



Agenda for Housing Review Board Thursday, 9th November, 2023, 10.00 am

Members of Housing Review Board

S Dawson, S Clarke, R Robinson, S Beer, C Collier,
S Chamberlain (Chair), P Faithfull, T McCollum, H Parr and
C Burhop

Venue: Council Chamber, Blackdown House, Honiton

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(or group number 01395 517546)

Tuesday, 31 October 2023

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- 1 Appointment of Vice Chair
- 2 Apologies
- 3 Minutes of the previous meeting (Pages 3 - 14)
- 4 Declarations of interest
Guidance is available online to Councillors and co-opted members on making [declarations of interest](#)
- 5 Public speaking
Information on [public speaking](#) is available online
- 6 Matters of urgency
Information on [matters of urgency](#) is available online
- 7 Confidential/exempt item(s)
To agree any items to be dealt with after the public (including the press) have been excluded. There are three items which officers recommend should be dealt with in this way.
- 8 Housing Review Board forward plan (Pages 15 - 16)
- 9 Future of Warm Hubs (Pages 17 - 27)
- 10 Review of housing compliance policies (Pages 28 - 70)
- 11 Housing performance dashboard (Pages 71 - 79)
- 12 Finance report (Pages 80 - 85)
- 13 Electrical compliance update (Pages 86 - 89)

14 Exclusion of press and public

That under Section 100(A) (4) of the Local Government Act 1972 and in accordance with the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, the public (including the press)

be excluded from the meeting as exempt and private information (as set out against each Part B agenda item), is likely to be disclosed and on balance the public interest is in discussing the items in private session (Part B).

15 Interim staffing position (Pages 90 - 92)

16 Home Safeguard service update (Pages 93 - 107)

17 Housing Ombudsman determination (Pages 108 - 128)

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Members of the public exercising their right to speak during Public Question Time will be recorded.

[Decision making and equalities](#)

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EAST DEVON DISTRICT COUNCIL**Minutes of the meeting of Housing Review Board held at Council Chamber, Blackdown House, Honiton on 15 June 2023****Attendance list at end of document**

The meeting started at 11.15 am and ended at 2.05 pm

1 Public speaking

There were no members of the public registered to speak. However a request was made via email from a district councillor for responses to the following:

1. Can an up to date report come before the next HRB on voids clearly setting how many are through the district and why it is taking so long to get them back into circulation.
2. Can a report come to the next HRB dealing with the stock condition survey, setting out where the district contractors are with the review, setting out number of houses that have been surveyed and what the surveyors are actually looking at.

2 Appointment of Vice-Chair

The Chair welcomed all those present to the meeting. He informed them that co-opted tenant member Sue Saunders had resigned from the Housing Review Board and thanked Sue for her contribution to and time spent on the Board

Nominations for Vice Chair were received for Councillor Sarah Chamberlain.

RESOLVED: that tenant representative Sarah Chamberlain be appointed Vice Chair of the Board for the ensuing year.

3 Minutes of the previous meeting

The minutes of the previous meeting held on 16 March 2023 were agreed.

4 Declarations of interest

There were no declarations of interest under the Code of Conduct. Councillor Sarah Chamberlain declared that she was employed by Exeter City Council in the housing department.

Councillor Vicky Johns declared that she had family members who were council housing tenants.

5 Matters of urgency

There were none.

6 Confidential/exempt item(s)

There was one confidential/exempt item.

7 Housing Review Board induction

Prior to the start of the Board meeting the Assistant Directors for Housing and the Housing Task Force gave members of the Housing Review Board and other councillors in attendance an introduction to the work of the HRB. They reminded those present of the priorities and remit of the Housing Review Board, and hoped that it would focus the Board on key activities and areas of service that mattered to tenants and service users.

As well as explaining the background and purpose of the Board they also outlined the aims and purpose for housing services, how the service was organised, future challenges and opportunities for housing, and the housing strategy. The three broad priorities fell under the following categories:

- Providing homes.
- Improving homes.
- Improving communities.

The presentation also covered detail around some of the external and internal pressures that the service was facing including changes in regulation, increasing demand in every area, ongoing sickness and wellbeing issues with officers due to pressure and workload and the ongoing challenges around recruitment.

RESOLVED: that the Housing Review Board note and use the contents of the report as part of the induction process for new Board members.

8 **Housing Review Board forward plan**

The Assistant Director of Housing 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 reports and topics for discussion to the next forward plan by either informing herself or the Democratic Services Officer.

The Chair requested that the following items be added to the forward plan:

- A review of the Housing Review Board and its membership, which would tie in well with the Resident Involvement Strategy review.
- A review of the contract with StreetScene services for estate management.

RESOLVED: that with the addition of two items the forward plan be agreed.

9 **Social Housing White Paper action plan**

The Housing Review Board received a presentation from the Assistant Director Housing, along with a report and action plan in order to provide the Board with an update on the preparations that were being made to ensure compliance with the up and coming Social Housing (Regulation) Bill. The Bill provided the legal basis for many of the measures set out in the 2020 Social Housing White Paper. The intention was to deliver transformational change for social housing residents and fulfil the Government's manifesto pledge to empower residents, provide greater redress, better regulation and improve the quality of social housing.

The Assistant Director Housing's report aimed to summarise the Charter for Social Housing Residents (Social Housing White Paper) and consider how EDDC fared against its demands as it currently stood, and set out recommendations on what steps needed to be taken in order to prepare for its full implementation. The Consumer Standard would be given greater focus and status, elevating it to be in line with the Governance and

Finance measures. The proposed new regulations also set out wide-ranging proposals to transform and strengthen the regulatory regime based around new consumer standards and a code of practice with increasing powers of intervention to ensure it held all landlords to account for the services they delivered and drove good services for tenants.

The new transparent approach would bring a fundamental change to social housing regulation. The legislation would set new expectations on the services that landlords needed to provide for their tenants. There were new consumer regulations and standards. There would be reactive inspections every four years considering feedback from tenants, board reports on service performance and evidence from the Housing Ombudsman. There would be new tenant satisfaction measures and the Bill would look at the assurances councillors were getting about the quality of homes, service performance and their engagement with residents. There were stronger powers and harsher penalties on landlords if things went wrong, and a very transparent approach with the publication of conclusions from individual consumer inspections.

The Charter sought to deliver transformational change and respond to the lessons learnt from:

- The Grenfell Tower tragedy.
- The views of residents on the Social Housing Green paper 2018.
- Views on how social housing was regulated, including complaints.
- The impact of the Covid-19 pandemic and the importance of people's homes, communities, neighbourhoods and green spaces, social isolation, support for the vulnerable, wellbeing, mental health, crime and anti-social behaviour.
- To address energy efficiency and building safety.

The new Charter for social housing set out what every social housing resident should be able to expect from their landlord in seven chapters:

1. To be safe in your home.
2. To know how your landlord is performing.
3. To have your complaints dealt with promptly and fairly.
4. To be treated with respect.
5. To have your voice heard by your landlord.
6. To have a good quality home and neighbourhood to live in.
7. To be supported to take your first to home ownership.

The Assistant Director Housing explained that EDDC's action plan provided details of where it did and didn't meet the proposed Charter requirements and any further actions it needed to address these areas. It also set out where Charter requirements were yet to be determined/developed by the Regulator and notification was awaited. It was noted that the themes of the Charter could be seen throughout many of the agenda items for the meeting and emphasised the importance of the role of the Housing Review Board.

RESOLVED: that the Housing Review Board note and agree the report, action plan and content of the presentation.

10 **Results of tenant satisfaction survey**

The Information and Analysis Officer's report explained that the results of the March 2023 tenant satisfaction survey saw a significant decline in satisfaction across several aspects of the housing service. The housing leadership team had considered the findings in detail and a communication plan (worked in conjunction with the corporate communications team) and an improvement plan was being put together to address how tenant satisfaction could be improved. The results gave additional evidence to support

the measures being put in place to improve particular areas of the service, such as the complaints process and aspects of the repairs service.

This report also highlighted how performance in some of the key areas was translating into lower levels of tenant satisfaction. An important step to improving the services for tenants and hopefully improving tenant satisfaction was to ensure that the housing service was getting the basics right across the service. The survey was carried out by a third party company called 'Service Insights', which enabled the survey to be sent by email and SMS to general needs tenants (sheltered housing tenants received a postal survey). A lesson learnt from this was to ensure transparency on all aspects of data protection, and to ensure all tenants were aware of the survey in advance.

The Board were made aware that there was a requirement for all registered providers of social housing to run a tenant satisfaction survey annually from 2023/24, with a statutory duty to submit these measures to the Social Housing Regulator. The recent survey provided a 'baseline' to ensure the Council was meeting the requirements for the future. As part of the survey questions, tenants were asked if they would be willing to share further information and a proportion of tenants agreed. These tenants would be further engaged with to help gain more insight into tenant's experiences.

The Information and Analysis's presentation (and report) covered and explained the following satisfaction measures, as well as actions being taken to address the findings:

- Overall satisfaction.
- Satisfaction with repairs.
- Communication.
- Complaints.
- Anti-Social Behaviour handling.
- Cost of living and tenant wellbeing.

The next steps were to track tenant satisfaction much more closely and to monitor this as EDDC went through service changes. Officers acknowledged that there was a link between what tenants were saying they were unhappy with and where there were known service challenges/failures. It was important to be aware of the national context and change. The housing sector was working in a much tougher operating environment than ever before, nationally under increasing pressure in a number of areas. The trend across most other registered providers was showing a decline in tenant satisfaction across all service measures.

Those present expressed concern with the results of the tenant satisfaction survey. The Assistant Director Housing reported that the Housing Leadership Team were reflecting on the results of the survey and using them to feed into a wider improvement plan, with a report being brought to the September meeting of the HRB. The survey highlighted the need to improve the visibility of the service, accessibility for tenants and to build back up the relationship with tenants. The survey linked in directly with the current consultation to renew the resident involvement strategy. The survey also highlighted and provided further evidence that supported tenant dissatisfaction with the current repairs service. There was a review of the current staffing structure underway to ensure there were the right people in the right roles across the housing service as well as sufficient capacity.

RECOMMENDED:

1. that Cabinet approve the facilitation of a series of focus groups to be held with tenants who have offered to provide further insight and information on their experiences with the

housing services. Officers would then review and use these findings to further inform future improvements.

2. that Cabinet approve the further surveying of tenants over the coming months in order to monitor satisfaction levels more closely and more frequently and as a way of assessing whether levels of satisfaction were improving.

RESOLVED: that the Housing Review Board note the baseline tenant satisfaction measure survey report.

11 **HouseMark performance report**

The Information and Analysis Officer's report explained that HouseMark was a data analysis service which gathered 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 performance and business improvement. Being able to bench mark the housing service across its peers was a very difficult exercise to do alone, but it could play a hugely important role in evaluating the service. The reports and online interactive analytical tools that HouseMark provided helped officers 'dive deep' into the data and compare EDDC's housing service with others.

HouseMark had provided a comprehensive report, giving a useful insight into cost and performance. Understanding costs alongside performance was an important part of knowing how the service was doing, as well as considering this with up to date performance and recent tenant satisfaction results.

RESOLVED: that the Housing Review Board considered, commented on and noted the HouseMark 2021/22 Benchmarking report.

12 **Consumer Standards - self assessment**

The Interim Housing Services Manager reminded the Board that at its last meeting on 16 March the HRB received a report on the Self-Assessment against the Consumer Standards. The HRB agreed the self-assessment and action plan and requested that further consultation should be carried out with tenants and reported back to the Board. This was due to tenants at the previous meeting expressing concern that they had not had sufficient time to consider the content of the self-referral. An extraordinary meeting of the Resident Involvement Management Group (RIMG) took place on 31 March 2021, with 13 tenants taking part in the consultation. Out of 126 assessment requirements the tenants agreed with 74 areas and disagreed with 52 areas. It was reported that the feedback was the view of tenants and officers were not involved in the self-assessment. Officers pointed out that this was useful, direct feedback from tenants and could be considered as part of the preparation work in this area.

It was noted that the tenant self-assessment was undertaken by tenants only without any officer input. It was their view on the requirement and how they felt EDDC were meeting the requirement. The EDDC self-assessment had been carried out by officers using the

evidence and working knowledge of how the requirements were being met. It also included actions where it was felt the minimum standard was being met, but further work could be undertaken to strengthen the service and implement best practice.

The original HRB report proposed that when the revised Consumer Standards were received from the regulator, a self-assessment be carried out with both officers and tenants present so that there was a greater understanding of the requirement, the evidence that could be provided in meeting the standard and a joint assessment of whether EDDC met it.

RECOMMENDED: that Cabinet approve that a joint workshop is undertaken with officers and tenants on receipt of the revised Consumer Standards from the regulator.

13 **Performance dashboard**

The Housing Review Board received a report and presentation from the Interim Housing Services Manager on the key performance indicator (KPI) dashboard and compliance dashboard at quarter 4 and year end. The presentation also outlined actions being taken to improve performance where targets were not being achieved.

KPIs in the presentation included:

- Rent arrears of current tenants as a % of annual rent debit.
- % of self-contained dwellings vacant and not available to rent.
- Average days to relet a social housing dwelling.
- % of rent lost through properties becoming vacant.
- % of routine repairs completed within target.
- % of emergency repairs completed within target.
- % of repairs outstanding and overdue.
- % satisfaction with day to day repairs.
- % of complaints responded to and closed within 20 days.
- % of calls answered within 1 minute.
- Average number of working days per person lost through sickness.

During 2023/24 the KPIs would continue to be cleansed and the data improved. PIs needed to be collected in line with the methodologies and best practice, ensuring it was accurate. New indicators of tenancy visits, tenant satisfaction measures and community development would be introduced. Improvements were planned for how complaints were reported, which would include complaints upheld, partially and not upheld, and learning from complaints. When setting targets for 2023/24, staff and residents would be consulted with to ensure that appropriate targets were set and that services for residents would continue to be enhanced. In addition to this, team targets would be developed and monitored to measure and track performance of teams.

Concern was expressed over staff sickness levels which the Assistant Director Housing agreed were high and an area of concern. Members also raised concerns over call centre response times and the Board were reassured that there were plans in place to improve this.

The eight key areas monitored in the compliance dashboard were:

- Asbestos.
- Electrical systems.
- Fire risk assessment.
- Fire protection systems.
- Gas safety.

- Lifting equipment.
- Smoke and carbon monoxide alarm regulations 2022.
- Water management.

The Interim Housing Services Manager outlined recent concerns in relation to electrical safety. This was being investigated and further information on this would be presented to the Board. Members questioned some of the narrative given and confirmation was received that asbestos surveys were now up to date.

RESOLVED: that the Housing Review Board receive and note the performance report at year end and for quarter 4.

14 **Finance report**

The accountant's report provided the Housing Review Board with current draft financial outturn figures for the Housing Revenue Account (HRA) and housing capital program for the 2022/23 financial year. The report also considered the implications of any forthcoming regulatory changes.

Producing a Housing Revenue Account had been a statutory requirement for Councils who managed and owned their housing stock for some time, and therefore a key document for the Board to influence.

It was noted that the 2022/23 outturn deficit for the year was £1.264m, £158,000 below the budgeted surplus of £1.422m. The Housing Accountant's report gave a summary by cost driver:

- Employment costs of an additional £0.36m resulting from the 2022/23 pay award.
- Lost income of £0.43m due to void properties.
- Supplies, services and other costs of an additional £0.15m due in part to disrepair claims and legal fees.
- Interest, income and charges of £0.21m from improved returns on investments.
- Expenditure on premises of an additional £0.69m.

The report proposed to cover the in-year deficit of £1.264m from earmarked reserves, leaving the HRA balance at the adopted level of £3.1m through:

- A contribution of £1.12m to be taken from the planned maintenance reserve covering the premises overspend of £0.69m and the void loss of £0.43m. This would in effect reverse the surplus contribution made to this reserve in 2021/22 due to underspends.
- The residual net £0.144m to be taken from the Capital Development Fund.

In terms of capital expenditure and associated funding the housing accountant summarised that:

- A total of 3 acquisitions were completed within the year as opposed to 33 right to buy sales, reducing the stock significantly.
- The £1.816m capital expenditure on Green Homes was funded partially by a central government grant of £0.612m with the majority of the residual funded by non-ring-fenced right to buy capital receipts
- The total revenue contribution to capital made from the HRA was £0.757m rather than a budgeted figure of £0.88m.

The Board noted the year end reserve levels and the 2022/23 right to buy position which were contained in the report.

RECOMMENDED: that Cabinet note the Housing Revenue Account and Housing Capital Finance 2022/23 year end outturn report, and approve the reserve recommendations.

15 **Chartered Institute of Housing Qualifications**

The Assistant Housing Director outlined the reasons that were driving the need to professionalise the housing service and the broader context for this. The report presented to the Board explained what was being done to understand the current levels of professional qualification and the options available to increase the level of professionally qualified managers in the EDDC housing service, taking account of capacity and budget and the requirements of the Social Housing Regulator.

An audit was currently being carried out of all housing employees to understand their qualifications and at what level. Many officers had already undertaken Chartered Institute of Housing (CIH) learning. The CIH training was based around seven key characteristics or behaviours:

1. Integrity.
2. Inclusive.
3. Ethical.
4. Knowledgeable.
5. Skilled.
6. Advocate.
7. Leadership.

In many ways these were already aligned to the EDDC behaviours framework and it was therefore anticipated that they could be blended with the existing expectation for behaviour. The report suggested that the CIH professional standards were embedded into the culture and performance of the housing service to ensure they were current and alive. The report went on to outline a number of ways to increase knowledge and learning, as well as the budgetary implications. It was important to ensure a balance between work and any studies required.

It was expected that it would be a requirement for housing sector managers to be qualified, although it was not exactly clear what those levels were. This would make recruitment more challenging. A picture was being built of what the current position was, taking into account capacity, budget and timeframes, in order to achieve the required standards that were set by the regulator.

RECOMMENDED: that Cabinet approve the approach set out in the report and support the drive towards ensuring officers had or worked towards achieving a relevant professional housing qualification, which would improve the ability to deliver a service that met the needs of the tenants and the standards required by the Social Housing Regulator in a sustainable and timely way.

16 **Subscription for Advantage South West**

The Property and Asset Manager's report asked members of the Housing Review Board to note the benefits of membership of Advantage South West (ASW) and to support the continuing membership of the organisation. The advantages of ASW included:

- Maintaining properties to a good standard whilst achieving value of money.
- Assisting in achieving continuity of components and services across the Property and Asset service.

- Assisting in the ongoing training and upskilling of staff through regular product review workshops and continuing professional development events.
- Providing a platform for networking with other authorities and housing providers across the South West.

The Chair suggested that in future the annual ASW subscription be delegated to the Assistant Director for Housing, rather than being brought to the HRB for decision.

RECOMMENDED:

1. that Cabinet approve to continue paying the annual subscription to maintain the membership to Advantage South West.
2. that Cabinet approve that in future the decision to continue paying the annual subscription for housing frameworks be delegated to the Assistant Director Housing.

17 **Integrated asset management contract context and performance**

The Property and Asset Manager's report gave the Board an overview of the first four years of the integrated asset management (IAM) contract, particularly highlighting the growth and performance of the contract over that period. There had been a year on year increase in demands on the contract, and challenges facing the contract.

External factors that had impacted the contract and explained in the report were:

- Covid-19 pandemic.
- Brexit.
- Cost of living crisis/inflation.
- Disrepair cases.
- Damp and mould cases.

Internal factors that had impacted the contract and explained in the report were:

- Staffing.
- Stock investment.
- Processes.
- Resident expectations.
- Partnership ethos.

There had been a consistent year on year growth in responsive repairs and void works, as well as an increase in exclusion jobs and rise in damp and mould cases. The increased work load and factors such as inflation had attributed to the financial growth on the contract.

Key performance indicators (KPIs) contained in the report demonstrated numerous fluctuations in performance across all areas of the contract, with some KPIs showing a slight improvement and other showing a slight dip in performance. It was noted that a detailed review of the price per void was currently underway.

The Property and Asset Manager reported that the management of the contract remained a challenge. A high level review of the structure of the Property and Asset team in terms of resources and job roles was underway. Ian Williams had also had changes in their structure and were facing similar recruitment challenges.

Explanations of many other issues were contained the Property and Asset Manager's report including:

- Reactive repairs.
- Voids.

- Planned works.
- Handyperson service.
- Social value.
- Compliance and cyclical servicing.
- Customer satisfaction and compliments.
- Complaints.

There was a need to review and adapt the delivery model to meet service demand and ensure that the contract was delivered in the most efficient compliant manner possible. There was an ongoing improvement action plan which was a live tool to ensure that those areas highlighted/recorded would be monitored to ensure standards were maintained and improved upon. In addition to the action plan EDDC continued to benefit from the support of Echelon, the specialist consultant engaged to procure the IAM contract, carrying out in depth reviews of certain areas of the contract, specifically:

- Voids.
- Reactive repairs.
- Processes within the Open Housing System for the management of the IAM contract including the interface with Ian Williams.

In response to questions from members, the Property and Asset Manager advised that it was expected that a proportion of the backlog of current void works would be cleared by mid-July 2023. He explained that the repairs part of the voids process was just one phase and that properties also sat at different stages of the void process. He was uncertain why the number of repair jobs had increased so much but attributed some of this to the recent publicity surrounding damp and mould cases. Repairs identified as category one in the stock condition survey were being reported as urgent, other repairs would be assessed and dealt with accordingly.

The Assistant Director Housing reminded the Board that many things had changed since the contract was first tendered and that things were very different to five years ago. It was important to consider this going forward and whether the current contract was fit for purpose given where it was now.

RESOLVED: that the Housing Review Board notes the explanation and context that demonstrates how and why we have had to adapt from the original intentions in the contract to provide a fit for purpose repairs and void service tailored to the requirements of the Council's residents, and to note the performance in quarter 4 2022-23.

18 **Tenant Scrutiny Committee - Review of MSOs**

The report of the Interim Housing Services Manager set out the findings and recommendations made by the Tenant Scrutiny Panel (TSP) following their investigations into the roles of mobile support officers (MSOs) in September 2019 (delayed in being brought to the HRB due to the Covid-19 pandemic). The report sought to find ways to address the differing expectations of the service provided by the MSOs amongst sheltered housing tenants, the MSOs themselves and the wider housing service. The report made recommendations aimed at clarifying the boundaries of the responsibilities of MSOs. Changes had been made to the MSO team since the TSP report was completed, with most of the recommendations already having been undertaken. However, it was important to acknowledge and recognise the work of the TSP and ensure the learning was fully implemented.

RESOLVED: that the Housing Review Board note and endorse the recommendations highlighted within the report.

19 **Exclusion of press and public**

RESOLVED: that under Section 100(A) (4) of the Local Government Act 1972 the public (including the press) be excluded from the meeting as exempt information, of the description set out in the agenda is likely to be disclosed and on balance the public interest is in discussing this item in private session (Part B).

20 **Interim Housing Operations Manager**

The Director of Housing, Health and Environment's report followed on from the agreement at the last meeting of the Housing Review Board to create a new position of Operations Manager within the Housing Service. Having regard to current operational pressures and work demands it was being proposed that this position was filled on an interim basis by a recruitment agency appointment. The costs exceeded those originally budgeted due to the nature of the interim agency arrangement. The longer term intention was to recruitment permanently into the position.

Although the Board expressed some concerns about the additional costs they recognised the importance of filling the position and therefore regarded it as a necessary spend.

RECOMMENDED: that Cabinet approve that the recently created Housing Operations Manager position be filled on an interim basis using the individual put forward by a recruitment agency with the additional costs to be financed through the Housing Revenue Account.

Attendance List

Board members present:

Sara Clarke, Independent Community Representative
Rob Robinson, Independent Community Representative
Councillor Sarah Chamberlain
Councillor Peter Faithfull
Councillor Dan Ledger (Chair)
Councillor Tony McCollum
Councillor Helen Parr

Councillors also present (for some or all the meeting)

B Bailey
I Barlow
P Fernley
V Johns
G Jung
M Martin
M Rixson

Officers in attendance:

Graham Baker, Property and Asset Manager
Natalie Brown, Information and Analysis Officer (Housing)
Jo Garfoot, Assistant Director Housing Task Force
Amy Gilbert-Jeans, Assistant Director Housing

Yusef Masih, Interim Housing Services Manager
Andrew Mitchell, Housing Solutions Manager
Giles Salter, Solicitor
Melanie Wellman, Director of Governance & Licensing (Monitoring Officer)
Jacqueline Stokes, Administrator/Paralegal
Alethea Thompson, Democratic Services Officer

Councillor apologies:

Sue Dawson, Tenants
Cindy Collier, Tenant

Chairman

Date:

HOUSING REVIEW BOARD – FORWARD PLAN

This forward plan identifies reports and other agenda items for future meetings of the Housing Review Board. It is also intended to assist agenda management and act as a reminder of items to come forward to future meetings.

Report title	Meeting date	Author
Future of Warm Hubs	November 2023	Interim Housing Operations Manager
Review of Housing Compliance Policies (electrical, legionella and asbestos)	November 2023	Property and Asset Service Manager
Housing Performance- dashboard	November 2023	Interim Housing Operations Manager
Finance Report	November 2023	Housing Accountant
Position on electrical compliance	November 2023	Property and Asset Service Manager
Part B- Staffing Interim Position	November 2023	Director- Housing, Health and Environment
Part B- Home Safeguard Report- for update	November 2023	Assistant Director of Housing
Part B- Ombudsman determination	November 2023	Interim Housing Operations Manager
Review of the Housing Review Board and its membership	TBC	Interim Housing Operations Manager
Resident Strategy review	TBC	Interim Housing Operations Manager
Review of the contract with Street Scene services for estate management	TBC	Assistant Director of Housing
Quarterly performance reports and regular reports		
Integrated Asset Management Contract	Quarterly report	Property & Asset Service Manager

Letting of Council homes/voids	Quarterly report	Housing Solutions Manager
Devon Home Choice	Quarterly report	Housing Solutions Manager
Rent management	Quarterly report	Housing Services Manager
Systems Thinking leading & lagging measures New Tenants Survey	Quarterly report	Assistant Director - Housing
Forward Plan	Every meeting	Assistant Director - Housing
Benchmarking survey	Annual report	Assistant Director - Housing
Evaluating the achievements of the Board	Annual report	Democratic Services Officer

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



Report to: Housing Review Board

Date of Meeting 14th September 2023

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Review of the Winter 2022 Warm Hubs and plan for Winter 2023

Report summary

This report presents a review of the Warm Hubs which were agreed by the Housing Review Board for winter 2022 as a response to the cost of living crisis. It also details the ongoing support provided through the Community Hubs project during the summer and considers how this can be extended with further Warm Hubs provision through winter 2023/24.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

1. The Housing Review Board recommend to Cabinet and Council the approval of £50,000 to allocate towards delivering this project and to designate as a Warm Hub project.
2. The Board note and agree the contents of the report

Reason for recommendation:

The Warm Hub project was introduced and agreed by the Board in response to the cost of living crisis. The project has been successful in tackling social isolation, food poverty, housing warmth, personal development, community cohesion and in relaunching tenant involvement and engagement. It has clearly made a difference to tenant's lives and there is overwhelming demand for the service to continue

Officer: Yusef Masih. Interim Housing Operations Manager Y.Masih@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 Attach previous report on Warm Hubs project

Link to [Council Plan](#)

Priorities (check which apply)

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

Report in full

1. Background

In the autumn of 2022 Cabinet considered a Winter Pressures plan to help address the escalating cost of living crisis. The plan was recommended to the Poverty Panel in an attempt to mitigate the worst of the effects of increasing prices and costs, ensuring that the most at risk households in our area could continue to access affordable food, housing, warmth, and meet their basic needs

A series of short-term measures were recommended to be implemented over the winter of 2022/2023 with a budget of £50,000 allocated to deliver the project and establish a Winter Pressures Hardship Fund.

The main focus was to meet the needs of our tenants by establishing “warm banks”. These are the equivalent of food banks where people who can’t afford heating are invited to spend their days, at no cost, in our warm spaces.

2. Project objectives

A Project Officer was recruited to deliver the following objectives

- Consider what additional measures can be put into place to support tenants through the winter months; consulting with residents, the voluntary sector as well as financial resilience.
- Set up a Hardship fund to deal with immediate support that residents may need, and design an appropriate policy, procedure and process for it.
- Risk assess and open Community Centres to provide warmth, social interaction, broadband access, hot drinks, and additional food provision.
- Promote the project both internally and externally, through timely and relevant press releases, the production of leaflets and posters and keeping the website up to date.
- Work with other teams to deliver support services at the Community Centres including benefit maximisation, financial advice and resilience, foodbank, and energy efficiency.
- Co-ordinate external and internal support to ensure it reaches those people that need it.
- Consider an extension of the current food poverty work we already undertake.

3. Developing the Warm Hubs

A consultation was held with involved and non-involved tenants by holding a workshop in September 2022 to identify the needs of our tenants throughout the winter period and the best use of resources. The outcome of the consultation was that we should consider:

- The provision of scarves, socks, gloves and blankets.
- We ensure areas where we only have a small number of properties are not excluded.
- The provision of draft excluders
- Ensure we consider the needs of tenants who cannot easily walk to community centres.

- The provision of energy efficient light bulbs.
- Providing information regarding the location and access pathways to the local foodbanks.
- Consider including the provision of pet food.
- Provide utility support advice to tenants.
- Consider funding existing groups, libraries, parish halls, pubs.
- Information packs for tenants.
- Volunteers helping at community centres with opening and closing.
- Enhanced cleaning at community centres.
- Provide reasons/activities for people to come to the centres.
- Consider a special winter newsletter with details of support that can be accessed.
- Educate tenants to keep warm
- Provide support for tenants who cannot manage money.

The session was extremely beneficial and helped us to develop the warm spaces proposal and some new ideas. These included the development of an emergency Winter Hardships Fund.

We identified the most suitable community centres to open as Warm Hubs. We wrote the policies needed to get them up and running safely and to source the staff and resources needed.

3.1 A significant amount of preparatory work was needed in order for us to open Warm Hubs across the district. This included:

- A comprehensive mapping exercise to find out where warm hubs were being opened by others across the District, and where there would be gaps
- A Risk Assessment to understand the risks involved in running the Warm Hubs and to explore how those would be mitigated. This included looking at health and safety measures and determining the staffing required.
- Visiting every centre to ensure the centre was up to standard in regards to Health and Safety, and then to ensure resources were in place to open each centre as a warm and welcoming space
- Arranging deep cleans for a number of the centres
- Designing publicity for the centres.
- Organising a weekly cleaning schedule with an external contractor

3.2 On the 28th November, we opened 10 weekly Warm Hubs across East Devon:

- Monday: Dunning Court Community Centre, Honiton, EX14 1FQ – Closed April 2023
Ratcliffe House Community Centre, Burnside, EX8 3AQ
Waffle at the Hospital, Seaton
- Tuesday: Millwey Community Centre, Axminster, EX13 5EW
Trumps Court Community Centre, Sidmouth, EX10 8BL – Closed end of January 2023
Bidmead Community Centre EX8 2TF, Exmouth (replaced on 30/01/2023 by Churchill Court, Lympstone)
- Wednesday: Broadview Community Centre, Broadclyst, EX5 3HA
- Thursday: Lymebourne Community Centre, Sidmouth, EX10 9HZ
Yonder Close Community Centre EX11 1HE, Ottery St Mary
- Friday: Park Close Community Centre, Woodbury

The primary aim was to provide a warm, safe space for the residents of East Devon. A healthy, hot lunch was available at each session and tenants were also provided warm blankets, hats, gloves and socks if needed. The most popular items were the blankets and woolly socks.

In the weeks before Christmas we also received numerous calls from Parish Councils asking for advice on how to open a warm hub, as our Warm Hubs were some of the first to open.

4. Key Outcomes of the project

4.1 To date, since opening we have had:

- 2438 separate visits to the Warm Hubs. These visits have been made by 362 different residents of East Devon. The youngest visitor was 8 months old, the oldest 96. The visitors have come from all types of housing including EDDC sheltered housing; EDDC General Needs housing; privately rented homes, and a small number of privately owned homes.
- The busiest Hub is Broadview, in Broadclyst. By Wednesday 12th July 499 visits had been made to that Hub since opening. We think this is because it is the most rural of our Hubs and there is very little other provision locally, and so it draws in visitors from the surrounding villages.
- We set up a contract with local charity Waffle for them to provide a Warm Hub in Seaton, as there is no EDDC community centre in Seaton. Waffle's aim is to reduce social isolation and they have two venues, one in Axminster (the Waffle house), and one in the old community hospital building in Seaton. Since the Warm Hub opened, EDDC tenants have been able to go into the café on a Monday and get free tea, coffee and toast. 133 residents have taken advantage of this provision, with many returning every week.
- The quietest is Warm Hub Dunning Court in Honiton, it is likely this is because it is right in the centre of the town with a range of other support offered locally. We decided to close Dunning Court as a Hub in April.
- We have provided over 1602 hot meals including 118 Christmas dinners.
- We provided over 200 blankets and 500 pairs of socks. We also ran workshops on budgeting, seated exercise classes, cooking on a budget and craft sessions, alongside games and jigsaws.
- Gloves and hats

4.2 Feedback

4.2.1 A researcher from Exeter University has attended Broadclyst Warm Hub (as well as other external organisations), in order to understand what makes Warm Hubs work. They were very impressed with the initiative, and have included many of our references into their final report to central government. They sent us this feedback they received from one of our tenants.

One of the respondents said:

"I have personally found the Warm Hub to be a completely wonderful service which has surpassed my expectations, and I know that many other tenants share my views on this!

It is not just a functional warm space, but a positive, joyful, welcoming and fun place to spend time.

We have a real mix of tenants here – from the elderly to youngsters and middle-aged people like myself – most have physical difficulties/disabilities and are at home for the majority of the day.

Personally, I have found the Warm Hub to be a lifeline and an absolute godsend! I am very sociable but became very lonely, depressed and isolated [during Covid]. The weekly Warm

Hubs have really helped me feel positive and happy again and I have made some very good friends.”

- 4.2.2 We organised benefits surgeries and Budgeting Workshops to help the tenants access the benefits they are entitled to as well as trying to help them manage their money more effectively.

“The Warm Hub leader put me in touch with an organisation which checks if you are on the right benefits and that you are getting all the help you are entitled to. I have managed to increase my money by quite a lot since speaking to them.”

“Through the Warm Hub, I have been helped by ECOE who organised a home energy advice visit for me. They gave me energy saving tips and helped me talk to my energy provider about my energy arrears and setting up a payment plan.

“Through the Warm Hub I have also been referred to the Food Bank in Broadclyst, who are now delivering me weekly food parcels, as I have been cutting out food to try and pay my rising bills. This is a HUGE help”

- 4.2.3 By far the most beneficial aspect of the Warm Hubs has been the social aspect; overwhelmingly the visitors have told us again and again that they value the chance to socialise and meet their neighbours over everything else. The feedback forms are full of people saying how much they value the social interaction.

What was your favourite experience or moment?

“Meeting people, playing games and having lunch, even if we don't have any money we can have a hot meal once a week.”

“The weekly Warm Hubs have really helped me feel positive and happy again and I have made some very good friends”

- 4.3 Housing Emergency Financial Support Fund

.We wrote a policy and procedure for accessing the fund. We established an audit process and financial controls and set up a partnership agreement with the Financial Resilience Team. We also completed a Data Impact Assessment. The fund was launched early in March, after being approved by the Resident Involvement Management Group. To date most requests have been for help with energy bills. We had a spike in applications to the fund following the cessation of the Government Energy Bills Support Scheme. After the £66 a month came to an end the weather remained very cold and many families could not afford to pick up the additional cost of having their heating on.

- 4.3.1 So far the Housing Emergency Financial Support Fund has paid out £2018.96. Most referrals have come via the housing officers – the MSOs or rentals officers and most have been for energy payments. The average age of the recipients is 61. All recipients have been in sheltered housing, regardless of age. This suggests that our General Needs tenants are not aware of the full range of services offered by the council. The work involved in ensuring we had a comprehensive policy, audit and checks in place meant that the fund was not fully in place till early in the New Year. This led to delays in communicating the fund to our tenants and staff.

The plan going forward into winter 2023/24 is to alert tenants of potential support available to them.

- 4.3.2 Here are some examples of how the fund was used-

- One person came into Lypstone Warm Hub reporting he was freezing in his home. The officer present was able to buy him some credit for his meter whilst understanding and organising support to address the complex reasons that he had become unable to afford his heating.

- A family with young children in Sidmouth needed money on their meter, so they could stay warm until their next payment was due a £99 direct payment was paid to the energy company.
- A tenant that was unable to access any local group or charity was supported with a direct payment of £1098 direct to the supplier.

5 Community Hubs Summer 2023

- 5.1 In February 23 we undertook another consultation exercise with visitors to the Warm Hubs. Visitors were asked to complete a feedback form asking what they had valued most from the Warm Hubs and what they wanted to happen after they closed. The overwhelming feedback from 98% of tenants was that they would like the Hubs to continue.
- 5.2 To support the continuation of the Hubs we trained Community Volunteers to help run them. Volunteers were identified from the feedback form and were invited to a training session where 18 tenants attended and completed the training. The training included Health and Safety, data protection, dealing with aggression and form filling. Each volunteer was interviewed and assessed for suitability and was provided with ID badges, lanyards and branded merchandise. Volunteer led Hubs have a lead officer who attends once a month to collect the paperwork and checklists, keep the supplies stocked up and address any issues from the volunteers and visitors. These volunteer led Hubs have been running for 15 weeks without any issues. They still benefit from the workshops and activities, but are group led for the majority of the month.
- 5.3 We had a varied programme of events planned over the summer, including Wimbledon Week, Animal encounters and budgeting workshops. The activities calendar is attached in Appendix 1.

6 Warm Hubs 2023/24

The ongoing Cost of Living crisis has not lessened over the past 12 months, inflation is still high with wages not keeping pace with increases. In order to mitigate the worst effects of the increasing crisis we would like the board to consider the continuation and expansion of the Warm Hub provision. In order to ensure the most at risk households can access affordable food, housing, warmth and meet other basic needs we are ambitiously aiming to expand our Warm Hub provision to other of areas of need in the district.

- 6.1 We are intending to change from Community Hubs to Warm Hubs as we approach winter.
- 6.2 We have learnt some valuable lessons over the past 8 months, particularly to do with location, both Hubs in the centre of towns did not succeed – Trumps Court in Sidmouth and Dunning Court in Honiton. We think this is because there is other provision in the area. Whereas the most successful Hub is the most remote, clearly showing that less local provision makes our service more appealing. We have used this information to plan our additional winter openings.
- 6.3 We would like to open a Hub in the St Paul's area of Honiton. EDDC has a large amount of housing stock there, and we used to run a successful youth club in the flat on the estate. We would advocate re-opening the flat as a community area, running a Warm Hub initially with plans to continue as a Community Hub in the summer if it is well attended and the tenants wish it to continue.
- 6.4 There is a real need for a Hub in Seaton. Although Waffle was attended by a small amount of visitors, as it was being run by a separate agency we have no paperwork or records of visitors, and it was very difficult to run additional workshops there. EDDC does not have a

community centre in Seaton, we are currently exploring the use of church halls. It is hoped that with good advertising and transport arranged, a Hub in Seaton could also attract visitors from Beer and Branscombe where we have 68 properties and no current engagement. We have 150 houses in Seaton, making 218 properties within a 5 miles radius and no community centre or activities.

6.5 We would also like to look at the possibility of “roaming” provision in some of our pepper pot communities. We have areas of the district that are quite isolated. But don’t have the numbers of properties to run a regular Hub, but could be part of a rotational Hub that meets once a month to access the services of the council and associated partners. We are very aware we rarely get any sort of support out to some of these hamlets which would really benefit from the services we can offer. For example – Plymtree, Cullompton has 45 properties, Musbury, Near Axminster 35, both feel quite remote but have good parish halls that we could set up a Warm Hub in.

6.6 We have also learnt that although visitors like the activities and workshops, the reason most come is for a hot meal and company. We are providing a hot meal and spaces for tenants to be able to speak, to voice their fears and get the help that they need.

7 Further provision

We would like to expand our offering from the Warm Hubs and look into the possibility of a Baby Bank. This works in a similar way to a Food Bank but resources good quality, used items. Many mothers struggle to buy the items they need for their babies, whilst there are often good quality items bought by families that are barely used. We would have a central bank that would be accessible across the district. It is hoped that this initiative will be adopted as part of the nationwide Baby Bank On Us campaign that is growing across the country.

There are no Baby Banks in East Devon, the nearest are in Exeter and Teignmouth. We feel that there is a need in our area and will sit well alongside our Community Hubs and Food for Families.

8 Summary

The cost of living crisis is an ongoing burden for many households and is not predicted to improve in the immediate future. We know from our poverty prevention work that whilst East Devon seems mainly well off, a significant number of our residents are directly impacted by poverty. We cannot resolve this, but we can mitigate some of the impact through the implementation of an expanded Warm Hubs plan.

8.1 It is hoped that the Housing Review Board will agree an additional fund of £50K to support this very important and popular project. Current running costs are £3,500 a month.

Up until the end of June we have spent £25,286.90. As stated earlier the delays in the launch of the fund have led to an underspend this year. The breakdown is below

Food and drinks for 2,489 visits	Cleaning	Large item purchases – eg.CD players, dishwashers, tea urns	Art and craft supplies	Fees to visiting experts	HESF (Housing Emergency Support Fund)	Blankets	Warm clothing	Training	Taxis
4826.13	6137	1838.39	1286.25	6320.39	2018.96	671.98	1770.2	57.6	360

8.2 The total for food and drinks works out at less than £2 per person, to stay all day and have a hot homemade meal.

- 8.3 The large item purchases will taper off as the community centres become better equipped.
- 8.4 The largest amount is for the fees to vesting experts, because there were 10 hubs initially and all 10 had every activity booked in, that expense was very high. We do try to run as many activities “in house” as we can, the project manager is an arts graduate so is able to run creative activities at no cost, but seated Tai Chi and Healthy Cooking on a Budget require an expert to come in and teach the classes.
- 8.5 The training is for Food Safety and Hygiene training for all the team.
- 8.6 The taxis are for tenants who wish to attend but cannot walk to their nearest Community Hub.
- 8.7 This figure includes £1,100 a month cleaning. In addition we anticipate further requests from the Housing Emergency Hardship Fund which are currently being covered by the resilience fund. The fund will cover the running costs of 10 Warm Hubs, transforming into Community Hubs in the spring along with financing the Housing Winter Pressures Hardship Fund that will be used to continue financial support to tenants.
- 8.8 As part of their social value project Ian Williams have agreed to refurbish each Warm Hub. The refurbishments will include painting inside and out, notice boards, signage and external works and spruce up picnic benches.














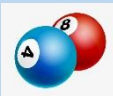


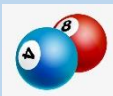
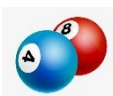



Financial implications:

There is a recommendation for a supplementary budget of £50,000, if approved this will be met from HRA balance.






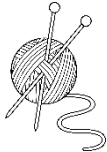







Legal implications:

There are no legal implications contained within the report.

Appendix 1

Radcliffe	Millwey	Broadview	Lympstone	Yonder Close	Lymebourne	Park Close
03.07.23		05.07.23	06.07.23			07.07.23
Budgeting workshop £	Lunch and Games 	Wimbledon tea 	Afternoon Tea 	Easy Cooking on a Budget 	Wimbledon tea 	
10.07.23		12.07.23	13.07.23			14.07.23
	Bring your own craft 	Budgeting workshop £	Bring your own craft 	Belated Wimbledon Week Strawberries & Cream. Table tennis. 	Easy Cooking on a Budget 	
17.07.23		19.07.23	20.07.23			21.07.23
Seated Exercise 11.00 	Quiz	Launch of Women's World Cup 	Easy Cooking on a Budget 		Start of Women's World Cup/ Budgeting workshop £	
24.07.23		26.07.23	27.07.23			28.07.23
	Budgeting workshop £	Macramé plant hangers 	Bingo 	Bingo 	Pebble painting 	
31.07.23		02.08.23	03.08.23			04.08.23
Bingo 	Bingo 	Animal encounter 2:00 - 4:00pm 	Budgeting workshop £	Easy Cooking on a Budget 	Animal encounter 12:00 - 2:00pm 	

Appendix 1

Radcliffe	Millwey	Broadview	Lympstone	Yonder Close	Lymebourne	Park Close
07.08.23		09.08.23	10.08.23			11.08.23
		Pebble painting 	Bring your own craft 	Animal encounter 11:00am - 12:00pm 	Easy Cooking on a Budget 	
14.08.23		16.08.23	17.08.23			18.08.23
All about recycling. Visit and chat with Jess and Steve from Suez and EDDC (11 - 12) 	Bring your own craft 	Indian Woodblock printing 	Card and board games 		Macrame plant hangers 	Budgeting workshop 
21.08.23		23.08.23	24.08.23			25.08.23
	Pebble Painting 	Thelma Hulbert Creative Activities and Wild East Devon countryside activities 11am-3pm	Animal encounter 1:00 - 3:00pm 		Indian Woodblock printing 	
Bank Holiday		30.08.23	31.08.23			01.08.23

Appendix 1

Tie dye
workshop



Tie dye
workshop



Report to: Housing Review Board

Date of Meeting 14th September 2023

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A



Review of Housing Compliance Policies

Report summary:

The Housing Review Board to consider and agree the amended reviews of the Electrical Safety Policy, Legionella Plan & Policy, & Asbestos Management Plan & Policy for Housing to ensure compliance with current legislation and regulations relating to these statutory areas of compliance.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

That the Housing Review Board recommend to Cabinet the proposed amendments to the Electrical Safety Policy, Legionella Plan & Policy & Asbestos Management Plan & Policy for Housing

Reason for recommendation:

To ensure we are meeting our statutory requirements in relation to compliance

To ensure the safety of our residents & contractors

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

Portfolio(s) (check which apply):

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

Equalities impact Low Impact

Climate change Low Impact

Risk: High Risk; There are high risk consequences of failing to comply with Statutory Regulations/Legislation

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

Link to [Council Plan](#)

Priorities (check which apply)

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

Report in full

1. A review has been undertaken of the necessary compliance policies & the amendments are cited in the policy documents attached to this report.

Electrical Safety Policy

2. 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.

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 owned by the Council. (Policy appended)

Legionella Policy

3. This policy sets out East Devon District Council's approach to managing legionella within properties owned and/or managed by East Devon District Council, including community centres, communal areas & district offices.

The Legionella policy details how East Devon District Council meets the responsibilities under the Health and Safety at Work Act 1974 and the HSE ACOP 'L8' (Fourth edition, published 2013). The overall aim of this policy is to protect the occupiers of our properties, their visitors, staff, contractors and the general public from risks associated with legionella so far is reasonably practicable.

Asbestos Management Plan & Policy

4. This Plan & Policy set out how East Devon District Council manages asbestos within properties owned and/or managed by East Devon District Council, including community centres, communal areas & district offices.

The Asbestos Management Plan & Policy details how East Devon District Council meets the responsibilities outlined in line with the Control of Asbestos Regulations 2012 (CAR), to the management of asbestos in our premises. It sets out East Devon District Council's overall policy relating to asbestos in their premises and describes the management plan required by Regulation 4 of the CAR.

Financial implications:

There are no direct financial implications from the report.

Legal implications:

Legal implications are set out within the report and require no further comment at this stage.

Issue details	
Title:	Electrical Safety Policy
Version number	Version 2.0
Officer responsible:	Compliance & Cyclical Servicing Manager
Authorisation by:	Housing Review Board
Authorisation date:	November 2023

History of most recent Policy Changes – Must be completed			
Date	Page	Change	Origin of Change e.g (Change in legislation)
4 th August 2023	2	Legislation	
4 th August 2023	3	Policy principles	
4 th August 2023	4	No access	
4 th August 2023	5	Compliance remedial work	
4 th August 2023	5	Performance Management	
4 th August 2023	7	Policy administration	

1 Previous Policies/Strategies

Version 1

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 Act 1974
- Environmental Protection Act 1990
- The Building Regulations for England and Wales (Part P)

Standards

- The Consumer Standards (Home Standard)

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 (ISITEE)
- 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 where possible. Where a test is unsatisfactory & remedial repairs are unable to be carried out at time of test, the contractor will ensure they return to site within 28 days from receipt of order to carry out such works.

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.

EICR Testing

East Devon District Council will write to advise tenants that their property is included in the testing programme for that forthcoming year & that a named contractor has been appointed to carry out the work.

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 at the time of the test or the tenant refuses access our Electrical Contractor will make a further attempt to book an appointment with the tenant, this will be by telephone and/or letter.

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 (EICR). If they are unable to do so, the Officer will serve the tenant with a final warning 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 7 day legal letter will be served advising the tenant 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 (EICR) 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 (EICR). 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 (EICR).

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 will repair all code 1 defects identified by a periodic electrical installation inspection and test before leaving site after completing the inspection and testing works.

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 where possible. Where a test is unsatisfactory & remedial repairs are unable to be carried out at time of test, the contractor will ensure they return to site within 28 days from receipt of order to carry out such works.

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.

Performance Management

The following key performance indicators are reported to East Devon District Council's Leadership team & Housing Review Board –

- Number of properties with a valid electrical inspection certificate (EICR - 5 yearly)
- Category 1 & Category 2 actions arising from an unsatisfactory EICR (residential dwellings)
- Number of distribution boards in communal areas with a valid electrical inspection certificate (EICR - 5 Yearly)
- Category 1 & Category 2 actions arising from an unsatisfactory EICR (communal areas)

These key performance indicators are also used to monitor the contractors performance.

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.

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 electrical safety:

- The Landlord & Tenant Act 1985
- Housing Act 2004
- Regulatory Reform (Fire Safety) Order 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)

Standards

- Consumer Standards (Home Standard)

Code of Practice

- IET Wiring Regulations British Standard 7671: 2018
- The Code of Practice for In-Service Inspection and Testing of Electrical Equipment (ISITEE)
- 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

Data Protection

b) The collection and use of tenant's personal data will not exceed that agreed to in their tenancy agreement

The [EDDC Data Protection Policy](#) provides further information on how we store and use personal information.

The following privacy notice(s) provide further information on how we will use tenant's personal data, how it is gathered, and how long we will retain this information, and what rights tenants have in relation to this.

Property and Assets - Completion of programmed, servicing and cyclical works

All our privacy notices can be found on the EDDC website (<https://eastdevon.gov.uk/access-to-information/data-protection/privacy-notices/>)

Policy consultation

Involved Tenants & Housing Review Board

Policy review

September 2026 by the Compliance & Cyclical Servicing Manager

Issue details	
Title:	Legionella Management Plan & Policy
Version number	Version 3.0
Officer responsible:	Compliance & Cyclical Servicing Team Manager
Authorisation by:	Housing Review Board
Authorisation date:	November 2023

History of most recent policy changes			
Date	Page	Change	Origin of Change e.g (Change in legislation)
4 th August 2023	3, 4, 5	Responsibilities	Change in structure/Job Titles
4 th August 2023	5	Contracts Manager	Amendment to the void process
4 th August 2023	5	Mobile Support Officers (MSO's), Estate Management & Accommodation Officers	To include other roles
4 th August 2023	7	Low Risk	Amendment to the void process
4 th August 2023	9	Performance Management	

1 Previous Policies/Strategies

Version 2

2 Why has the council introduced this policy?

East Devon District Council (EDDC) acknowledges and accepts its responsibilities under the Health and Safety at Work Act 1974 and the HSE ACOP 'L8' (Fourth edition, published 2013).

The Council will comply with all guidance issued by the Health and Safety Executive in this respect. The Council will take all reasonable precautions to prevent risk to health from exposure to legionellosis by implementing a monitoring procedure at all properties as necessary.

All domestic properties (including community centres, guest bedrooms and district offices) with water systems carry a risk, EDDC will categorise these risks based on the dwelling type as set out in this policy.

The overall aim of this policy is to protect the occupiers of our properties, their visitors, staff, contractors and the general public from risks associated with legionella so far is reasonably practicable.

3 What is the council's policy?

Introduction

1.1 What is Legionnaires disease?

Legionellosis is the collective name given to pneumonia-like illness caused by legionella bacteria. This includes the most serious legionnaires disease, as well as the similar but less serious conditions of Pontiac fever and Lochgoilhead fever.

Legionnaires disease is a potentially fatal form of pneumonia and everyone is susceptible to infection. However some people are at higher risk, including;

- people over 45 years of age smokers and heavy drinkers
- people suffering from chronic respiratory or kidney disease; and anyone with an impaired immune system

1.2 Where are legionella bacteria found?

The bacterium Legionella pneumophila and related bacteria are common in natural water sources such as rivers, lakes and reservoirs, but usually low in numbers. Since legionella bacteria are widespread in the environment, they may also contaminate and grow in purpose built water systems such as cooling towers, evaporative condensers, hot and cold water systems and whirlpool spas.

1.3 ACOPs

Approved Codes of Practice's are approved by the HSE Board with the consent of the Secretary of State. The ACOP describes preferred or recommended methods that be can be used (or standards to be met) to comply with the Regulations and the duties imposed by the Health and Safety at Work Act 1974. The guidance also provides advice on achieving compliance, or it may give general information, including explaining the requirements of the law, more specific technical information or references to further sources of information

1.4 COSHH

Stands for control of substances hazardous to health regulations. These regulations require employers and landlords to control exposure to hazardous substances to prevent ill health.

2 Specific Policy Areas

2.1 ACOP

The approved Code of Practice applies to the control of legionella bacteria, in any undertaking involving a work activity managed by us or on our behalf. It applies to premises controlled in connection with a trade, business or other undertaking where water is used or stored; and where there is a means of creating and transmitting water droplets (aerosols) which may be inhaled, causing a reasonably foreseeable risk of exposure to legionella bacteria.

There is a reasonably foreseeable risk of exposure to legionella bacteria in:

- cooling systems with cooling towers, evaporative condensers or dry/wet cooling systems
- hot and cold water systems spa pools
- other plant and systems containing water that can create and increase the risk from legionella during operation or when maintained.

2.2 Risk assessments

All systems require a risk assessment, however not all systems will require elaborate control measures. A simple risk assessment may show that the risks are low and being properly managed to comply with the law. In such cases we may not need to take further action, but it is important to review our assessment regularly in case of any changes in our systems, and specifically if there is a reason to suspect it is no longer valid.

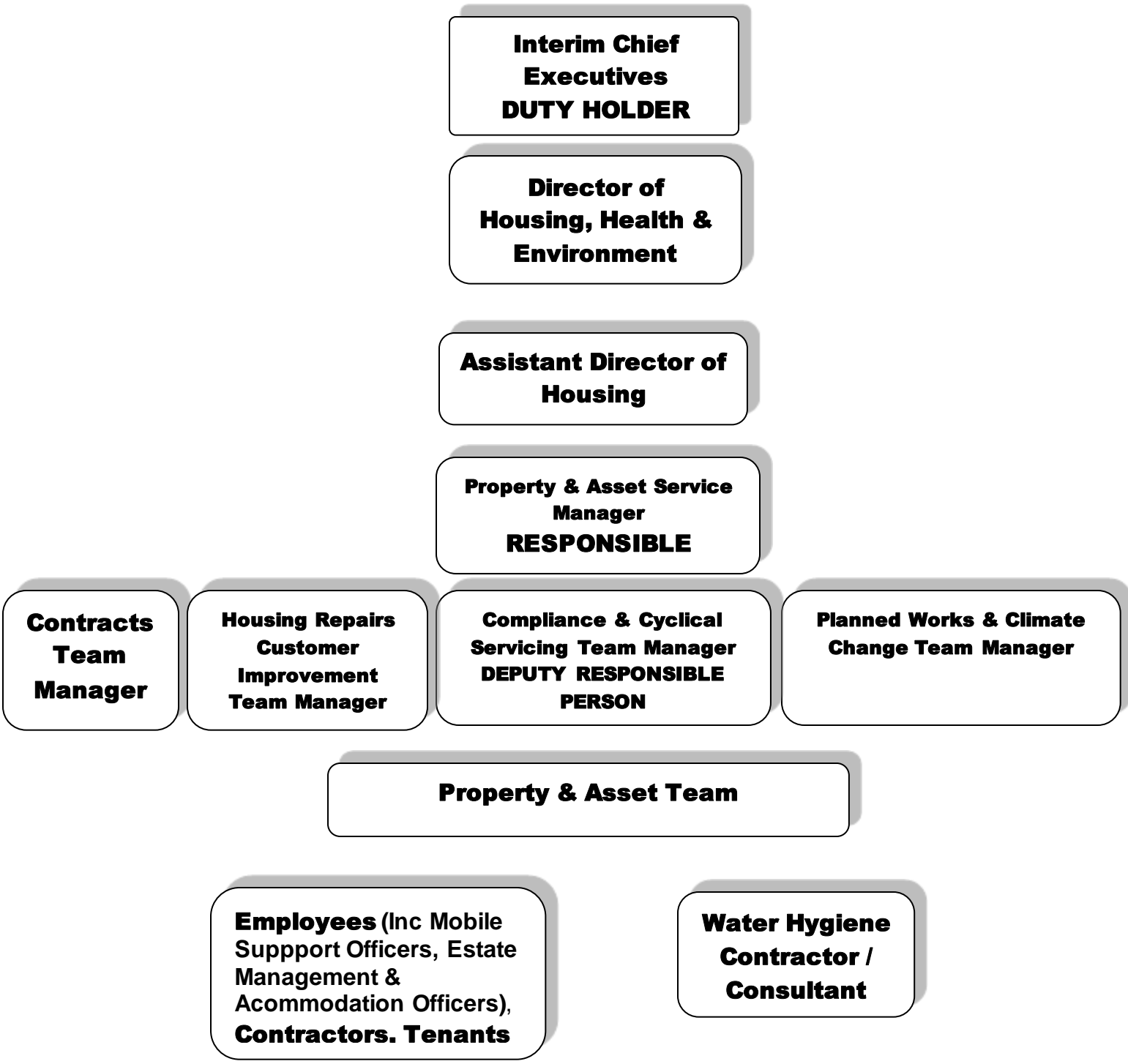
We have assessed all of our housing stock and have categorised them as Low, Medium, or High Risk. We will review these categories every 3 years (or sooner if there is a specific reason to suspect these classifications are no longer valid).

If a risk assessment shows that there is a reasonably foreseeable risk and it is reasonably practicable to prevent exposure or control the risk from exposure, EDDC will appoint a competent person or persons to help undertake the measures needed to comply with the requirements in the COSHH. The appointed person will have sufficient authority, competence and knowledge of the installation to ensure that all operational procedures are carried out in a timely and effective manner. EDDC will as necessary appoint this expertise from outside the organisation. In such circumstances we will take such steps to ensure the competence of those carrying out the work who are not under our direct control and that responsibilities and lines of communication are properly established and clearly laid out.

Copies of all Risk Assessments will be held for 5 years.

3 Responsibilities

- 3.1 The Property and Asset Service Manager will lead on delivery of this policy with delegated responsibilities through the Compliance & Cyclical Servicing Team Manager. See structure chart below -



3.2 Compliance & Cyclical Servicing Team Manager

The Compliance & Cyclical Servicing Team Manager will ensure all risk assessments are in place for dwellings identified as requiring one (medium and high risk) and will further ensure that all remedial actions are dealt with according to severity within a programme of works.

The post holder will also ensure competence of contractors (in relation to legionella) working on large scale improvement programmes across the stock including upgrading of central heating systems and bathrooms.

3.3 Contracts Team Manager

The Contracts Team Manager will ensure all void properties which require legionella remedial works is carried in the void period. The post holder will also ensure contractors are aware of responsibilities as set out in the policy and that all issues relating to legionella control and safety are picked up on any day to day responsive repairs works.

3.4 Contractors working on EDDC housing stock

All contractors working on EDDC stock should be able to evidence that operatives are competent in this area of compliance and periodic reviews will take place in relation to competence and how this is being evidenced.

3.5 Mobile Support Officers (MSO's), Estate Management & Accommodation Officers

Our Mobile Support Officers, Estate management & Accommodation Officers will be responsible for any weekly tests that are required to be carried out within community centres, district offices, communal toilets and guest bedrooms.

As and when the need arises, other Housing Officers may also take responsibility for these tests.

Records of testing will be held within the Legionella Risk Assessment and management plan (for each site) .These may also be held within the EDDC housing management system. Any concerns whilst tests are carried out should be immediately referred to the Compliance & Cyclical Servicing Manager who will instruct further surveys/ investigations as appropriate.

3.6 Water Hygiene Company

A competent third party contractor will be contracted to complete all risk assessments for medium and high risk properties when they become due. These assessments will be reviewed every two years.

3.7 Training

EDDC will ensure all Officers with responsibilities in this area receive annual refresher training (or sooner if regulations change)

4 Assessing the risk

4.1 The following table represents the broad risk rating given to the type of properties within EDDC stock, this does not represent the site specific risk rating of the individual site.

The purpose of the risk rating is to categorise in general the actions applicable to the stock of EDDC

Category	Description
Low Risk	Self contained water services to houses and individual flats with no shared services outside of the individual

	property.
Medium Risk	<p>Flats and housing that has shared water services by cold water storage tanks and/or communal areas</p> <p>Properties connected to rainwater harvesting devices</p> <p>Properties with thermostatic mixing Valves (TMV's)</p> <p>Community Centres used by tenants/the public</p> <p>Guest bedrooms used by tenants/the public</p> <p>District Offices- premises used by Housing Officers</p>
High Risk	<p>Accommodation that has shared services of hot and cold services with or without communal areas.</p> <p>Properties connected to Bore Hole</p>

*It should be noted that within EDDC stock there are no cooling towers or chillers that would normally be classified as the highest risk. Therefore the classification of low, medium and high risk are relative to the EDDC housing stock.

Appendix A contains a list of all medium and high risk properties within the EDDC housing stock.

4.2 Low Risk

We will also carry out a generic risk assessment that will cover all properties that are deemed to be low risk

We will aim to capture a 20% sample of individual low risk stock over the next 5 years, this will be measured annually in order to assess how many risk assessments have taken place across the stock.

All tenants who sign up for properties, as well as all existing tenants (of all risk ratings) will be issued with the 'tenant legionella awareness leaflet' in order to set out good practice and ensure tenants understand risks and how they should take responsibility for them within their own homes.

Should any low risk properties have a new kitchen, bathroom or heating upgrade, all dead legs (redundant pipe work) will be removed as so far as reasonably practical.

4.3 Medium Risk

These properties will be subject to an annual risk assessment/review from a professional outside Water Hygiene Company selected through the procurement process. Where weekly testing is required to sites, this will be undertaken by competent Housing Officers/MSO's.

Monthly testing will be undertaken by a professional outside Water Hygiene Company.

When medium risk properties are subject to significant alterations such as new kitchens, bathrooms or heating systems we will instruct a professional outside Water Hygiene Company to carry out an updated legionella risk assessment.

4.4 High Risk

These properties will be subject to an annual risk assessment/review from a professional outside Water Hygiene Company selected through normal processes. Where weekly testing is required to sites, this will be undertaken by competent Housing Officers/MSO's.

Monthly testing will be undertaken by a professional outside Water Hygiene Company.

When high risk properties are subject to significant alterations such as new kitchens, bathrooms or heating systems we will instruct a professional outside Water Hygiene Company to carry out an updated legionella risk assessment.

4.5 Void Properties

The key problem with a void property is the potential for stagnation as the water systems may not be used for some time.

The problem worsens the longer the property is unoccupied and appropriate controls must be considered for these periods

EDDC works hard to turn our properties around quickly and this helps to minimise the potential danger.

The following points also (where applicable) apply to any work on any water services including kitchens, bathrooms, adaptations, boiler replacements and any other works that fall into this category.

Specifically;

- 4.5.1 All void properties will be inspected for the potential of Legionella
- 4.5.2 All existing pipework to be assessed and altered as appropriate to remove "dead legs"
- 4.5.3 Any changes to existing layouts of hot and cold water supply pipework are to have all redundant pipework removed without leaving any dead legs. (eg moving a sink in a kitchen or bathroom)
- 4.5.4 Any alterations which make a cold water storage tank, hot water storage tank or a boiler header tank redundant are to have the redundant storage tank removed from site, together with all the redundant pipework

4.5.5 Any cold water storage tanks, boiler header tanks and hot water storage tanks which are not being removed will need to be drained down and cleaned, disinfected before recharging and flushing through.

4.5.6 Shower heads should be replaced with new.

4.5.7 Any mixer taps found on site are to be fully serviced and checked to ensure correct working.

4.5.8 Combi Systems have a lower risk than gravity systems (tank and cylinder or Fortic types)

4.5.9 All hot water outlets fed by combi boilers to be set to 50 Degrees C at outlets

4.5.10 All gravity systems to be set at 60 Degrees C at outlets.

4.5.11 Where a danger to scolding is created by items 11 & 12 above then consideration should be given to installing a mixer valve. Mixer valves to be no more than 2m from the outlet and the incoming temperatures to the mixer tap to be recorded as items 11 & 12 above. Installation should be limited to vulnerable tenants only.

5 Outcomes

5.1 The primary outcome will be the avoidance of conditions that allow legionella bacteria to proliferate and prevention of the risk of exposure, by implementation of a risk assessment and a suitable control and management regime in accordance with ACOP 'L8' Appendices and other relevant information

6 Performance Management

The following key performance indicators are reported to East Devon District Council's Leadership team & Housing Review Board –

- Number of blocks & communal areas that have a valid legionella risk assessment

This key performance indicator is also used to monitor the contractors performance along with contract specific performance indicators which are reviewed at operational contract meetings.

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 relation to Legionella -

- East Devon District Council Health and Safety Policy The Health and Safety at Work etc Act 1974

- The Management of Health and Safety at work regulations 1999
- The control of Substances Hazardous to Health Regulations 2002 concerning the risk from exposure to Legionella
- HSE legionnaires Disease- A brief guide for duty holders, INDG458, published 2012
- HSE Legionnaires disease- The control of legionella bacteria in water systems Approved Code of Practice and guidance on regulations, L8 (Fourth edition), published 2013
- HSE Legionnaires 'disease-Part 2: The control of legionella bacteria in hot and cold water systems, HSG274 Part 2, published 2014.

Standards

Consumer Standards (Home Standard)

Data Protection

b) The collection and use of tenant's personal data will not exceed that agreed to in their tenancy agreement

The [EDDC Data Protection Policy](#) provides further information on how we store and use personal information.

The following privacy notice(s) provide further information on how we will use tenant's personal data, how it is gathered, and how long we will retain this information, and what rights tenants have in relation to this.

Property and Assets - Completion of programmed, servicing and cyclical works

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Policy consultation

Housing Review Board

Policy review

September 2026 by the Compliance & Cyclical Servicing Team Manager

Issue details	
Title:	Asbestos Policy & Management Plan for Housing
Version number	Version 4.0
Officer responsible:	Compliance & Cyclical Servicing Team Manager
Authorisation by:	Housing Review Board
Authorisation date:	November 2023

History of most recent policy changes			
Date	Page	Change	Origin of Change e.g. (Change in legislation)
7 th February 2022	All	Policy reviewed by Property & Asset Service Manager & Compliance & Cyclical Servicing Team Manager following a near miss incident – refer to H & S log. No amendment was required to the policy.	
16 th August 2023	19	Performance Management	SWPA Audit Recommendation

1 Previous Policies/Strategies

Version 3

2 Why has the council introduced this policy?

This document represents East Devon District Council's commitment, in line with the Control of Asbestos Regulations 2012 (CAR), to the management of asbestos in their premises. It sets out East Devon District Council's overall policy relating to asbestos in their premises and describes the management plan required by Regulation 4 of the CAR.

3 What is the council's policy?

3.1 Scope

This Asbestos Policy covers the management and control of asbestos in East Devon District Council Housing Properties. It specifically excludes all other property to which East Devon District Council have responsibility (Property Services, Street scene, Corporate Estates).

3.2 Introduction

This document represents East Devon District Council's commitment, in line with the Control of Asbestos Regulations 2012 (CAR), to the management of asbestos in their premises. It sets out East Devon District Council's overall policy relating to asbestos in their premises and describes the management plan required by Regulation 4 of the CAR.

3.3 Policy Statement

This policy supplements the East Devon District Council Health & Safety Policy Arrangements and commitment to Health and Safety by complying with the requirements of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999. In securing this compliance, East Devon District Council will do everything that is reasonably practicable to eliminate or reduce the risks to which staff and the public are exposed as a result of its activities.

As owners and managers of property, East Devon District Council have a duty of care to ensure that staff and public can use the relevant buildings and facilities safely. This extends to ensuring that staff and public are safe from risks associated with Asbestos.

East Devon District Council are committed to:

1. Protect, as far as reasonably practicable, staff, contractors and visitors to East Devon District Council housing properties (owned or managed) from any exposure to asbestos fibres.
2. Provide adequate resources in support of this Asbestos Management Plan.
3. Identifying, so far as is reasonably practicable all Asbestos Containing Materials (ACMs) in East Devon District Council housing stock.
4. Maintain an Asbestos Register of all ACMs identified and make it freely accessible to those undertaking work on East Devon District Council housing properties.
5. Implement and maintain an effective Asbestos Management Plan to ensure all ACMs are maintained in a safe condition or alternatively are isolated or removed.
6. Promote awareness of the risks from ACMs and the Asbestos Management Plan through training and induction of relevant staff and contractors.

7. Appoint a competent and suitably qualified person to undertake the role of Appointed Person as identified in HSE guidance HSG264 "Asbestos: The Survey Guide". This role will carry the title Cyclical Servicing and Compliance Team Manager.
8. Only engage appropriately trained, qualified and competent persons to undertake any work with ACMs. This includes Management, Surveying, Abatement and Removal.
9. Provide adequate and timely resources to enable effective implementation of the Asbestos Management Plan.
10. Regularly review the Asbestos Management Plan

This policy is formally accepted by the Interim Chief Executives. The Interim Chief Executives will do all that is reasonably practicable to comply with its requirements, and will make the necessary resources available.

3.4 Roles and Responsibilities

- 3.4.1 The Duty Holder, acting as the employer on behalf of East Devon District Council, has a responsibility to support this policy by ensuring the allocation of resources including an adequate budget, suitable and sufficient equipment, personnel, time and training. In the case of East Devon District Council the employer is represented by the Interim Chief Executives. Regulation 4(1) discusses and defines the role of the duty holder in relation to the management of asbestos. However, while the responsibility to manage ACM within the property rests with the duty holder, this responsibility may be partly delegated, although **legal responsibility cannot be delegated** – the legal responsibility of the management rests solely with the duty holder/s.
- 3.4.2 The Responsible Person shall be designated by the Duty Holder/s. The Responsible Person has responsibility for overseeing and coordinating the Asbestos Policy and Procedures. The Responsible Person also has a responsibility to ensure records are kept to confirm that this policy has been implemented. The Responsible Person will be deemed the Property and Asset Team Manager.
- 3.4.3 The Responsible Person has nominated a senior member of staff to be responsible on their behalf for fully implementing their nominated duties. This nominated officer shall be designated the Cyclical Servicing and Compliance Team Manager.
- 3.4.4 The Corporate Health and Safety team have a role in ensuring compliance with the Asbestos Policy. All asbestos related incidents should be reported through the Corporate accident reporting system and investigated jointly by the housing service and the Corporate health and safety team. RIDDOR incidents should be reported as necessary and actions arising should be considered across the service.

3.5 Responsibilities of Nominated Persons

3.5.1 The Duty Holder

Ensuring that adequate resources are provided and allocated to enable compliance with the Asbestos Management Plan.

The safe management and operation of Sites and Properties activities, including consideration of asbestos issues and compliance with the Asbestos Management Plan within the operational and investment estate.

Devolving the principal functions of Asbestos management to the Responsible Person for operations.

Ensuring that all staff have suitable initial and refresher training with respect to asbestos issues to comply with legislation and to ensure a high level of asbestos awareness.

3.5.2 Responsible Person

General Management

Maintaining an effective asbestos management strategy

Providing competent professional advice on ACMs and their treatment to those with responsibilities under this plan

Ensuring that regular inspections of ACMs are undertaken and updating of the Asbestos Register reflects the current condition.

Programming surveys to identify any ACMs present and updating the Asbestos Register.

Maintaining the Asbestos Register for all properties

Ensuring that all records of ACMs include Risk Assessments in accordance with HSG 227 “ A Comprehensive Guide to Managing Asbestos in Premises”.

Reviewing and updating of Asbestos Management Plan

Ensuring all applicable ACMs identified as being safe to leave undisturbed are adequately labelled (where appropriate)

Reporting any incident of alleged asbestos exposure to the Corporate Health and Safety team and assisting with any investigations.

Assisting the Corporate Health and Safety team in liaison with the HSE.

Promoting awareness of the hazards of ACMs and the Asbestos Management Plan by advising on and providing appropriate training and induction to staff, particularly those who work may bring them into contact with ACMs.

Monitoring to ensure that all other parties and other property staff are aware of their responsibilities under this Asbestos Management Plan

Taking such actions as are required to ensure safety after an accidental release of asbestos event.

Maintaining his/her professional competence, including thorough understanding of all relevant legislation, codes of practice, guidance and best practice.

Reactive Management

Providing information as required

Attending site and providing guidance on precautions to be taken in respect of ACMs.

Arrange for suitably qualified and competent contractor/consultant to attend site to take samples of any suspected materials in accordance with prescribed procedures.

Arrange for analysis of samples by a contractor/consultant with the appropriate UKAS accreditation.

Organising appropriate asbestos abatement action in order for works to continue safely.

Ensure Asbestos Register is updated following completion of any works.

Planned Work

Provide information on ACMs as required.

Provide advice to Project Managers on the commissioning of asbestos surveys ensuring that the required scope of works and method statements are identified.

Reviewing of project brief to identify any intrusive works ensuring that the necessary assessments satisfy Regulation 5 of CAR and are undertaken prior to any works commencing on site.

Organise appropriate asbestos abatement action to facilitate the project work as and when appropriate.

Informing appropriate staff of asbestos related works in a timely fashion.

Ensuring that local arrangements are made with building users and service providers to facilitate asbestos works.

Ensuring that a pre start meeting is held prior to any asbestos works being undertaken to agree a Plan of Works with the contractor and consultant.

Reviewing of any method statements and/or amendments with Contractor's representative.

Monitoring of Asbestos contractors performance. Taking necessary action where compliance to required safety standards or performance falls below the required standard.

Ensuring that the Asbestos Register is updated following completion of any abatement works.

Ensuring details of any residual asbestos hazards remaining in the vicinity of any proposed works or completed works are recorded and relevant personnel informed.

Provide information to relevant parties with regard to Asbestos and ensure that only competent and/or UKAS accredited consultants and/or HSE Licensed Contractors are employed to provide services in conjunction with identifying and working with ACMs.

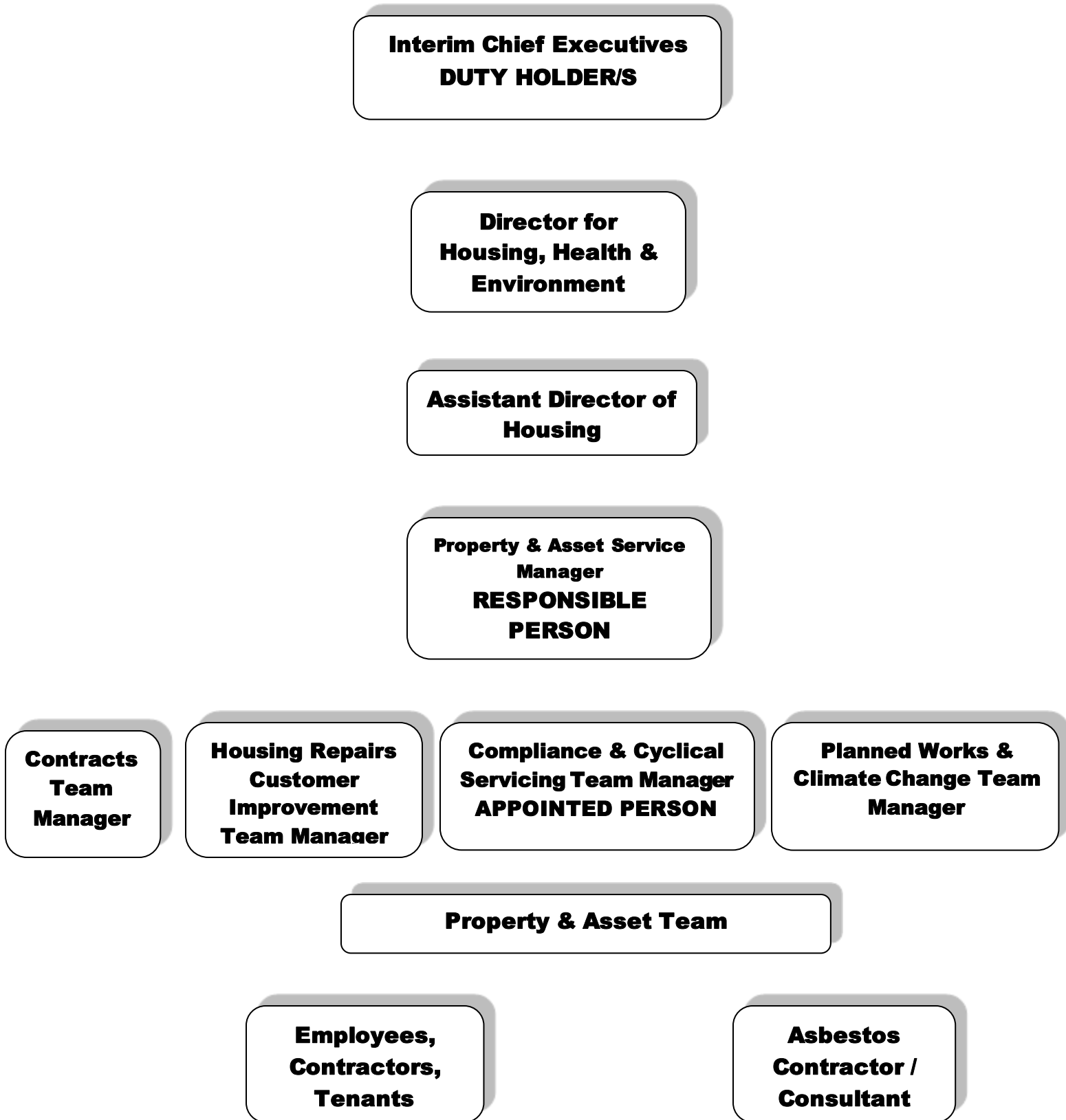
Managing the asbestos management budget.

Tendering asbestos work and raising instructions and orders in accordance with procurement and finance procedures.

Authorising invoices for completed work.

Management of asbestos abatement works.

3.5.3 Management Responsibilities Chart



4 Legislation - Section 4 contains general duties for anyone who has control, to any extent, over a workplace.

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

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

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

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

4.5 To that end and in accordance with CDM 2015 the EDDC Officer who assumes the role of the Principle Designer or Designer is to initiate the Pre-Construction Health and Safety Phase Plan for all major and minor works undertaken by contractors. It is the Clients responsibility to ensure that the Principle Designer/ Designer and Principle Contractor / Contractor are provided with all necessary and relevant Asbestos information.

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

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

4.8 It should be noted that CAR 12 arises from the parent enabling act, The Health and Safety at Work Act 1974 and is thus confined to non-domestic premises, i.e. workplaces. **Therefore, CAR 12 does not directly apply to a domestic premise, but does apply to any work activity that takes place there, e.g. plumbing, electrics etc.** However, it has been legally established that common parts of a block of flats are not part of a private dwelling and are

considered as non-domestic. Thus Regulation 4 of CAR 12 does apply to the common and external parts of flats.

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

Under CAR 12 the answer is 'no'. However, whilst they are excluded from CAR 12, domestic premises (and in fact all premises) are subject to The Occupiers Liability Act 1984. These require property owners and occupiers to be aware of potential significant hazards to health and safety. All persons including visitors, contractors (and trespassers) must be provided with reasonable care not to suffer injury or harm on these premises. Therefore, whilst under Regulation 4 a written plan is not required for the private dwelling, the location and condition of any asbestos does need to be known and expressed to all people to ensure due consideration is given to deciding what, if any, protective measures are required.

Therefore, CAR 12 does not specifically cover domestic premises, but there is a legal requirement to manage the health and safety risks associated with asbestos and this would be best achieved if managed in parallel with the asbestos in the common and external parts.

5 Information, Instruction and Training

Regulation 10 of the CAR requires that:

"...Every employer shall ensure that adequate information, instruction and training is given to those of his employees –

(a) who are or who are liable to be exposed to asbestos, or who supervise such employees, so that they are aware of –

(b) who carry out work in connection with the employer's duties under these Regulations, so that they can carry out that work effectively."

To enable compliance with this Regulation, East Devon District Council have undertaken to follow the following procedures:

5.1 Information

The primary method of dissemination of information employed by the East Devon District Council is the One Housing System. This system contains the asbestos register, surveys, risk assessments, re-inspections and details of any remedial/ removal works. In time this will also be available through a 'Portal' which is to be provided to all contractors where appropriate. Until then the information is passed to Contractors by means of an electronic file transfer or via interface. This information is also held by the Council's Out of Hours Service.

Appropriate access to the One Housing System will be furnished to relevant employees and to other organisations/persons to satisfy legal requirements, and, as deemed necessary or prudent. The information must be made available to: safety representatives, all persons liable to disturb the asbestos or suspect asbestos materials (including contractors) and the emergency services.

5.2 Instruction and Training

East Devon District Council will promote awareness of the hazards of ACMs through information and training for employees, information to contractors working in our homes and common areas and provide information to residents (when portal in place). East Devon District Council will communicate with tenants as appropriate regarding asbestos in their homes including the distribution of a leaflet that we will issue at the point of sign up to their property. As part of our housing management system East Devon District Council will strive to ensure tenants can access information on asbestos direct from the tenant portal. In the meantime, we will provide details of known asbestos in properties as and when requested from tenants.

There will be regular reviews and refresher training will be undertaken every 12 months or as required. Training certificates will be stored for all employees for all levels of training. All staff responsible for managing contracts relating to asbestos management will receive the appropriate level of training commensurate with their level of responsibility.

5.3 Contractor Management

All contractors working on EDDC stock must be issued with a copy of the Asbestos Management Plan and Policy. We expect training records to be provided prior to the contract to evidence Operatives have the required level of asbestos training required.

The asbestos register is held in electronic format on the Council's asset management system, Open Housing. An electronic file containing all asbestos related information is issued to relevant contractors, this is then updated on a monthly basis with any new information.

Within the planned works team, information on asbestos (as required) is distributed to the contractor at tender stage and prior to the commencement of the contract.

If the planned work directly involves work on any identified or suspected ACM then no work may proceed until a further Plan of Work, in accordance with the requirements of the CAR Regulations, is produced by the Contractor.

Where any intrusive works will be undertaken which breaches areas outside the scope of an Asbestos Management Survey, the architect/designer/project manager must liaise with the Property & Asset team to ensure a suitable Refurbishment or Demolition Asbestos Survey is commissioned.

If suspect materials are identified at any stage of the works then no work may proceed until a further Plan of Work, in accordance with the requirements of the CAR Regulations, is produced by the Contractor.

Upon completion of the works, the applicable asbestos documentation will be collated by the architect/designer/project manager and passed onto the Compliance Team. The Compliance Team will ensure that the Asbestos Register and drawings are amended to reflect the changes using the ASB3 Notification Form.

5.4 Contractor Management – Responsive Repairs and Voids

All contractors will agree to abide by East Devon District Council's asbestos policy and procedures, including following all requirements for using the East Devon District Council's asbestos records.

The Approved Contractor is responsible for ensuring that any operative undertaking any responsive or emergency work in an East Devon District Council Property is fully aware of the ACMs in the site concerned. They must confirm that all personnel who instruct operatives who may come into contact with an ACM must have Asbestos awareness training as a minimum, this must cover all individuals that attend site, including those who carry out the work.

Contractors who do not satisfy the requirements of this policy and procedures document will be subject to a closer monitoring process, suspended from carrying out works or will not be engaged to carry out any further works which could involve ACMs depending upon the East Devon District Council's view as to the degree of any breach or breaches of the requirements of this document and compliance with the law

As far as reasonably practicable, all ACM's will be removed from Void properties; the full extent of such work will be reviewed and agreed at the pre inspection stage and detail recorded in the specific void specification for the individual property.

6. Risk Assessment

6.1 Assessment of Property Portfolio

The first step of this assessment process is an initial assessment of the property stock, taking into account such factors as building age, type and use, together with an assessment of any existing records that may be pertinent.

East Devon District Council has undertaken an initial assessment of their Housing Premises portfolio, which will be re-assessed at periodic intervals to ensure all information is current. The full list of East Devon District Council properties requiring asbestos management will be stored on East Devon District Council's Open Housing System and will be managed by the Property and Asset Team.

6.2 Assessment of ACM

The Council has undertaken Management Surveys of a percentage of their housing stock and all communal areas. Any further acquisitions will be subject to this initial assessment process.

Asbestos surveys shall be carried out by external consultants and whose operatives are qualified to a minimum of P402 certification as British Occupational Hygiene Society in accordance with HSG 264. All sample testing shall be carried out by appropriately experienced UKAS ISO/IEC 17025 accredited laboratories.

Asbestos Management Survey

Management surveys, as determined by the HSE document HSG 264 – The Survey Guide, have been carried out by East Devon District Council's preferred asbestos management consultants.

Asbestos Refurbishment and Demolition Survey

East Devon District Council's Property and Asset Team will also undertake to ensure that a Refurbishment and Demolition (Full Access Sampling and Identification) Survey will be carried out prior to any demolition work or major refurbishment.

In all cases, surveys of premises for the purposes of identification and assessment of ACM will be carried out in full accordance with the guidance set out in the HSE publication, HSG 264 – The Survey Guide. The Surveys will include numerical assessment of the condition of any identified ACM. This Material Assessment Score (MAS) will depend on the material in question, its condition, any surface treatment and the type of asbestos it contains.

These surveys should be carried out in vacated areas so that the Asbestos Consultant can be invasive and gain access beyond the decorative façade of rooms/areas of the building.

Sufficient time must be allocated and programmed as part of the overall project to allow time for the survey investigations, reporting and tendering of any arising asbestos remedial works and the 14-day HSE notifications etc.

6.3 Review

Regulation 4(6) of the CAR requires review of the assessments resulting from such surveys if there is any reason to suspect that assessment is no longer valid or if there have been significant changes to the property.

To this end, East Devon District Council will undertake to ensure that there will be at least annual re-inspections of the ACMs within the communal areas of their properties, with any changes recorded in the records. Additionally, there will be an annual review of the management plan in conjunction with external consultants.

The Property and Asset Management Team will ensure the conclusions of any reviews are recorded as necessary.

6.4 Assessment of Risk

Regulation 4(8), part (a) carries the requirement to undertake an assessment of the risk of exposure of persons to asbestos fibres. The assessment of risk will utilise the results of the MAS for the identified ACM.

East Devon District Council will determine the priority for management of ACMs by assessing the likelihood of those materials being disturbed. This priority assessment will take into account such factors as maintenance activities, likelihood of disturbance, human exposure potential and occupant activity. This will enable the production of a Priority Assessment Score (PAS) for management. This scoring will be developed in conjunction with the site Compliance Surveyor, to ensure suitable allocation of score for normal occupant activities, likelihood of disturbance and human exposure potential.

The full assessment of risk of exposure will include both the MAS and PAS for each ACM identified. For any subsequent acquisitions, East Devon District

Council will undertake to have completed both the PAS and the full risk assessment on each ACM at the time of the receipt of the sampling survey results.

East Devon District Council will undertake a review where necessary these scores to ensure they remain valid. For instance, ACMs in an unoccupied area may have a lower risk assessment score. However, this area may subsequently become occupied following office expansion. This will require a re-assessment of both the PAS and full risk assessment

7. Asbestos Management Plan

This Asbestos Management Plan will set out the mechanisms, roles and responsibilities by which ACMs will be managed. East Devon District Council intends to:

- Protect employees and others working on the fabric of East Devon District Council properties.
- Protect employees and others working within or occupying East Devon District Council properties.
- Identify all ACMs and manage associated hazards based on assessment of the risk they present and prioritisation of actions.
- Effectively control any works likely to affect ACMs.
- Manage reactive, cyclical and planned maintenance work.
- Manage planned project work.
- Monitor and maintain ACMs in good condition where it is assessed as being safe to leave in situ. This may involve labelling in non domestic areas where deemed necessary but care must be taken not to not alarm tenants therefore this should only be done where absolutely necessary.
- Manage emergencies involving ACMs

Following the requirement to comply with Regulation 4(8), part (c) to 4(10), East Devon District Council has undertaken to implement a suitable plan for the management of all asbestos-containing materials within their properties. As each identified ACM in these properties is likely to have unique characteristics in terms of type of material, occupancy of area and so forth, it is not feasible to set out the management plan for each material in this document.

7.1 The Plan

The scope of the Management Plan covers all East Devon District Council's demise of the premises (with the exception of those that have been deemed as presenting no foreseeable risk of containing asbestos (i.e. those where construction commenced after 1999). We will ensure that all necessary measures for controlling the risk of exposure are implemented. These measures will include, but are not limited to:

- Monitoring of the condition of identified and suspected ACMs;
- Ensuring information is disseminated as required;
- Review of the Management Plan, both on a regular, planned basis, with additional reviews if there is reason to believe it is no longer valid;

- Ensuring that measures specified in the Plan are implemented according to the Plan, and recorded in the Plan.
- Third Party Audits will take place on an annual basis of our contracted asbestos consultants in order to check the integrity and accuracy of reports being produced

7.2 Management of ACMs

7.2.1 Risk Assessment Scores

East Devon District Council have undertaken to conduct an assessment of the risk of exposure of persons to asbestos fibres for each location identified as containing or presumed to contain asbestos, following the survey carried. The results of this Assessment are contained in the East Devon District Council database.

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

Material Assessment

Variable	Score	Example
Product Type	1	Asbestos reinforced composites (plastics, resins, mastics, roofing felts, vinyl floor tiles, semi-rigid paints or decorative finishes, asbestos cement etc)
	2	Asbestos insulating board, mill boards, other low density insulation boards, asbestos textiles, gaskets, ropes and woven materials, asbestos paper & felt
	3	Thermal insulation (e.g. pipe & boiler lagging), sprayed asbestos, loose asbestos, asbestos mattresses and packaging
Extent of Damage	0	Good Condition: No visible damage
	1	Low Damage: A few scratches or surface marks, broken edges on boards, tiles etc
	2	Medium Damage: Significant breakage of materials or several small areas where materials has been damaged revealing loose asbestos fibres
	3	High Damage or delamination of materials, sprays and thermal insulation. Visible asbestos debris

Surface Treatment	0	Composite materials containing asbestos, reinforced plastics, resins, vinyl floor tiles
	1	Enclosed sprays and laggings, asbestos insulating board (with exposed face painted or encapsulated) asbestos cement sheet etc.
	2	Unsealed asbestos insulating board, or encapsulated lagging and sprays
	3	Unsealed laggings and sprays.
Asbestos Type	1	Chrysotile
	2	Amphibole asbestos (excluding Crocidolite)
	3	Crocidolite

Priority Assessment

Variable	Score	Example
Normal Occupant Activity	0	Rare disturbance activity (i.e. little used store room)
	1	Low disturbance (i.e. office type activity)
	2	Periodic disturbance (i.e. industrial or vehicular activity which may contact ACM's)
	3	High levels of disturbance (i.e. fire doors with asbestos insulating board sheet in constant use)
Likelihood of Disturbance		
Location	0	Outdoors
	1	Large Rooms or well-ventilated areas
	2	Rooms upto 100m ²
	3	Confined Spaces
Accessibility	0	Unlikely to be disturbed or usually inaccessible
	1	Occasionally likely to be disturbed
	2	Easily disturbed
	3	Routinely disturbed
Extent / Amount	0	Small amounts or items
	1	Up to 10m ²

	2	10 – 50m ²
	3	Greater than 50m ²
Human Exposure potential		
No. of Occupants	0	None
	1	1 to 3
	2	4 to 10
	3	Greater than 10
Frequency of Use	0	Infrequent
	1	Monthly
	2	Weekly
	3	Daily
Average time area is in use	0	Less than 1 hour
	1	1 to 3 hours
	2	3 – 6 hours
	3	Greater than 6 hours
Maintenance Activity		
Type of Maintenance	0	Minor Disturbance
	1	Low disturbance
	2	Medium disturbance
	3	High Disturbance
Frequency of Maintenance	0	ACM unlikely to be disturbed for maintenance
	1	< 1 per year
	2	> 1 per year
	3	> per month

Individual materials will require a specific written management scheme providing specific actions and proposals. This is provided, along with risk assessment scores in the East Devon District Council Open Housing System. Individual scores/management plans for each ACM will be held in conjunction with the asbestos register, in the Open Housing System. This will include provision for recording / auditing and monitoring as required within the plan.

Any change in condition of any asbestos material or usage of any areas containing asbestos materials will result in a review of this plan by the Compliance Team for that specific building. The Compliance Team will update the Register based on investigation, sampling and remedial works carried out and information gained during inspections or supplied by contractors or occupants, utilising the standard pro-forma Asbestos Notification Form (ASB3).

A regular audit / re-inspection will be undertaken to check that the Register has been kept up to date. This will be organised by the Cyclical Servicing and Compliance Manager.

8. Emergency Procedures

If there is any suspicion that an ACM has been disturbed in a non-controlled environment, then the procedure detailed in Appendix 2 must be followed.

A copy of the flow chart must be provided to all approved contractors, who must confirm in writing that all operatives have been made familiar with these procedures and are issued with copies.

9. The Use of Licensed Contractors

We / Principle Contractor will initiate the use of licensed contractors as and where necessary to comply with all elements of the asbestos management plan and policy.

The boundary between work which does and doesn't require a licence is stated in Regulation 3(2) of the CAR (2012):

“Regulation 3 (2) Subject to paragraph (3), regulation 8 (licensing), 9 (notification of work with asbestos), 15(10) (arrangements to deal with accidents, incidents and emergencies), 18(1)(a) (asbestos areas) and 22 (health records and medical surveillance) shall not apply where –

- (a) The exposure of employees is sporadic and of low intensity;*
- (b) It is clear from the risk assessment that the exposure of any employee to asbestos will not exceed the control limit; and*
- (c) The work involves –*
 - i) short, non-continuous maintenance activities*
 - ii) removal of material in which the asbestos fibres are firmly linked in a matrix,*
 - iii) encapsulation or sealing of asbestos-containing materials which are in good condition, or*
 - iv) air monitoring and control, and the collection and analysis of samples to ascertain whether a specific material contains asbestos.*

This is further clarified in ACoP L143 (Work with materials containing asbestos) *“...Due to the relative ease with which asbestos fibres can be released when working with asbestos insulation and insulating board, in most circumstances work with the materials should only be carried out by those holding a license”* Examples of short, non-continuous maintenance activities when working with asbestos insulating board are included in the HSE publication *Asbestos essentials task manual (HSG210)*”

9.1 Procedure for Work with ACM

East Devon District Council's Property & Asset Team or/and approved Asbestos Consultant will oversee the management of asbestos removal projects. In some instances contractors working on the stock will be responsible for overseeing these works.

The management of such projects will ensure that licensed removal projects are carried out in accordance with CAR (2012), and particularly HSG 247 Asbestos: The licensed contractors' guide. In summary, these require, but are not limited to the following, to which East Devon District Council is committed:

- The party contracted to manage the removal project will provide a specification for works to be tendered against.

- The selected employer of workers involved with the remedial or removal work will submit Notification to the HSE by way of an ASB5 form along with a comprehensive written plan of work (method statement).
- The employer will ensure their workers follow this plan.
- If work cannot follow the plan, work will cease and the risks re-appraised. Work will not re-commence until a new plan is written, or the existing one amended, and the HSE have been re-notified.
- The plan will be site-specific and detail the following:
 - Findings of the assessment of the work required, including: description of work required (e.g. removal, encapsulation etc.), type of asbestos and analysis results, quantity and extent of material and scale and duration of works.
 - Address and location of work.
 - Provision of relevant documentation including, but not limited to: equipment test certificates, site log records, maintenance records, training records, medical certificates, HSE licence, sketch of work area.
 - Methods to be used, including:
 - Steps taken to prevent or control exposure (e.g. type of wetting, shadow-vacuuming, glovebags, wrap and cut), together with the reasons why these methods have been chosen;
 - Procedures for removal of waste and contaminated tools and equipment from work area and site;
 - Type of equipment, including PPE and procedures used for protection of workers (e.g. type of vacuum cleaners, PPE / RPE details, methods of communication across enclosure barrier, transit routes);
 - Type of equipment and procedures used for protection of other people in the wider environment (e.g. use and location of barriers, warning signs, disposal skips, enclosures, use of air monitoring, clearance certification and emergency procedures).
- A UKAS accredited analyst will be utilised to undertake the necessary air testing including the 4 stage clearance process.
- A close down file will be prepared including all relevant information concerning the project, including specification, plan of work, ASB5,

consignment notes, air test certificates, site inspection and area checks and will be retained in the project's Health and Safety File.

- The Compliance Team will ensure that the Asbestos Register is fully updated following removal

10 Performance Management

The following key performance indicators are reported to East Devon District Council's Leadership team & Housing Review Board –

- Number of blocks & communal areas with a valid asbestos inspection (Yearly)

These key performance indicators are also used to monitor the contractors performance along with contract specific performance indicators which are reviewed at operational contract meetings.

11 Policy Administration

Appendices and other relevant information

Appendix 1 - Management of Specific Materials in non domestic areas

The **general** policies of managing each type of ACM identified are outlined as follows:

Asbestos Insulation – Sprayed

- Where practicable, removal will be undertaken using licensed contractors. Alternatively, the insulation will be thoroughly encapsulated using licensed contractors or area isolated/sealed off.
- Where asbestos sprayed insulation products are to be managed in situ, regular condition audits will be undertaken using the East Devon District Council's Asbestos Consultant. The frequency of inspection will be determined by the individual RAS score
East Devon District Council will arrange for their preferred Asbestos Consultant to source a UKAS accredited analyst to undertake reassurance air testing on at least an annual basis, or as determined by the RAS.

Asbestos Insulation – Thermal

- Where practicable, removal will be undertaken using licensed contractors. Alternatively, the insulation will be thoroughly encapsulated, where appropriate, using licensed contractors or area isolated/sealed off.
- Where asbestos thermal insulation products are to be managed in situ, regular condition audits will be undertaken using the East Devon District Council's Asbestos Consultant. The frequency of inspection will be determined by the individual RAS score.

Asbestos Coatings

- Where practicable, removal will be undertaken using suitably trained contractors. Alternatively, the asbestos coatings will be thoroughly encapsulated using licensed contractors or area isolated/sealed off.
- Where asbestos coatings are to be managed in situ, regular condition audits will be undertaken using the East Devon District Council's Asbestos Consultant. The frequency of inspection will be determined by the individual RAS score.

Asbestos Insulation Board

- Where practicable and appropriate, removal will be undertaken using licensed contractors. Alternatively, the asbestos insulating boarding will be thoroughly encapsulated, where appropriate, using licensed contractors or area isolated/sealed off.
- Where asbestos insulating boarding is to be managed in situ, regular condition audits will be undertaken using the East Devon District Council's Asbestos Consultant. The frequency of inspection will be determined by the individual RAS score but will be to a minimum of annually.

Cement

- Annual condition audits of all asbestos cement materials, using the Asbestos Consultant or other competent person.

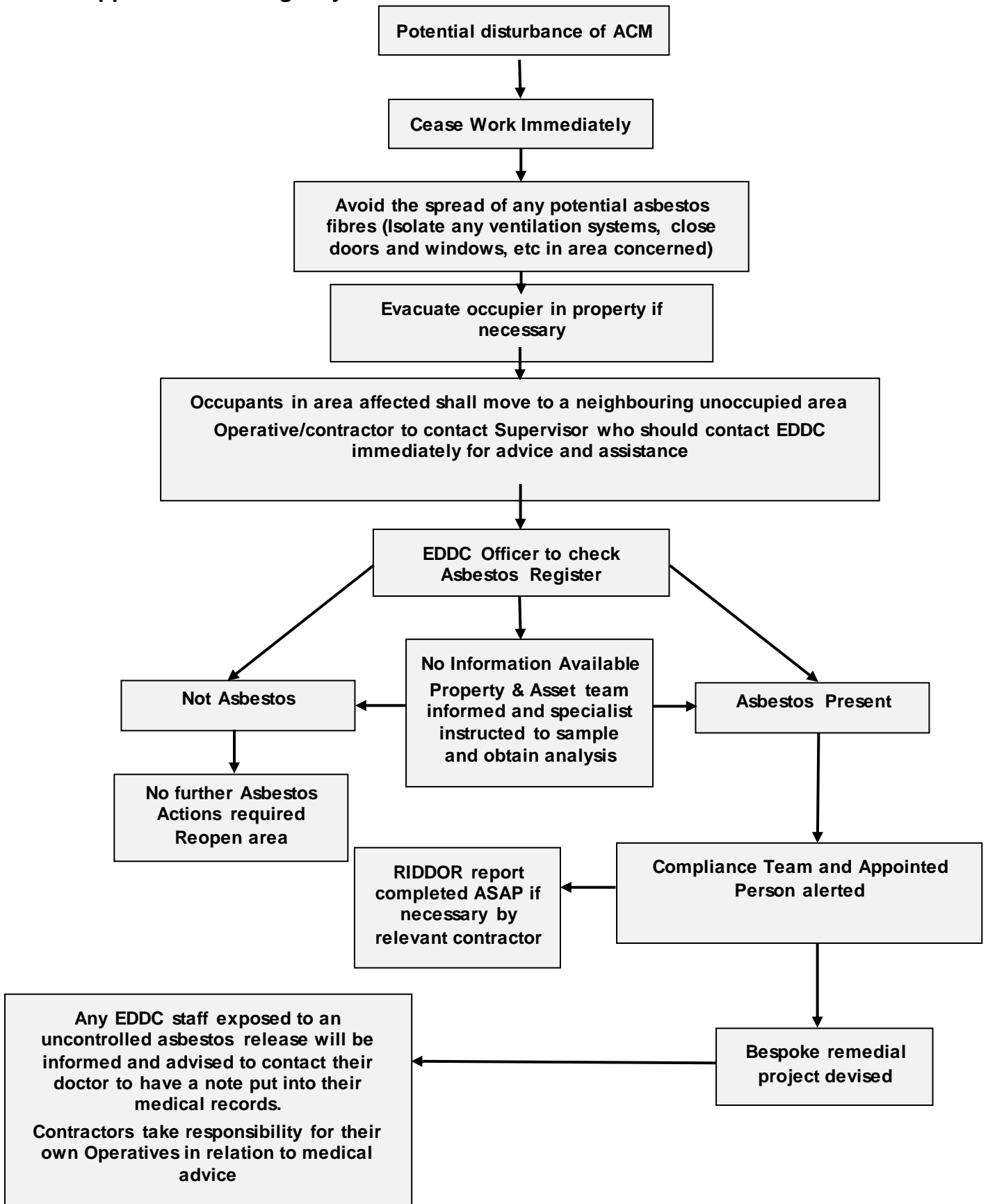
Textile Products (non insulating)

- Annual condition audits of all asbestos textile products, using the Asbestos Consultant or other competent person.

Composite Materials

- Annual condition audits of all asbestos composite materials, using the Asbestos Consultant or other competent person.

Appendix 2 - Emergency Procedures



Links related Policies/Strategies, Procedures and Legislation

- The Control of Asbestos Regulations 2012
<http://www.legislation.gov.uk/uksi/2012/632/contents/made>
- The Health & Safety at Work Act 1974 -
<http://www.legislation.gov.uk/ukpga/1974/37/contents>
- The Management of Health & Safety at Work Regulations 1999 -
<http://www.legislation.gov.uk/uksi/1999/3242/contents/made>
- The Asbestos Survey Guide -
<http://www.hse.gov.uk/pubns/priced/hsg264.pdf>
- A Comprehensive Guide to Managing Asbestos in Premises -
<http://www.hse.gov.uk/pubns/priced/hsg227.pdf>
- Asbestos Essentials Task Manual -
<http://www.hse.gov.uk/pubns/guidance/a0.pdf>
- The Licenced Contractors Guide -
<http://www.hse.gov.uk/pubns/priced/hsg247.pdf>

Standards

- Consumer Standards (Home Standard)

Data Protection

b) The collection and use of tenant's personal data will not exceed that agreed to in their tenancy agreement

The [EDDC Data Protection Policy](#) provides further information on how we store and use personal information.

The following privacy notice(s) provide further information on how we will use tenant's personal data, how it is gathered, and how long we will retain this information, and what rights tenants have in relation to this.

Property and Assets - Completion of programmed, servicing and cyclical works

All our privacy notices can be found on the EDDC website (<https://eastdevon.gov.uk/access-to-information/data-protection/privacy-notices/>)

Policy consultation

Housing Review Board

Policy review

September 2026 by the Compliance & Cyclical Servicing Manager

Report to: Housing Review Board

Date of Meeting 2ND November 2023

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A



Key Performance indicators and Compliance Quarter 2, 2023

Report summary:

The attached presentation, Key Performance indicator dashboard and Compliance dashboard present our performance at quarter 2.

A presentation which also be available on the day which will summarise the quarter 2 performance and actions being taken to improve performance where we are not achieving target.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

The Housing Review Board receives the report and our performance at quarter 2, 2023.

Reason for recommendation:

To ensure the Housing Review Board have assurance around service delivery, performance and compliance with our health & safety responsibilities. To enable the Board to scrutinise and challenge the performance of the housing service.

Officer: Yusef Masih – Interim Operations Manager

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

.

Link to [Council Plan](#)

Priorities (check which apply)

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

Financial implications:

There are no direct financial implications identified in the report.

Legal implications:

There are no legal implications.

Housing Service Performance Quarter 2



















































(as at 30-Sep-2023)

● Within Target, ● Close to Target, ● Outside Target, 📊 Cumulative Measure, ⬇️ Minimum Target, ⬆️ Maximum Target

TABULAR SUMMARY 2023/24






















































PI Code	Performance Indicator	Final 2022/23	Q1 (Apr-Jun)	Q2 (Jul-Sep)	Q3 (Oct-Dec)	Q4 (Jan-Mar)	Year To Date	2023/24 Target	Top Quartile	Comments
INCOME MANAGEMENT										
IM01	% of rental income for all dwellings that was collected	100.2	● 99.4	● 100.09	N/A	N/A	● 100.09	98 ⬇️	100.48	Quarter 2 performance (100.09%) has improved on quarter 1 (99.4%) and is within target
IM02	% of rental income for general needs housing that was collected	100.31	● 99.11	● 100.01	N/A	N/A	● 100.01	98 ⬇️	100.83	Quarter 2 performance (100.01%) has improved on Quarter 1 (99.11%) and is within target
IM03	% of rental income for sheltered housing that was collected	99.97	● 99.99	● 100.26	N/A	N/A	● 100.26	98 ⬇️	101.56	Quarter 2 performance (100.26%) has improved on quarter 1 (99.99%) and is within target
IM04	Rent arrears of current and former tenants as a % of annual rent debit	2.04	● 1.99	● 1.87	N/A	N/A	● 1.87	2.53 ⬆️	3.16	Quarter 2 performance (2.08%) has slightly declined on quarter 1 (2.05%) but is still within target
IM05	Rent arrears of current tenants as a % of annual rent debit	1.64	● 1.6	● 1.41	N/A	N/A	● 1.41	1.82 ⬆️	2.18	Quarter 2 performance (1.71%) has slightly declined on quarter 1 (1.67%) but is still within target
IM06	Rent arrears of former tenants as a % of annual rent debit	0.4	● 0.39	● 0.46	N/A	N/A	● 0.46	0.65 ⬆️	0.72	Quarter 2 performance (0.37%) has improved on quarter 1 (0.39%) and is within target
IM07	Rent arrears of current general needs tenants as a % of annual rent debit	2.02	● 1.97	● 1.75	N/A	N/A	● 1.75	2.5 ⬆️	3.51	Quarter 2 performance (2.12%) has slightly declined on quarter 1 (2.05%) but is still within target
IM08	Rent arrears of current sheltered tenants as a % of annual rent debit	0.86	● 0.85	● 0.71	N/A	N/A	● 0.71	1.2 ⬆️	1.32	Quarter 2 performance (0.86%) has improved on quarter 2(0.88%) but is still within target
IM09	% of rent lost through properties becoming vacant	3.31	● 6.25	● 4.01	N/A	N/A	● 4.01	2.5 ⬆️	0.9	Quarter 2 performance (3.87%) has improved on quarter 1 (6.2%) Rent lost in quarter 2 has improved by 2.35% Improvement plan on voids is in place which included a full review of the complete void process and realigning of KPIs to support this work. This continues to be monitored closely and performance continues to improve.
IM12	Rent written off for all dwellings as a % of rent debit	0.04	● 0.1	● 0.18	N/A	N/A	● 0.18	0.1 ⬆️	3.4	Quarter 2 performance (0.18%) has increased on quarter 1 (0.1%) and is close to target (0.1%) A large amount of write offs went through for quarter 2 which we have been trying to chase for a few years. Having finally exhausted all recovery avenues these have been written off.
IM13	% of rental income for all garages that was collected	100.49	● 99.86	● 99.48	N/A	N/A	● 99.48	99 ⬇️	-	Quarter 2 performance (99.48%) has slightly declined on quarter 1 (99.86%) but is within target










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IM14	Rent arrears of current and former garage tenants as a % of annual rent debit	1.18	 1.32	 1.24	N/A	N/A	 1.24	2		-	Quarter 2 performance (1.5%) has slightly increased on quarter 1 (1.36%) but is within target
IM15	% of rent lost through garages becoming vacant	0.34	 0	 0	N/A	N/A	 0	-		-	Nil garages vacant
ASSET MANAGEMENT											
AM01	% of routine repairs completed within target	79.06	 72.72	 71.71	N/A	N/A	 72.19	90		95	Quarter 2 performance (71.25%) has slightly declined on quarter 1 (72.67%). Both Liberty and Ian Williams performance ranges between 65% and 70%. Systems improvement are in progress to ensure data is being correctly transferred from contractors. We would expect to see a performance improvement by end of QTR 3. Improvement plan being developed
AM02	% of emergency repairs completed within target	80.17	 63.2	 71.57	N/A	N/A	 67.55	100		100	Quarter 2 performance (71.98%) has improved on quarter 1 (63.2%). Both Liberty and Ian Williams performance ranges between 60 to 82%. We will be working closely with IWS to understand the issues around emergency repairs in order to see a performance improvement by end of October. Improvement plan being developed.
AM03	% of repairs outstanding and overdue	41.24	 43.5	 58.23	N/A	N/A	 58.23	5		-	Quarter 2 performance (57.05%) has declined on quarter 1 (43.66%) The performance for this KPI across both contracts is a major concern and continues to show a downturn. An improvement plan for both Ian Williams and Liberty is being developed
AM04	% of gas servicing carried out within 12 months of previous service	99.9	 100	 100	N/A	N/A	 100	100		100	All gas services have been completed within target
AM05	Average SAP rating (energy efficiency) of Social Housing rental dwellings	67.62	 67.62	 68	N/A	N/A	 68	-		73.02	Annual figure, will be provided on completion of Stock Condition survey. Average rating of 67.62 is taken from a desktop study carried out in 2019
AM06	% of social housing rental stock failing to meet the decent homes standard	No Data	 No Data	 24.93	N/A	N/A	 24.93	-		-	3606 Decent Home assessments have been carried out to date with 899 (25%) failing Decent Homes.
AM07	Number of dwellings taken out of management	6	 6	 9	N/A	N/A	 9	N/A	-	-	9 properties taken out of management due to long term reasons for properties not being lettable.
AM08	Number of garages taken out of management	367	 371	 378	N/A	N/A	 378	N/A	-	-	378 garages set as unavailable to let this status is due to potential development on garage sites and or the garages being in need of substantial repair.
AM09	% of garages vacant and available to let	0	 0	 0	N/A	N/A	 0	1		-	Nil garage available - within target
AM10	% of garages vacant and not available to let	0	 0	 0	N/A	N/A	 0	-		-	Nil garages not available - within target
AM11	% satisfaction with completed day to day repairs	94.18	 90.16	 0	N/A	N/A	 90.16	85		92.65	This indicator is in development

AM12	% satisfaction with planned works	-			N/A	N/A		85		-	This indicator is in development
AM13	Number of dwellings in Housing stock	4,177			N/A	N/A		N/A	-	-	2 properties sold since the end of Q1 2023-24
AM14	% of stock condition surveys completed	No Data			N/A	N/A		-		-	4334 completed so far out of 5409
AM15	Ian Williams WIP (Work In Progress)	1,016			N/A	N/A		850		-	Quarter 2 performance (1905) has declined further on quarter 1 (1506) This is primarily owing to the demands placed on our service and the condition of our stock. Improvement plan is being developed
AM16	Number of new build homes	0			N/A	N/A		30		-	There will be no new build EDDC properties in 2023/24 as we do not have planning permission yet
AM17	Number of affordable homes delivered	181		No Data	N/A	N/A		N/A	-	-	4 Shared ownership homes have completed in Ashworth Place Mossbayne with Aster Housing in Q2.
AM18	Number of acquisitions	3			N/A	N/A		N/A	-	-	Purchases in the pipeline 65 Whitebridges Honiton, 2 Kendall House Honiton, 20 Ladymead Sidmouth, 4 Spencer Court Ottery St Mary and 19 Marpool Cresc Exmouth
AM19	Number of completed RTB sales	32			N/A	N/A		N/A	-	-	5 right to buys completed to date
AM20	Number of open Damp & Mould jobs	53			N/A	N/A		-		-	Quarter 2 performance (367) has only slightly improved on quarter 1 (370) An issue has arisen regarding the completion stages of Damp and Mould jobs we are investigating this matter with our contractors, ensuring that they accurately close down these jobs upon completion to provide an accurate representation of the status. Improvement plan being developed
TENANCY MANAGEMENT											
TM01	% of self contained dwellings vacant and available to let	0.46			N/A	N/A		0.5		0.33	Quarter 2 performance (0.65%) is in line with quarter 1 (0.65%) Percentage figure equates to 27 properties
TM02	% of self contained dwellings vacant and not available to let	3.38			N/A	N/A		1.5		0.32	Quarter 2 performance (2.9%) has improved on quarter 1 (3.59%) 120 properties are currently going through the void process that are not yet ready to let
TM03	Average days to relet a social housing rental dwelling (Standard)	194.68			N/A	N/A		78		29.6	Quarter 2 performance (245.3 days) has declined further on quarter 1 (212.21 days). This is as expected due to the increase in the longer term voids now coming back into the system and being let. Improvement plan in place (a) internal void management process across the Housing service, (b) contractor void performance action plan
TM04	Number of ASB cases reported	45			N/A	N/A		N/A	-	-	17 cases reported to date - this indicator is being validated with the identification of cases being clarified

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TM05	Number of evictions	 4	 0	 4	N/A	N/A	 4	0 	-	2 evictions. one garage for rent arrears and one empty property where tenant went into nursing home but had no capacity to end the tenancy, so we had to go through the court process to get the property back.
TM06	% of tenancy visits completed	0.03	 0.13	 9.63	N/A	N/A	 9.63	- 	-	Quarter 2 performance (9.63%) has improved on quarter 1 (0/13%) however is well below the numbers required to date. An improvement plan is being developed
TM07	Number of current Decants	No Data	 13	 9	N/A	N/A	 9	N/A	-	9 Decants in place in quarter 2 which has improved on quarter 1 (13)
TM08	% of 6 monthly Estate Inspections completed	 0	 4.31	 36.76	N/A	N/A	 36.76	100 	-	The Estates team are required to complete 2 estate wide inspections each year with 1 in both halves of the year. The first set of estate inspections are underway and will be completed by end of Oct however these are outside of the 6 month period. An improvement plan is being developed
TM09	Number of current void dwellings	159	 176	 147	N/A	N/A	 147	- 	-	147 at end of quarter 2 and is continuing to improve from a peak of 184 at the end of May.
HOUSING ALLOCATIONS & OPTIONS										
HA01	Number of properties ready to let	19	 27	 27	N/A	N/A	 27	N/A	-	Of the 27 Properties, 14 had a TSD, 5 under offer, 1 re-advised and 7 at shortlisting.
HA02	Number of properties allocated (including mutual exchanges)	 247	 60	 116	N/A	N/A	 176	N/A	-	116 properties allocated in quarter 2 which is nearly double that of quarter 1 (60)
HA03	Number of residential tenancies terminated	 320	 77	 94	N/A	N/A	 171	N/A	-	94 tenancies terminated in quarter 2 which has increased on quarter 1 (77)
HA04	Number of households on the waiting list	5,374	 5,449	 5,731	N/A	N/A	 5,731	N/A	-	Quarter 2 performance (5,738) shows a 5.3% percentage increase since the end of Q1
BUSINESS MANAGEMENT										
BM01	Average number of working days per person lost through sickness	 23.54	 21.96	 8.65	N/A	N/A	 8.65	8.5 	7.9	Quarter 2 performance (7.15 days) has improved on quarter 1 (21.96 days). Performance to date (7.15 days) is within target
BM02	% of employee PERS completed	 89.22	 66.91	 85.4	N/A	N/A	 85.4	100 	-	There were 137 PERS in total and 117 have been completing with 20 overdue
BM03	% satisfaction with the way your complaint was dealt with	16.3	 16.3	 16.3	N/A	N/A	 16.3	85 	-	Result taken from March 23 Tenant Satisfaction Survey. Improvement plan underway
BM04	% of complaints responded to and closed within 20 days	39.69	 31.25	 14.29	N/A	N/A	 23.33	100 	95.6	August complaints - 15 in total; 3 completed in 20 days 8x Repairs 7x Estate Management. Improvement plan being developed

BM05	% of calls answered within 1 minute	46.58	 53.63	 53.65	N/A	N/A	 53.64	80 	74.5	Quarter 2 performance (53.65%) is in line with quarter 1(53.63%). An improvement plan is being developed
BM06	Number of accidents reported	3 	 0	 0	N/A	N/A	 0	0 	-	Nil accidents reported to date

Housing Service Performance

● Within Target, ● Close to Target, ● Outside Target

COMPLIANCE KPIs, 30 September 2023							
Compliance Area	PI Code	Performance Indicator	Risk	Target Number	Number Compliant	Total Overdue	Management Comment
Asbestos	BS03	Number of blocks & communal areas with a valid asbestos inspection (Yearly)		143	143	0	● Within Target We have 143 communal areas that require an asbestos inspection annually and these are all within target
Electrical Systems (contracted maintenance)	ET01(a)	Number of properties with a valid electrical inspection certificate (EICR - 5 yearly)		4176	3709	467	● Close to Target We have 4,176 properties that require a 5 yearly electrical inspection; we have completed 3709 & 467 are outside the 5 year period (see separate board report - Electrical Safety update). We have procured a new contract & full compliance will be reached in November 2023 (albeit no access issues)
	ET01(b)	Category 1 & Category 2 actions arising from an unsatisfactory EICR (residential dwellings)	C1 (point of test)	31	31	0	● Within Target We had 31 Category 1 actions and all of these have been completed at the point of testing. 1493 were outstanding and overdue and these are due to be completed by 30 April 2024 - work has commenced (see separate Board report Electrical safety update)
			C2 (urgent)			1493	● Close to Target
	ET02(a)	Number of distribution boards in communal areas with a valid electrical inspection certificate (EICR - 5 Yearly)		160	160	0	● Within Target Within target, all complete
	ET02(b)	Category 1 & Category 2 actions arising from an unsatisfactory EICR (communal areas)	C1 (point of test)	0	0	0	● Within Target We had zero Category 1 actions.
C2 (urgent)					0	● Within Target We have no outstanding C2 actions	
Fire Risk Assessment	BS02(a)	Number of blocks & communal areas with a valid fire risk assessment (Yearly)		143	143	0	● Within Target All Fire risk assessments are in place for all communal areas, community centres & district offices. We have just commissioned a new round of Fire Risk Assessments.
	BS02(b)	Actions arising from fire risk assessments	High	1	N/A	1	● Close to Target We have 1 new high risk action identified on the latest round of FRA's which relate to the fire strategy & the alarm system to Lymebourne House. Upon being notified of this, we have arranged for Tamar to quote for a new fire alarm system. DSFR have conducted a joint to site with EDDC & we have implemented an interim fire strategy to mitigate the risk whilst the alarm can be replaced. Contractor has confirmed alarm to be installed w/c 13th November 2023, we are however pushing for a date sooner.
			Medium	480	210	197	● Close to Target We have commissioned a new round of fire risk assessments with FCS Live across all our blocks. We have implemented a fire door inspection programme across all our blocks, the contract includes remedial works as required: Our door inspection programme is on site: our inspection regime is line with statutory regulations. We carry monthly fire safety inspections in all of our blocks & enforce a zero tolerance policy items stored/left in communal area. We are currently have a major fire safety project on site across a number of blocks to upgrade issues identified in the fire risk assessments - a further programme will be rolled out within the next 12 months. Our flats all have a FD30s entrance door installed. We work closely with Devon & Somerset Fire & Rescue Service & who have reviewed our position & have verified & agreed our approach to address the issues identified. We are meeting with DSFR to review the programme & priorities with the next phase of the fire improvement works. We will then progress with the procurement of these works to address the outstanding actions. Work is currently being undertaken on site & is due to complete by end of Septemeber which will address a number of actions relating to the construction. The outstanding actions are currently work in progress, these actions have only just become overdue at the end of August/September.
Low (Recommendations)	196	139	0	● Within Target The recommendations primarily relate to doors which are being addressed as part of our overarching fire door inspection. items defined as recommendations are being addressed by future upgrade programme works in line with timescales discussed with Devon & Somerset Fire & Rescue.			
Fire Protection Systems (contracted maintenance)	FP01	Number of domestic fire doors with a valid inspection		22	22	0	● Within Target We have one inscope building which is generally 4 stories with a small section deemed as being 5 story - therefore in scope. There are 22 flat front entrance fire doors which have all been inspected
	FP02	Number of communal fire doors with a valid inspection.		12	12	0	● Within Target We have one inscope building which is generally 4 stories with a small section deemed as being 5 story - therefore in scope. There are 12 communal fire doors which have been inspected.
Gas Safety (contracted)	BS01	Number of homes that have a valid gas safety check (GSR)		3134	3134	0	● Within Target 100% compliant

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maintenance)		check (LGR)				
Lifting Equipment (contracted maintenance)	BS05	Number of blocks with a valid lift inspection certificate (LOLER)	7	7	0	● 100% compliant
				(6%)	-	
Smoke & Carbon Monoxide Alarm Regulations 2022	SM01	Number of properties with a co detector (in development)	3291	3291	0	● We have 3291 properties which require a CO detector, all properties have adequate detection installed.
	SM02	Number of properties with a smoke detector (in development)	4176	4176	0	● We have 4176 properties which require smoke detection, all properties conform to a minimum LD3 Standard.
Water Management (contracted maintenance)	BS04	Number of blocks & communal areas that have a valid legionella risk assessment	21	21	0	● All blocks have a legionella risk assessment which have been reviewed bi-annually in line with Statutory Legislation. These sites are tested monthly & flushed weekly.

Report to: Housing Review Board



Date of Meeting 2nd November 2023

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Housing Revenue Account & Housing Capital Finance 23/24 Update to End August 2023

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 2023/24 financial year. Work is ongoing regarding staffing structures, once these are completed and approved the results will be reflected in the next finance report to Housing Review Board.

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 update is noted by the Housing Revenue Board.

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 – Accountant, rward@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; Risks have been considered in preparing the predictions and the financial implications have been assessed at the point of preparation. Various budget assumptions have been made in forecasting the outturn positions. For the current period the use of available reserves are mitigating the deficit position but this isn't sustainable in the long term.

Links to background information <https://eastdevon.gov.uk/council-and-democracy/council-business/our-finance/financial-information-2023-24/>

Link to [Council Plan](#)

Priorities (check which apply)

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

1 Opening Position

The current opening position of the HRA for the financial year 23/24 is as follows;

HRA Reserves	£m
Revenue Reserves	(12.472)
HRA Balance & Volatility Reserve	(4.702)
Capital Development Fund	(2.923)
Property & Assets Reserve	(4,723)
Housing Services Reserve	(0.124)
Capital Reserves	(5.731)
Ring Fenced RTB Capital Receipts	(5.731)

..

2 Forecast Outturn at End August 2023 – Budget Adjustments

The following table shows the original budget set for the year and any supplementary estimates approved to date affecting the HRA position.

HRA Position	£m	F/A
Original Budgeted Surplus	(0.268)	
Approved Staff Budget Variations during reporting period	0.241	A
Additional GF funding for Housing Complaints Officer	0.034	A
Remit Zero Pilot – confirmed no grant funding to be recd	0.475	A
Revised Budgeted Deficit (1)	0.482	

Known additional items to be included in the budget in Q2 once agreed/values known;

- Additional funding for HR Support - £0.018m per annum in 23/24 and 24/25
- Senior ASB officer - £TBC

3 Income to End August and associated losses

Income was increased on rents by 7% and all other service charges by 3% in 2023/24. The year to date amounts and projections can be seen below. Lost rent due to voids continues to be above the budgeted levels and will add an additional £0.5m to the in-year deficit if it continues at the current level.

9AC - Level 9					
Account Code	9AN - Level 9 Account Name	Sum of Actuals	Sum of Budget	To Sep Variation	YE Variation
6133	Voids Lost Rent	456,961	250,040	206,921	496,612

The knock on effect of voids/significant planned works is the requirement for emergency accommodation/decants for tenants. The current figures to End August are shown below and currently sit within Estate Management – A new cost centre for decants has been set up since, so that it does not directly affect estate management raising orders etc.

	€ YTD					Grand Total
	1	2	3	4	5	
Supplies & Services	-3,032	6,587	5,549	12,138	1,817	23,059
A & A Maclean	8,075		10,766			18,841
SIDMOUTH COTTAGES	2,720	595	5,695	1,700	5,440	16,150
MORGANS REMOVALS			4,062	2,145	7,668	13,874
EXMOUTH HOLIDAY HOMES		4,780	5,553	1,600	1,129	13,062
QUEST INNS LTD	1,667	1,667	1,667	4,983		9,983
HALCYON LANDSCAPES LTD	6,060		2,924		720	9,704
Ladram Bay Holiday Park				7,599		7,599
DEVONCOURT HOTELS LTD					6,875	6,875
MANOR HOTEL	3,548	3,062				6,610
HAPPY HOLIDAY DOGS		691	2,464	1,232	1,540	5,927
EATON-TERRY CLARK LTD	1,875	778				2,653
AXE VALE CARAVAN PARK					1,876	1,876
Grand Total	20,913	18,159	38,679	31,398	27,064	136,214
Forecast to YE @ equivalent Rate						326,913
Annual Budget						-37,240
Contribution to Deficit						289,673

4 Employee Costs to Q1 – Savings v Agency

The below table shows the current interaction between staff cost savings due to vacant posts (including the additional budget mentioned in 1) and the current level of agency + consultants fees at End August across the HRA. Should these continue at the same levels there will be a £97k impact on the deficit.

9AC - Level 9 Account Code 9AN - Level 9 Account Name		YTD		
		Sum of Actuals	Sum of Budget	Sum of Diff
0100	Salaries	1,187,704	1,445,624	-257,920
0260	Ni Ers Rev Exp	119,128	143,661	-24,533
0280	Superannuation Ers	243,973	281,736	-37,762
0500	Recruitment Advertising	8,670	440	8,230
0501	Recruitment Finders Fee	11,701		11,701
3290	Agency & Consultants	340,607		340,607
		1,911,783	1,871,461	40,322
Forecast YE @ Equiv Rates - contribution to Deficit				96,772

5 IAMC Contract

Repairs

The below table shows the position of the IAMC contract repairs cost centres to the end of August. In the two months from Q1, PPP Exclusions costs amounted to £380k, using a ytd average projection this would cause a deficit impact of £0.588m which when combined with Disrepair costs equates to £0.809m.

Rep Cat 4	YTD Actuals	Annual Budget	Residual budget	4Cast Actuals	Annual Budget	Est Impact	Comment
1 PPP Inclusions	703,205	1,638,288	-935,083	1,687,691	1,638,288	49,403	Small variation in budgeted monthly charge v actual
2 PPP Exclusions	449,332	490,000	-40,668	1,078,396	490,000	588,396	Assumed ytd rate continues to YE
3 Rechargeable Works	7,364	0	7,364	0	0	0	Assumed income received for works
4 Utilities Repairs	76,027	50,000	26,027	50,000	50,000	0	Actuals to be moved to Planned CC - Electrical Ctrct
5 Insurance Claims	85,154		85,154	0		0	To be reviewed an reallocated to Planned Maint
6 Minor Works	7,281	10,340	-3,059	17,474	10,340	7,134	
7 Disrepair	66,467	0	66,467	159,521	0	159,521	No budget allocated at YE
8 Other	28,240	22,770	5,470	28,240	22,770	5,470	
	1,423,069	2,211,398	-788,329	3,021,322	2,211,398	809,924	

VOIDs

Voids has also seen a large cost increase since Q1 leaving only £0.292m of residual budget. In the prior year an additional £0.3m of budget was allocated, if we assume this to be consistent then the overall impact of the IAMC to the deficit is £1.109m.

Rep Cat 4	1	2	3	4	5	TOTAL
1 Voids	139,835	25,490	60,334	456,420	324,951	1,007,032
Annual budget (additional £0.3m reallocated last year for £1.6m total)						1,300,000
Residual budget						292,968

The above issues as described will have the following impact on the deficit, of which are funded by available reserves.

HRA Position	£m	F/A
Revised Budgeted Deficit (1)	0.482	
Forecast Lost rent due to Voids	0.497	A
Forecast Emergency Accommodation/Decants	0.289	A
Employee Agency v Salary Savings	0.097	A
IAMC Repairs and Voids	1.109	A
Revised Budgeted Deficit (2)	2.474	

6 Planned Maintenance, Cyclical Servicing & Compliance

The below table shows the current YTD actuals v budgets (using an equal annual spread over 12 months) to Q1 for non-employee expenditure. The current working assumption is that all non-employee costs will be reallocated and utilised in the remainder of the year.

			YTD				
Rep Cat 1	Rep Cat 2	Rep Cat 3	Sum of Actuals	Sum of Budget	Sum of Diff	Annual Budget	Residual Budget
2 EXPENDITURE	1 Repairs And Maintenance - General	1 Responsive Maintenance	204,066	34,810	169,256	83,110	120,956
		2 Annual Programmed Maintenance	1,164,657	558,210	606,447	1,339,760	-175,103
	2 Repairs And Maintenance - Special	1 Compliance	297,739	337,010	-39,271	808,600	-510,861
		2 Other	237,823	403,957	-166,133	969,440	-731,617
	3 Supervision And Management	2 Supervision And Mgt Special	129,495	140,920	-11,425	244,660	-115,165
	4 Other Expenditure	1 Other Exp non Sewerage	63,324	58,810	4,514	72,390	-9,066
		2 Sewerage	4,519	17,780	-13,261	45,740	-41,221
5 Capital Charges & Bad Debt	3 Major Repairs Expenditure	142,052	2,631,710	-2,489,658	2,456,710	-2,314,658	
2 EXPENDITURE Total			2,243,675	4,183,207	-1,939,532	6,020,410	-3,776,735
3 FINANCING	4 MIRS	5 Cont to Capital	0	366,690	-366,690	880,000	-880,000
3 FINANCING Total			0	366,690	-366,690	880,000	-880,000
4 CAPITAL	2 HRA Capital Programme	Mjr Improv/Ext Existing Prop	943,417	150,000	793,417	150,000	793,417
		Refurb Manor Close Seaton	20,738		20,738	0	20,738
		Re-Roofing	6,261		6,261	0	6,261
		Social Serv Adaptations	52,076	250,000	-197,924	250,000	-197,924
	3 HRA Capital - FRA Works	Fra Capital Works	491,285		491,285	0	491,285
4 HRA Capital - 2020 Specific	Capital Grants Hsg	413,966		413,966	0	413,966	
4 CAPITAL Total			1,927,744	400,000	1,527,744	400,000	1,527,744
Grand Total			4,171,419	4,949,897	-778,478	7,300,410	-3,128,991

7 Capital Program Position

The position as at end August is as above with retrofit catch up works relating to the Green Homes grant funding, Major project works and FRA Capital works driving the capital expenditure of £1.96m with an annual budget of £0.5m.

4 RTB Sales have gone through in the period, contributing approx. £150k of funding, therefore there is a current revenue contribution requirement of £1.311m compared to a budget of £0.88m. It is assumed the deficit of £0.43m and any associated future spending will be reallocated from other programmed maintenance areas.

8 Right to Buy Sales & Replacement Program

A single purchase was made in the period funded 60% Capital Dev Fund and 40% RTB Receipts.

Rep Cat 3	Actuals
3 Redwood Close, Exmouth	387,250

£0.27m was added from RTB Sales to the ring fenced capital receipts for replacement resulting in;

- Ring Fenced RTB Capital Receipts increase to £5.846m (£5.731+£0.270-£0.155)
- Capital Development Fund reduction to £2.691 (£2.923-£0.232)

Financial implications:

The financial implications are considered within the body of the report. The forecast deficit position is funded by reserves/underspends in previous years, but this position needs to be carefully monitored as it is not sustainable in the long term.

Legal implications:

There are no legal implications on which to comment.

Report to: Housing Review Board



Date of Meeting 2nd November 2023

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Electrical Compliance

Report summary:

To provide an update to the Housing Review Board on our position in relation to electrical compliance

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

1. For the Board to note the revision of the Electrical Safety Policy
2. The Board to have oversight of the Housing Services' Compliance & Electrical Safety policy and procedures.

Reason for recommendation:

To ensure high level governance & oversight of compliance

Officer: Michelle Davidson – Compliance & Cyclical Servicing Manager

Portfolio(s) (check which apply):

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

Equalities impact Low Impact

Climate change Low Impact

Risk: Medium Risk; Non-compliance with Electrical Safety poses a risk to tenant's & the Council; this however is being managed through our electrical recovery plan as outlined in this report.

Links to background information [Housing Review Board 15th June 2023](#)

[Link to Council Plan](#)

Priorities (check which apply)

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

Report in full

1. East Devon District Council currently has a housing stock of 4176 properties, which are managed by Housing's Property & Asset team. The properties are a mixture of sheltered & general needs across the East Devon District.
2. The Compliance & Cyclical Servicing team are responsible for ensuring the Council's Housing stock is compliant with statutory legislation & ensuring we deliver better homes & communities for all.
3. On 15th June 2023 the Housing Review Board were alerted to non-compliance regarding electrical safety & were presented with our performance indicator dashboard & a summary on findings & actions in place to address non-compliance.

Electrical Testing

4. As previously advised, upon review of electrical testing, the five-year periodic inspection regime had not been re-procured in a timely manner which unfortunately led to a delay in the re-testing of our stock. Following the review, a new contract with our previous contractor The Dodd Group, was re-procured & testing recommenced in June 2023 with a full recovery programme put in place to ensure full compliance with five-year periodic testing. We had hoped to achieve full compliance by the end of September 2023 however due to a high volume of no accesses this has impacted the recovery programme.
5. As at 15th June 2023, 531 Electrical Periodic Inspections were overdue from 2022 – 2023 testing year. The Dodd Group have already been able to access 457 properties to carry out the required testing with 74 non-compliant properties still to be accessed. We are currently working through our no access procedure with The Dodd Group to gain access the 74 overdue properties.
6. We have prioritised the overdue tests from 2022-2023, therefore a number of properties which were due to have their five-year electrical periodic inspection this year have become overdue. The Dodd Group have commenced testing on these properties which are overdue since April 2023. We initially prioritised properties which were Sheltered however the Dodd Group are now working through all remaining properties which are due to have their test carried out this financial year with 270 properties currently non-compliant, the number continues to reduce.
7. Full compliance with five-year periodic inspection/testing should be reached by beginning of November 2023 however this is subject to The Dodd Group gaining access to tenant's properties on first access attempt.
8. The Compliance Surveyor (Services) is monitoring the contract closely with the Dodd Group through weekly meetings & information sharing & formal operational meetings are held regularly.

Electrical Remedials

9. Following a thorough review of the overdue electrical testing, a volume of repairs were identified. Through a number of procurement exercises, these repairs have been issued to Elite Electrical & The MD Group to undertake the work to ensure The Dodd Group are able to focus on the testing programme.
10. Elite are working through the remaining 145 properties with outstanding remedials from Year 3 & these will have completed by 25th November 2023, albeit any no access issues.
11. The MD Group are working through the remaining 75 properties with outstanding remedials from Year 4 & 427 properties from Year 5. Year 4 is due to complete by December 2023 & Year 5 by March 2024, albeit no access issues. Unfortunately due to a procurement issue the award of the contract for Year 5 was delayed however this has been resolved & the contract was awarded to the MD Group.
12. All communal buildings are now fully compliant.

Monitoring

13. A root cause analysis was carried out by the Assistant Director of Housing to investigate the failings & to ensure measures were in place to provide greater assurance going forward. As part of this root cause analysis external legal advice was sought. Following receipt of the legal advice East Devon District Council self-referred to Social Housing Regulator for non-compliance with the Consumer Standards – electrical safety.
14. We are currently working closely with the Social Housing Regulator whilst we regain compliance & are in regular contact with them with regards to our position. They are providing support and guidance which is strengthening our position further.
15. High level weekly monitoring of compliance with electrical safety is undertaken between the Assistant Director of Housing & The Compliance & Cyclical Servicing Team Manager, this is also reported to the Senior Management Team & The Portfolio Holder for Homes and Communities.
16. We have reviewed our approach to monitoring compliance & to ensure a high level of Governance we have implemented a newly defined compliance dashboard. This dashboard is presented to leadership who have full oversight of all areas of compliance. The new dashboard is assisting the Compliance team operationally to ensure that we are able to monitor progress with compliance more effectively.
17. A log of all current contracts, their end date & what action is being taken to re-procure these is now presented to Leadership to ensure they have greater oversight.

Summary

18. Overall, the increased monitoring of compliance will ensure that our contractors are adhering to statutory testing/servicing regimes. With the higher level monitoring of the electrical recovery plan this will ensure the Council regains full compliance with this area in the time frame set out in this report.

Financial implications:

There are no direct financial implications arising from the report.

Legal implications:

The implications if the Service does not comply with statutory and regulatory process and procedures is set out within the report and requires no further comment.

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