822	£72,616
Posting Week 8	£84,976	£97,425	£72,616
Posting Week 9	£95,974	£107,873	£81,124
Posting Week 10	£106,684	£118,274	£98,621
Posting Week 15	£160,736	£168,745	£133,527
Posting Week 16	£171,076	£171,069	£136,960
Posting Week 17	£181,703	£181,221	£145,697
Posting Week 19	£205,275	£201,913	£163,539
Posting Week 21	£228,671	£223,432	£181,644
Posting Week 24	£266,218	£256,765	£207,231
Posting Week 26	£292,028	£267,830	£217,147
Posting Week 28	£316,453	£300,083	£257,154
Posting Week 30	£341,305	£320,323	£277,556
Posting Week 32	£366,167	£340,477	£297,432
Posting Week 34	£391,006	£361,746	£311,230
Posting Week 39	£453,083	£413,474	£321,240
Posting Week 41	£479,335	£424,215	£371,651
Posting Week 43	£506,458	£465,961	£401,151
Posting Week 47	£559,233	£508,197	£456,869

Number of DHC Applications (including updates to form)

*since date of extraction some applicants would have withdrawn, been housed etc

	2019/20		2020/21		2021/22	
	All	Homeless	All	Homeless	All	Homeless
Apr	149	7	88	2	161	7
May	113	9	172	5	191	11
Jun	125	10	219	13	205	8
July	141	14	185	6	239	12
August	161	10	199	7	235	10
September	148	8	202	13	212	11
October	155	14	194	12	182	8
November	130	17	158	8	163	4
December	80	5	117	6	145	9
January	199	17	233	8	262	12
February	157	14	189	7	197	10
March	102	13	265	19		
Total	1588	140	1802	136	2192	102

Options Team

As at 04 Mar 2022 **61** (incl 3 legacy cases) households are in temporary accommodation (**18** more than Feb 21)

361 cases as at 04 Mar 2022 (**96** more than Feb 21)

886 approaches between April 1 2020 and 31 March

2021 and **923** since 1 April 2021

75 approaches Feb 21 compared with **82** Feb 2022

HHlds in Temp Accom

Month	2020/21	2021/22
July	38	35
Aug	39	32
Sept	40	35
Oct	42	43
Nov	50	45
Dec	54	47

Rents

2020/21	2021/22	
98.7%	101.2%	As at 02 May 2021
92.1%	95.9%	As at 16 May 2021
97.9%	102.2%	As at 30 May 2021
91.5%	97.9%	As at 13 June 2021
93.0%	94.1%	As at 27 June 2021
91.5%	97.6%	As at 18 July 2021
99.8%	100.5%	As at 01 Aug 2021
97.6%	98.6%	As at 15 Aug 2021
100.2%	96.3%	As at 29 Aug 2021
98.6%	98.2%	As at 19 Sept 2021
96.9%	100.0%	As at 04 Oct 2021
98.7%	98.7%	As at 17 Oct 2021
100.1%	97.3%	As at 31 Oct 2021
99.3%	99.3%	As at 14 Nov 2021
97.9%	97.9%	As at 28 Nov 2021
99.6%	99.9%	As at 02 Jan 2022
99.2%	99.2%	As at 16 Jan 2022
100.2%	98.1%	As at 30 Jan 2022
100.1%	98.5%	As at 27 Feb 2022

*rent collection rate fluctuates across months for a number of reasons including when UC payments are made. Rent collection excludes arrears

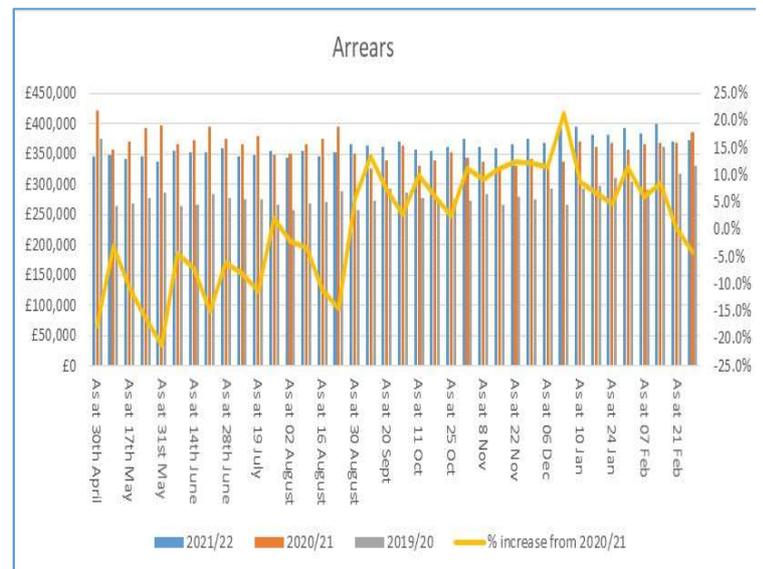
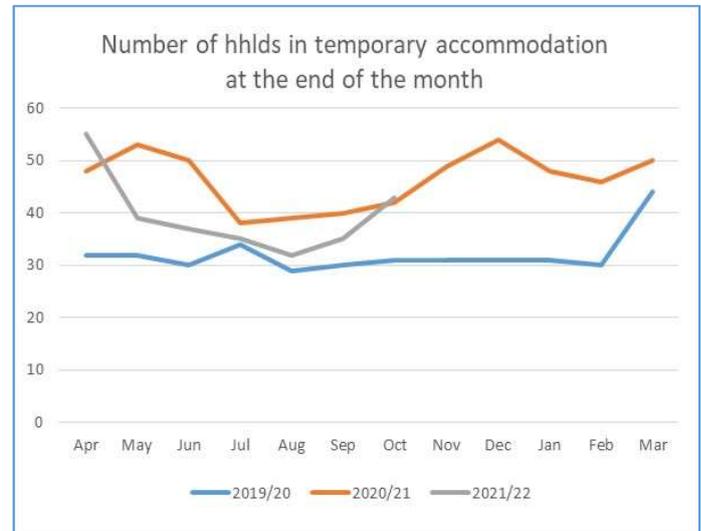
*Please note collection rates may differ depending on when date data is extracted.

As at 28th February 2022, of the arrears £158,865.27 is from tenants on UC compared with in 2021 when it was £106,826.32. This is an increase of £52,038.95. Since Feb 2021 there has been increase of 129 UC claimants.

Unlike housing benefit, which hits the rent account at the start of each week and means if the tenant receives full benefit they will never show a rent arrear, the Universal Credit is paid in arrears every 4 weeks. Tenants will be in arrears initially until we get this payment from the DWP which puts a lump sum for the month into their accounts. In the fourth week of our collection figures you can see where this lump sum hits the accounts and collection is increased. The tenants also have a lead in time of 5-6 weeks between making their claim and receiving the first payment, so will automatically be in arrears unless they have some savings to pay us with. We cannot apply to have UC paid directly to us until the tenants has arrears of 8 weeks or more outstanding, so payment is generally reliant on the tenant themselves. Any arrangements we have had with the DWP to also pay an amount on top of the rent to clear arrears was stopped temporarily in March/April 2020 while the DWP redeployed staff to cope with the influx of new claims, as this was a manual process for them so they didn't have the

Top reasons for approaching in Feb 2021/22

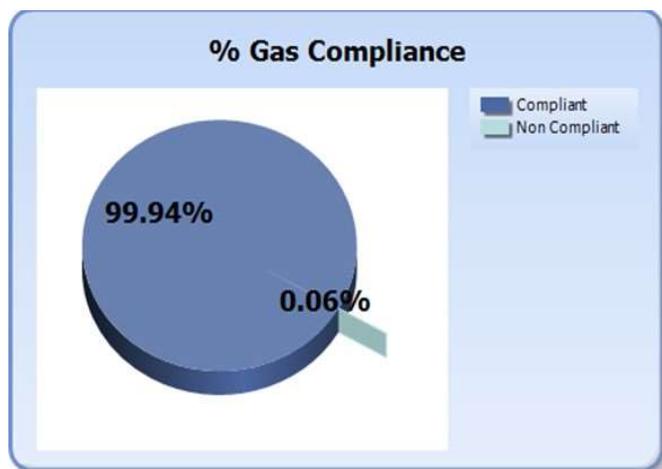
- End of private tenancy – assured shorthold tenancy
- Family not willing to accommodate
- Domestic Abuse



Month	No. of UC claimants	No. of UC claimants
Apr	519	936
May	531	953
June	555	967
July	543	975
Aug	514	1000
Sept	514	1017
Oct	859	995
Nov	892	1014
Dec	863	1019
Jan	887	1030
Feb	906	1035
March	927	

manpower to continue it. This also caused a temporary drop in our collection, which will increase again slightly when they are able to take these on again in July/August 2020. The DWP will shortly be introducing a payment system which means we will receive the 4 weekly direct payment on the same date that the tenant receives their UC payment, which will mean our income stream becomes more steady and we will no longer have the lump sum from all our direct payment cases on one date of the month.

Compliance



As at 04 Mar 2022

- 2 properties non compliant (25 Normandy, place ref 27594)

Repairs

- 766 open repair jobs as at 04 Mar 2022 (420 Dec 21 / 752 Jan 22)

Table 1: Routine Repair Jobs Completed as at 04 Mar 2022

	2019/2020		2020/2021		2021/2022	
	Total	% Jobs In Target	Total	% Jobs In Target	Total	% Jobs In Target
TARGET STATUS						
In Target	9050	88.47	10259	88.29	10518	84.71
Not in Target	1180	11.53	1361	11.71	1899	15.29
Total	10230		11620		12417	

Senior Officer Urgent Decision

Name of report writer: Jo Garfoot/ Amy Gilbert-Jeans

Date: 21 February 2022

Ref:



Title: Request for retrospective authority to bid and to proceed with the MoU required for the release of successful bid funding as part of the Social Housing Decarbonisation Fund
--

Exempt from publication

No

Summary:

A Memorandum of Understanding (MoU) is required to be signed in order for us to meet the deadlines as set out by the Department for Business, Energy & Industrial Strategy. Following our successful bid through Phase 1 of the Social Housing Decarbonisation Programme, we were alerted on the 7th February that we have successfully secured the funding we bid for. A number of documents including a MOU now need to be signed by the Authority in order for us to proceed.

This report also seeks retrospective approval to submit the above mentioned bid as outlined in both the recommendation and main report below

Recommendation:

(1) To retrospectively approve the bid submitted to the Social Housing Decarbonisation Fund in August 2021 and to enter into the resulting MOU associated with the funding awarded.
--

a) Reasons for Recommendation

To ensure the Property and Asset Team are able to progress through the programme as set out and enter into an agreement with the Department for Business, Energy and Industrial Strategy. The deadlines for preparation of the required paperwork have been tight, the housing team have been supported by the legal team in order to ensure all relevant due-diligence has been carried out.

b) Alternative Options considered

There are no alternative options in this instance as the deadline is too close (28th February) to go through formal Council governance. Members are aware of our intention to secure funding through this route, it has been included in the Housing Service Plan 2022-2023 and the match funding through the Housing Revenue Account has been included as part of our draft budget for 2022/2023.

c) Risk Considerations

Negligible risk of us not fulfilling the terms of this programme as, prior to submission, the bid was fully scoped and designed to be easily deliverable within the expected timescales, all delivery partners and accreditations are in place and supply chains secured (as much as is possible in current Covid / Brexit circumstances) All delivery milestones are clearly understood and mechanisms in place to meet them in a timely manner, as we did with the GHG programme last year.

d) Policy and Budgetary Considerations

The internal financial (match-funding) element of the bid is already within our existing budget so there are no new budgetary considerations and all works will be completed within policy guidelines. The programme links closely with the Councils Climate Change Action Plan and will directly contribute towards the objective to improve our housing stock and ensure better carbon efficiency.

1. Main Body of the report

In order to support EDDCs aspiration to have a carbon neutral housing portfolio by 2040, a bid was written and submitted to the Government's Social Housing Decarbonisation Fund (SHDF) phase 1 in August 2021.

The funding level requested within the bid was £612k with EDDC match-funding £835,500 via the Housing Revenue Account. The reason the majority of this particular bid is 'self-funded' is due to us applying the learning from our successful delivery of the Green Homes Grant (GHG) programme and subsequently using a 'Fabric First / Least Regret' model for delivery this time. This means many of the costs sit within our existing maintenance budgets as incumbent landlord responsibilities.

We were successful in our bid and have been awarded the requested level of funding. In order to access the funding and start the delivery programme we have been sent a Memorandum of Understanding (MOU) which needs to be signed and returned by 28th February 2022.

Due to the very short deadline for returning the MOU we request the Senior Officer Urgent Decision process is actioned to expedite the signing of the necessary documentation.

Appendices – Final version of the MOU (Link to be added)

Background Papers - None

Legal Implications

Legal services have reviewed the MOU, there are no additional legal issues to be raised at this time. Any contract spend will need to be procured in line with the Council’s Contract Standing Orders and the Constitution generally.

Financial Implications

“As mentioned in the body of the report, the funding required was included as a revenue contribution to capital during the 22/23 budget setting process”

Authority

Senior Officers delegated powers paragraph 1

Consultations

The Portfolio Holder for Homes and Communities has been kept informed through-out the process from the point at which the decision was made to bid for the fund. The Portfolio Holder is fully supportive and has highlighted this as excellent progress towards our journey to make our Council stock more energy efficient.

Cllr Arnott states; As Leader of East Devon District Council I am very pleased that we have been successful in our request for these welcome funds. I am happy to approve the signing of a Memorandum of Understanding.

Has the Chief Executive been notified?

Yes

Officer Decision
Decision:



To enter into a Memorandum of Understanding to access funding we have secured by bidding for resources under the Social Housing Decarbonisation Fund.

Reasons for decision:

To access Government funding administered by the Department of Business, Energy and Industrial Strategy that will be used to improve the insulation of tenant's homes and provide alternative heating and hot water systems that support our programme of decarbonising our housing stock and delivering our Climate Change Strategy ambitions.

J. W. Golding

Signed

Dated 24th February 2022

Senior Officer job title and name: John Golding

Equalities impact

Will the proposal impact on promoting equality/opportunity as between people of different backgrounds [age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity]

Neutral impact

Details: The upgrades will provide affordable warmth for tenants.

Proposals to mitigate any negative impacts: None.