

Agenda for Housing Review Board

Thursday, 25th January, 2024, 10.00 am

Members of Housing Review Board

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

Venue: Council Chamber, Blackdown House, Honiton

Contact: Alethea Thompson;

01395 571653; email athompson@eastdevon.gov.uk

(or group number 01395 517546)

Wednesday, 17 January 2024



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

DX 48808 HONITON

Tel: 01404 515616

www.eastdevon.gov.uk

- 1 Apologies
- 2 Minutes of the previous meeting (Pages 3 - 9)
- 3 Declarations of interest
Guidance is available online to Councillors and co-opted members on making [declarations of interest](#)
- 4 Public speaking
Information on [public speaking](#) is available online
- 5 Matters of urgency
Information on [matters of urgency](#) is available online
- 6 Confidential/exempt item(s)
To agree any items to be dealt with after the public (including the press) have been excluded. There is one item which officers recommend should be dealt with in this way.
- 7 Housing Review Board forward plan (Pages 10 - 11)
- 8 Gas and fire safety policies (Pages 12 - 43)
- 9 Resident Involvement Strategy (Pages 44 - 80)
- 10 Housing Review Board annual budget report (Pages 81 - 85)
- 11 Repairs and voids performance (Pages 86 - 89)
- 12 Asset Management Strategy (Pages 90 - 100)
- 13 Housing Service Plan (Pages 101 - 143)

14 Exclusion of the 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 Housing Task Force update (Pages 144 - 153)

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

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

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

[Decision making and equalities](#)

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

EAST DEVON DISTRICT COUNCIL**Minutes of the meeting of Housing Review Board held at Council Chamber, Blackdown House, Honiton on 9 November 2023****Attendance list at end of document**

The meeting started at 10.25 am and ended at 12.00 pm

21 Appointment of Vice Chair

The Chair welcomed all those present to the meeting, in particular Councillor Chris Burhop who had recently joined the Housing Review Board.

Nominations for Vice Chair were received for Councillor Helen Parr.

RESOLVED: that Councillor Helen Parr be appointed Vice Chair of the Board for the ensuing year

22 Minutes of the previous meeting

The minutes of the previous meeting held on 15 June 2023 were agreed.

23 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.

24 Public speaking

There were no members of the public registered to speak.

25 Matters of urgency

There were none.

26 Confidential/exempt item(s)

There were three confidential/exempt items.

27 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 Assistant Director of Housing advised the Board that the format and structure of the forward plan would be amended for future meetings to better align with the Cabinet forward plan. The quarterly performance information was now included in the regular housing performance dashboard report and presentation. Once complete the outcome

of the stock condition survey and the development of an asset management strategy would be included on the plan and reported to the Board. An update would be presented to the Housing Review Board at the next meeting.

RESOLVED: that with the addition of a stock condition survey update report the forward plan be agreed.

28 **Future of Warm Hubs**

The Interim Housing Operations Manager presented to the Board a review of the Warm Hubs, which were agreed by the HRB for winter 2022 as a response to the cost of living crisis. It also detailed the ongoing support provided through the Community Hubs project during the summer and considered how this could be extended with further Warm Hubs provision through winter 2023/24. The Warm Hubs project had been successful in tackling social isolation, food poverty, housing warmth, personal development, community cohesion and in relaunching tenant involvement and engagement. It had clearly made a difference to tenants' lives and there was overwhelming demand for the service to continue. The main focus of the Warm Hubs was to meet the needs of tenants by establishing 'warm banks'. These were the equivalent of food banks where people who couldn't afford heating were invited to spend their days, at no cost, in the warm spaces.

Since opening there had been nearly 2500 visits to the Warm Hubs, made by 362 different residents of East Devon, from all types of housing (not just EDDC tenants). The busiest hub was Broadview in Broadclyst. Over 1600 hot meals had been provided, including 118 Christmas dinners. Workshops had been run on budgeting, seated exercise classes, cooking on a budget and craft sessions, alongside games and jigsaws. Hats, gloves, over 200 blankets and 500 pairs of socks had all been provided.

It was hoped to expand the Warm Hub offering and look into the possibility of a baby bank. A mapping exercise had been undertaken at the start to identify gaps in existing provision across the district before opening up the Warm Hubs. These could be altered depending on demand and provision, as well as the possibly providing 'roaming' in some of the small isolated communities.

External organisations, as well as a researcher from Exeter University had attended the Broadclyst Warm Hub to understand what made the Warm Hubs work. The feedback from this was positive. The most beneficial aspect of the Warm Hubs was the social aspect. It was suggested that other community groups/village hall committees be invited to see the Warm Hubs in action as best practice. Seeing the model could be invaluable to other groups looking to set up something similar.

A Housing Emergency Financial Support Fund had been established, with £2018.96 being paid out to date, with most referrals coming from housing officers, for energy payments for sheltered housing tenants. This indicated that general needs tenants were unaware of the fund and the plan going forward into winter 2023/24 was to alert tenants of potential support available to them.

The Board supported the fabulous initiative and suggested that councillors attend these hubs which offered a great way of engaging with residents.

The Housing Review Board noted and agreed the contents of the report and supported the additional fund of £50,000 to continue the popular project. The fund would 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 would be used to continue financial support to tenants.

RECOMMENDED: that Cabinet recommend to Council the approval of £50,000 to allocate towards delivering and designating the Warm Hubs project.

29 **Review of housing compliance policies**

The Housing Review Board were asked to consider and agree the amended reviews of the electrical safety policy, legionella plan and policy and the asbestos management plan and policy for housing, to ensure compliance with current legislation and regulations relating to those statutory areas of compliance.

It was suggested that tenants should be reminded to be aware of possible asbestos in their homes when undertaking any DIY work as the asbestos management plan was focussed on workers' safety.

RECOMMENDED: that Cabinet approve the proposed amendments to the electrical safety policy, legionella plan and policy and asbestos management plan and policy for housing.

30 **Housing 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 2. The presentation also outlined actions being taken to improve performance where targets were not being achieved in relation to:

- Ensuring void property targets were met.
- Ensuring repairs targets were met.
- Improving complaints handling performance.

KPIs in the presentation included:

- Percentage of self-contained dwellings vacant and not available to let.
- Average days to re-let a social housing dwelling (standard).
- Percentage of rent lost through properties becoming vacant.

These three indicators were all linked.

The Interim Housing Services Manager responded to concerns from those present over performance. He acknowledged that although continuous improvement was required, steady progress was being made in some key areas and improvement plans developed. Managerial focus and sufficient management capacity were important in this.

RESOLVED: that the Housing Review Board receive and note the performance report at quarter 2.

31 **Finance report**

The Housing 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 2023/24 financial year. Work was ongoing regarding staffing structures,

once these were completed and approved the results would be reflected in the next finance report to Housing Review Board.

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.

The HRA reserves, original budgeted surplus and revised budget deficit figures were contained in the report and noted by the Board.

Income was increased on rents by 7% and all other service charges by 3% in 2023/24. Lost rent due to voids continued to be above the budgeted levels and would add an additional £0.5m to the in-year deficit if it continued at the current level. The knock-on effect of voids/significant planned works was the requirement for emergency accommodation/decants for tenants. The current figures were shown in the report and discussed by the Board. It was suggested that void properties not yet relet could be used for decants. The Housing Solutions Manager advised that this had been considered but the issue was that often the set aside properties were not the right size and/or in the right location for the decants. There were also currently more 'decants' than there was available housing stock. Officers recognised the need to make the best use of available housing stock and this was being reviewed as part of the review of the homelessness and rough sleeping policy and temporary accommodation strategy. A request was made for the decant figures in terms of the number of people and the length of days spent in temporary accommodation.

RECOMMENDED: that Cabinet note the Housing Revenue Account update.

32 **Electrical compliance update**

The Board received an update in relation to electrical compliance. On 15 June 2023 the Board were alerted to non-compliance regarding electrical safety and were presented with the performance indicator dashboard and summary on findings and actions in place to address non-compliance. There was a five-year periodic testing regime, but as at 15 June 2023 531 Electrical Periodic Inspections were overdue from the 2022/23 testing year. Due to this and following external legal advice and self-assessment of the risk the service self-referred itself to the Social Housing Regulator. Following this referral officers were asked to provide a comprehensive amount of information in relation to compliance, not just covering electrical but all areas of compliance across the housing stock. There had also been a series of virtual meetings with the Regulator to talk through the measures being taken and the progress being made to ensure compliance would be regained.

The Assistant Director for Housing was overseeing the numbers of properties out of compliance on a weekly basis with officers in the team reporting directly to her, ensuring oversight at senior leadership level. This was also being more widely monitored by the Senior Leadership Team and regular updates had been provided to the Portfolio Holder. Overall, the increased monitoring of compliance would ensure that the contractors were adhering to statutory testing/servicing regimes.

There were currently 46 EICRs outstanding (down from 531 in June). 22 of the properties had a failed access visit which meant that the appointment was pre-booked with the tenant, but they were not home when the operative arrived to undertake the work. They were now at the start of the no-access process which ultimately would result

in a legal process as this had been aligned in terms of needing to access properties for EICRs, along with how gas safety visits were managed.

The Compliance Surveyor was monitoring the contract closely with the contractor through weekly meetings and information sharing and formal operation meetings were held regularly. There was a delivery plan in place for all properties that had been agreed with the contractor and this was generally adjusted in line with success rates of entering properties. Repairs that had arisen from the testing were now being managed by two separate contractors in order to bring them down rapidly and compliance was being monitored weekly, the same way the ECIR checks were monitored.

Various changes had taken place around monitoring and officers were confident that they had the correct performance indicators in place to ensure closer monitoring of this area of compliance, which would prevent a similar situation occurring in the future.

Officers were congratulated on the remarkable amount of progress that had been made in a relatively short amount of time.

RECOMMENDED:

1. that Cabinet note the revision of the Electrical Safety Policy.
2. that Cabinet agree that the Housing Review Board have oversight of the Housing Service's Compliance and Electrical Safety Policy.

33 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 these items in private session (Part B).

34 Interim staffing position

The Interim Chief Executive & Director for Housing Health and Environment, and Assistant Director for Housing's report set out a brief overview of the current staffing challenges within the housing service and plans for how this was being taken forward. Following the appointment of the Director for Housing, Health and Environment, a full review had been undertaken to clarify and establish the best route forward in relation to ensuring that the service was fully resourced and able to meet the needs of frontline service delivery including the necessary management resource. The Interim Chief Executive & Director for Housing Health and Environment wanted to give the Board reassurance and confidence that the challenges of the service had been recognised and that a robust management team was being put in place to address the issues. It was essential to have the right senior management team in place, with resilience across the structure. A copy of the revised staffing structure, with roles and responsibilities would be provided at the next meeting of the Housing Review Board.

RESOLVED: that the Housing Review Board note the actions being taken to ensure the housing service was able to function and meet the required level of service delivery for tenants and wider residents.

35 Home Safeguard service update

The Board received the report along with a series of recommendations which were considered and approved by Cabinet on 10 October 2023. The recommendations were based around monitoring of the Home Safeguard service, the procurement of a new call handling system, a review of the out of hours service, plans for a growth strategy within the service and the implementation of a new staffing structure. It was important for the HRB to aware due to strong link of the service with the Housing Revenue Account.

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

36 **Housing Ombudsman determination**

The Interim Housing Operations Manager's report outlined the Ombudsman investigation and determination of a complaint from an EDDC tenant regarding anti-social behaviour, EDDC's response to a request for re-housing and how EDDC handled the complaint. The Ombudsman determination was that there was severe maladministration by EDDC in respect of its response to the reports of anti-social behaviour and maladministration in respect of the way it handled the complaint. The report also outlined EDDC's response to the findings. Officers reassured members that the service had and would continue take the learning from the case in order to ensure the failures could not be repeated.

RESOLVED: that the Housing Review Board note the report and the actions taken in response to the Ombudsman's findings.

Attendance List

Board members present:

Councillor Sarah Chamberlain (Chair)
Councillor Peter Faithfull
Councillor Helen Parr
Councillor Christopher Burhop

Councillors also present (for some or all the meeting)

I Barlow
J Loudoun
M Martin

Officers in attendance:

Amy Gilbert-Jeans, Assistant Director Housing
Tracy Hendren, Director of Housing, Health and Environment
Yusef Masih, Interim Housing Services Manager
Andrew Mitchell, Housing Solutions Manager
Alethea Thompson, Democratic Services Officer
Rob Ward, Accountant
Giles Salter, Solicitor
Andrew King, Interim Tenancy Services Manager

Councillor apologies:

Sue Dawson, Tenants
Sara Clarke, Independent Community Representative
Rob Robinson, Independent Community Representative
Cindy Collier, Tenant

Councillor Tony McCollum

Chair

Date:

Housing Review Board Forward Plan 2024/25
--

Work for scoping and/or allocation to the Forward Plan

Proposed date	Topic
14 th March 2024	Housing Performance Report for Quarter 3 (23/24)
14 th March 2024	Update on Stock Condition Survey/next steps regarding development of Asset Management Strategy.
14 th March 2024	Policy updates as required (to be agreed)
14 th March 2024	Review of Housing Review Board- appraisal of function, membership and frequency of meetings.
Meeting 1 24/25 (date to be confirmed)	Housing Performance Report for Quarter 4 (23/24)
Meeting 2 24/25 (date to be confirmed)	Housing Performance Report for Quarter 1 (24/25)
Meeting 3 24/25 (date to be confirmed)	Housing Performance Report for Quarter 2 (24/25)
Meeting 4 24/25 (date to be confirmed)	Housing Performance Report for Quarter 3 (24/25)
Dates to be confirmed	
TBC	Review of the Contract with StreetScene Services for Estate Management
TBC	Review the eligibility criteria and service provision of sheltered housing
TBC	Review of Tenancy Strategy
TBC	Five year investment and delivery plan (housing delivery 2024- 2029)
TBC	Development of Housing Asset Management Strategy to include decarbonisation objectives.
TBC	Results of Tenant Satisfaction Measures (TSMs)/Future proofing service delivery.
TBC	Future provision of responsive repairs delivery
TBC	Review and replacement of Home Safeguard equipment within housing stock
TBC	Annual tenant information and participation event.

TBC	Review of Objectives of Resident Involvement Strategy
TBC	Review and implementation of digital capabilities for tenants including provision of a tenant portal.
*Note that on approval of the 24/25 Housing Service Plan- all Board decision dates and milestones will be populated into the Forward Plan and this will come forward in the March 2024 version of the Forward Plan. Review/creation of Policy and Strategy documents as required will also appear on the Forward Plan.	



Report to: Housing Review Board

Date of Meeting 25 Jan 24

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Gas Safety Policy and Fire Safety Policy

Report summary:

The Housing Review Board to consider and agree the amended reviews of the Gas Safety Policy and Fire Safety 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 recommends to Cabinet and to Council the amendments to the Gas Safety Policy and Fire Safety Policy for Housing Service properties.”

Reason for recommendation:

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

To ensure the safety of our staff, residents and contractors

Officer: Martin Peyton – Interim Compliance & Cyclical Servicing Manager

martin.peyton@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. 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. A review has been undertaken of the necessary compliance policies. The amendments are cited in the Policy documents attached to this report.

Gas Safety Policy

4. The Gas Safety Policy sets out East Devon District Council's approach to managing Gas Safety within properties owned and/or managed by East Devon District Council, including community centres, communal areas & district offices.
5. The Gas Safety Policy details how East Devon District Council meets the requirements for Gas safety under the Gas Safety (Installation and Use) Regulations 1998 including all amendments. 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 Gas installations and Gas appliances owned by the Council. (Policy appended).

Fire Safety Policy

6. The Fire Safety Policy sets out East Devon District Council's approach to managing Fire Safety within properties owned and/or managed by East Devon District Council, including community centres, communal areas, district offices and HMO's.
7. The Fire Safety Policy details how East Devon District Council meets the responsibilities under the Housing Act 2004, The Regulatory Reform (Fire Safety) Order 2005, the Fire Safety Act 2021 and the Fire Safety (England) Regulations 2022. The overall aim of this policy is to manage and reduce, as far as reasonably practicable, the risk of fire to occupiers of our properties, visitors, staff, contractors and the general public.

Consultation with residents

8. Both the Gas and Fire policy along with the procedures will be consulted with through the Resident Involvement Monitoring Group. The procedures, letters and processes linked to the policy will be shaped by the outcome of the consultations.
-

Financial implications:

No financial implications

Legal implications:

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

Issue details	
Title:	Gas Safety Policy
Version number	Version 3.0
Officer responsible:	Compliance & Planned Works Service Manager
Authorisation by:	Housing Review Board
Authorisation date:	December 2023

History of most recent Policy Changes – Must be completed			
Date	Page	Change	Origin of Change e.g (Change in Legislation)
08 December 2023	3	Servicing	Change in Legislation
08 December 2023	3	'MOT' style Gas Check	Change in Legislation

1 Previous Policies/Strategies
Version 2.0

2 Why has the Council introduced this policy?

East Devon District Council have introduced this Gas Safety Policy to ensure compliance with all relevant Legislation. The failure to adequately maintain, test for Gas Safety repair gas pipework, gas appliances and associated flues, could result in death or injury, destruction or damage to property and the exposure of East Devon District Council (EDDC) to prosecution and fines and its employees to prosecution and imprisonment.

The Policy is relevant to residents, 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 residents and employees within the home of each resident. East Devon District Council will follow a systematic approach to the management of gas work to ensure it meets the requirements set out in The Gas Safety (Installation and Use) Regulations 1998 including all amendments and other relevant Legislation relating to Gas Safety. This is to ensure the safety of residents, employees and members of the public.

3 What is the Council's policy?

3.1 Scope

This Gas Safety Policy covers the management of Gas Safety within East Devon District Council Housing Properties, including individual domestic properties, blocks of flats with communal gas boilers, community centres, district offices and HMO's where gas supplies and appliances are present. It specifically excludes all other properties to which East Devon District Council have responsibility (Property Services, Streetscene, Corporate Estates).

3.2 Introduction

East Devon District Council acknowledges and accepts its responsibilities with regard to Gas Safety under the Gas Safety (Installation and Use) Regulations 1998 which places duties on Landlords to ensure that gas 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 Regulations, EDDC will will maintain and check all EDDC gas heating and hot water appliances, gas installation pipework, flues and chimneys on which these gas appliances are installed so that any risks to residents, employees, contractors or others are minimised. EDDC will check resident owned gas appliances to ensure they are safe. This is in accordance with the Gas Safety (Installation and Use) Regulations 1998 and subsequent revisions.

3.3 Policy Statement

East Devon District Council has a duty to ensure that gas heating and hot water appliances and gas installation pipework are maintained in a safe and operational condition. This also includes ensuring EDDC owned flues and chimneys serving gas appliances are maintained in a safe condition.

East Devon District Council will maintain a Gas Safety Policy and will work with residents, staff, contractors and the statutory enforcement bodies to agree and deliver legally compliant solutions to Gas Safety.

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

To meet our statutory obligations in relation to Gas Safety Management under the Gas Safety (Installation and Use) Regulations 1998, we will:

- Ensure that works to gas installations are only carried out by qualified and competent persons in line with the above Regulations.
- Ensure that each gas appliance and flue is checked for safety at intervals of no more than 12 months. Wherever possible this is to be conducted within 2 months prior to the anniversary date of the previous safety check.
- Carry out a Gas Safety Check as part of Void property and Mutual Exchange processes.
- Provide a copy of the Landlords Gas Safety Record certificate to the resident of the property.
- Follow all available options for access to support the implementation of this policy.
- Apply protocols to deal with emergencies such as a gas escape.
- Ensure a working carbon monoxide alarm is fitted in any room used as living accommodation which contains a fixed combustion appliance.
- Ensure that manufacturers' recommendations are applied when developing maintenance programmes or carrying out maintenance and installation of gas appliances and carbon monoxide alarms.
- Ensure audits are carried out on works completed to gas fittings. A minimum of 10% gas safety checks and installation will be audited.
- Provide residents and Leaseholders with advice and information about Gas Safety in newsletters; leaflets; on our website; social media; the Resident Handbook and at tenancy visits.

3.4 Policy Development

This Policy has been developed to allow East Devon District Council to comply with the following Legislation in relation to Gas Safety:

- The Gas Safety (Installation and Use) Regulations 1998 (including 2018 amendment)
- Pressure Equipment (Safety) Regulations 2016
- Building Regulations Approved Document Part L 2010 (incorporating 2021 & 2023 amendments)
- Construction Design & Management Regulations 2015
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Health and Safety at Work Act 1974

3.5 Annual Servicing

EDDC is legally required under the Gas Safety (Installation and Use) Regulations 1998 to carry out a Landlords's Gas Safety Check to each property with a gas supply. The Gas Safety Check must be carried out within twelve months of the previous year's safety check, on all gas systems and appliances in EDDC properties, regardless of ownership.

EDDC has entered into a contract with a Gas Servicing Contractor, who is a Gas Safe registered Installer, to meet this obligation using an agreed appointment procedure.

As part of the service for gas central heating boilers, the Gas Servicing Contractor will carry out a system water test to check the quality of the system water and, if necessary, treat the water in accordance with BS7593:2019. This became a Legal requirement of Building Regulations Approved Document part L from 15 June 2022.

3.6 'MOT' style Gas Safety Check

Since 06 April 2018, Landlords have more flexibility in when they can arrange for Gas Safety Checks for their rental properties. A new regulation 36A was introduced into the Gas Safety (Installation and Use) Regulations 1998 by the Health & Safety Executive .

The changes set out in regulation 36A aim to offer more flexibility in the Gas Safety Checking regime, however it is not compulsory for Landlords to implement this regime.

Landlords will be able to have Gas Safety Checks carried out any time from 10 to 12 **calendar months** after the previous check but still retain the original deadline date as if the check had been carried out exactly 12 months after the previous check.

East Devon District Council are implementing this regime with our current Gas Servicing Partnering Contractor.

This arrangement will not affect EDDC's Legal obligations, however in order to benefit from the new flexibility, we need to prove we have complied with the law. This means that EDDC will have to retain a certificate until at least two other Gas Safety Checks have been carried out.

Under the regulation, if a Landlord is unable to show the necessary documents, then the expiry date of the current Gas Safety Check will be taken as 12 months from the date of the last certificate being issued.

3.7 Servicing Procedure

Our Gas Servicing Contractor will write to the resident advising them of when they will be attending to carry out the service, this will be within two months of the expiry of the last Landlords's Gas Safety Record (CP12).

If the resident is not home when the service is booked or the resident refuses access, our Gas Servicing Contractor will make a further two attempts to enter the resident's property to carry out the gas service.

Should the resident refuse access or the Gas Servicing Contractor is unable to carry out the service on the third attempt for whatever reason, the Gas Servicing Contractor will refer this back to the EDDC to start the process for a Legal appointment.

An appropriate EDDC Officer will attempt to make contact with the resident to arrange an appointment to carry out the gas service. If they are unable to do so, the EDDC Officer will serve the resident with a Legal letter which states that the resident must allow the Gas Servicing Contractor access to carry out the gas service on a specific date and time (Legal appointment).

On the day of the Legal appointment a relevant Officer will attend the property with the Gas Servicing Contractor to carry out the gas service. Should the resident not be home at the time of the Legal appointment, the Council may force entry to carry out the gas service in their absence. In some circumstances, the Council will cap the gas supply off at the meter to ensure compliance.

If the resident is home at the time of the Legal appointment and refuses access to the relevant Officer and the Gas Servicing Contractor for the gas service to take place, we will refer this to our Legal Department to apply for a Court Injunction to compel the resident to allow access to enable the Gas Servicing Contractor to carry out the service.

Any costs associated with the refusal to allow access will be re-charged to the resident in accordance with the relevant re-charge policy.

Following successful completion of the Landlords's Gas Safety Check the resident will receive a copy of the CP12 certificate for the property within 28 days of the annual safety check taking place.

3.8 Void Properties

At the start of the void period, the gas supply will be capped. A Gas Safety Check will be carried out to all properties when they are void to ensure the system is checked before re-letting. All gas equipment, including any appliances left by a previous resident, will be checked for safety or removed before letting. On completion of the main void works, the gas will be uncapped ready for letting. A copy of the new LGSR certificate will be provided to the incoming resident.

3.9 Mutual Exchanges

A Gas Safety Check will be carried out on all EDDC properties with a live gas supply and meter, where a mutual exchange is taking place. Our Gas Servicing Contractor will cap the gas on the day the resident(s) move out (which should be a Friday or a Monday) and re-connect the gas and carry out a Gas Safety Check on the day the new resident moves in.

3.10 Record Keeping

East Devon District Council holds and maintains a core asset register of all properties that require a Gas Safety Check and ensure that the Landlords Gas

Safety Record (LGSR) Certificates are held in a central database or online portal where they can be accessed easily for review and monitoring.

East Devon District Council maintains a register against each property asset of any gas equipment and appliances including:

- Boilers (individual and communal)
- Water heaters
- Meters
- Cookers (those fitted in Community Centres)

East Devon District Council will establish and maintain accurate records of all completed testing, servicing and maintenance of the above equipment, including ensuring all certification is held on a central database.

EDDC retains all records of the annual gas safety certificates for a minimum of two years from the date of the certificate to ensure hard copies can be produced when required.

The Gas Servicing Contractor saves all of our gas safety records including certificates electronically. EDDC can access these through the Contractor's online portal. The Gas Servicing Contractor keeps accurate records of all their efforts to obtain access to carry out the annual Gas Safety Check and all non-accesses and the dates and times that they were passed to EDDC. This includes records/copies of all letters, appointment cards, telephone calls etc.

3.11 Quality Audit

EDDC currently uses existing 'in house' compliance staff in the form of the Compliance Surveyor (Heating) to carry out audits on at least 10% of all gas services carried out. An external auditing company is currently being procured to deliver this; it is hoped this will be in place in early 2024.

3.12 Carbon Monoxide Detectors & Smoke Alarms

EDDC will ensure carbon monoxide (CO) detectors are installed in all rooms with a EDDC gas appliance and any room where a flue passes through.

EDDC will also ensure that an adequate number of smoke alarms are installed in all properties.

The carbon monoxide detectors and smoke alarms will be tested for those properties that have a gas appliance during the Landlords's Gas Safety Check and a record of this will appear on the CP12.

3.13 Gas Cookers

Where there is a gas cooker in the property, the connection to the gas cooker up to the gas controls on the cooker is included in the Gas Safety Check.

Where the gas cooker has a glass lid, a check is made that the automatic gas shut off mechanism works when the glass lid is closed. These checks do not include a service of the cooker, since this is the resident's responsibility. Should the cooker fail the relevant safety check, the Gas Servicing Contractor will condemn the cooker and isolate it. It will be the resident's responsibility to have the cooker either repaired by a qualified engineer or replaced.

3.14 Performance Management

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

- % of Gas Servicing carried out within 12 months of previous service
- % of emergency repairs completed within target
- % of routine repairs completed within target
- % of repairs outstanding and overdue

These key performance indicators are also used to monitor the contractor's performance.

3.15 Equality and Diversity

EDDC will apply this Policy consistently and fairly, and will not discriminate against anyone on grounds of their racial or ethnic origin, disability, gender, religious belief, sexual identity, or any other relevant characteristic. EDDC will make this Policy available in other languages and formats on request.

We will carry out an Equality Impact Assessment on this Policy, in line with our corporate procedure.

3.16 Monitoring and Review

We will monitor this Policy to ensure it meets good practice and current Legislation and will review it in accordance with our review timetable for all policies. The Policy should be reviewed within 3 years from the date of approval, or sooner if Legislation changes.

3.17 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 Gas Safe Registered Contractors are procured and appointed to undertake gas 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.

3.18 Training

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

3.19 Gas Safety Information

East Devon District Council considers good communication essential in the safe delivery of Gas 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 Gas Safety and will publish this information through other outlets such as social media and in the Housing Matters Magazine.

3.20 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.

4 Policy Administration

4.1 Appendices and other relevant information

None

4.2 Links related Policies/Strategies, Procedures and Legislation

- The Gas Safety (Installation and Use) Regulations 1998:
<https://www.legislation.gov.uk/ukxi/1998/2451/contents/made>
- Pressure Equipment (Safety) Regulations 2016: Great Britain:
<https://www.gov.uk/government/publications/pressure-equipment-safety-regulations-2016/pressure-equipment-safety-regulations-2016-great-britain#product-classification>
- The Building Regulations 2010 Approved Document Part L:
https://assets.publishing.service.gov.uk/media/63d8ed5de90e0773d8af2c97/Approved_Document_L_Conservation_of_fuel_and_power_Volume_1_Dwellings_2021_edition_incorporating_2023_amendments.pdf

4.3 Standards

- The Consumer Standards (Home Standard)

4.4 Code of Practice

- Gas Safety (Installation and Use) Regulations 1998 (GSIUR) as amended. Approved Code of Practice and guidance:
<https://www.hse.gov.uk/pubns/books/l56.htm>
- BS7593:2019 Code of practice for the preparation, commissioning and maintenance of domestic central heating and cooling water systems:
<http://twc-services.co.uk/wp-content/uploads/2020/04/BS-7593.2019.pdf>

4.5 Data Protection

b) The collection and use of resident'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 resident's personal data, how it is gathered, and how long we will retain this information, and what rights residents 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/>)

4.6 Policy consultation

Involved Residents & Housing Review Board

4.7 Policy review

December 2026 by the Compliance & Planned Works Service Manager, or sooner if Legislation changes during this time.



Issue details	
Title:	Fire Safety Policy for Housing
Version number	Version 2.0
Officer responsible:	Compliance & Planned Works Service Manager
Authorisation by:	Housing Review Board
Authorisation date:	December 2023

History of most recent Policy Changes – Must be completed			
Date	Page	Change	Origin of Change e.g (Change in Legislation)
06 December 2023	1-19	Updated to reflect current Legislation	Change in Legislation

1 Previous Policies/Strategies

Version 1.0

2 Why has the Council introduced this Policy?

This Fire Safety Policy details how East Devon District Council meets the requirements for Fire Safety under the Housing Act 2004, the Regulatory Reform (Fire Safety) Order 2005 (RRO), the Fire Safety Act 2021 and the Fire Safety (England) Regulations 2022. 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 fire in properties owned or managed by East Devon District Council.

The Policy is relevant to residents, 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 residents and employees within the home of each resident and within all non-domestic (communal) premises or areas of buildings. East Devon District Council will follow a systematic approach to the management of Fire Safety to ensure it meets the requirements set out in the Regulatory Reform (Fire Safety) Order 2005 including all amendments and other relevant Legislation relating to the management of Fire Safety. This is to ensure the safety of residents, employees and members of the public.

3 What is the Council's Policy?

3.1 Scope

This Fire Safety Policy covers the management of Fire Safety within East Devon District Council Housing Properties, including multi-occupied domestic premises with communal areas, community centres, district offices and HMO's. It specifically excludes all other properties to which East Devon District Council have responsibility (Property Services, Streetscene, Corporate Estates).

3.2 Introduction

East Devon District Council acknowledges and accepts its responsibilities with regard to the management of Fire Safety under the Housing Act 2004, the Regulatory Reform (Fire Safety) Order 2005 (RRO), the Fire Safety Act 2021 and the Fire Safety (England) Regulations 2022. This document sets out East Devon District Council's overall Policy relating to Fire Safety in their premises and describes the management of Fire Safety in line with the above Legislation.

3.3 Policy Statement

East Devon District Council have a duty of care to take all reasonable steps to prevent and control the risk from fire in all of the properties that it owns or manages.

East Devon District Council will maintain a Fire Safety Policy and will work with residents, Leaseholders, staff, contractors and the statutory enforcement bodies to agree and deliver legally compliant solutions to Fire Safety issues. In this regard we will:

- Implement our Fire Safety Policy by empowering nominated staff with specific responsibilities and duties.
- Ensure that all nominated staff receive the appropriate training and resources required to fulfil their statutory responsibilities/duties under Fire Safety Legislation.
- Ensure that prompt remedial action is taken to safeguard persons in properties where there is a serious risk from fire.

East Devon District Council aims to provide a safe environment in which our residents are assured that the risk of injury or damage to their homes caused by fires is minimised.

East Devon District Council will foster and maintain good working relationships with partners and contractors to help ensure the ongoing safety of our residents; this includes Devon & Somerset Fire & Rescue Service (DSFRS).

In aiming to deliver this safe environment we will seek to identify, assess and reduce risks to ensure compliance with the Regulatory Reform (Fire Safety) Order 2005 and other relevant Fire Safety Legislation.

In discharging our obligations to Fire Safety we will:

- Carry out our Fire Risk Assessments (FRA's) in accordance with the Regulatory Reform (Fire Safety) Order 2005 and The Fire Safety Act 2021 using suitably qualified persons.
- Carry out monthly 'in-house' visual Fire Safety risk checks of communal areas of all blocks of flats.
- Act appropriately on any actions or recommendations identified in the Fire Risk Assessments.
- Employ suitably qualified and competent contractors to carry out any Fire Safety related works identified in the Fire Risk Assessments.
- Ensure there are sufficient measures in place to prevent the spread of fire.
- Ensure all communal means of escape are clear and free of any obstructions which may affect the ability to escape safely in the event of a fire.
- Ensure all fire doors are inspected periodically in line with the Fire Safety (England) Regulations 2022 and any repairs/replacements are carried out to ensure the fire doors are compliant and fit for purpose.
- Ensure all electrical installations within individual properties and communal areas are inspected on a 5-year cycle and any unsatisfactory installations are addressed urgently.
- Ensure all gas appliances within individual properties and communal areas are serviced annually.
- Ensure all fire prevention systems (fire alarms, smoke detectors, emergency lighting, dry risers and fire extinguishers) are correctly inspected and maintained.
- Ensure the appropriate fire strategy is in place at each multi-occupied residential premises and that the signage and fire emergency plans accurately reflect the fire strategy at each site.
- Provide residents and Leaseholders with advice and information about Fire Safety in newsletters; leaflets; posters in blocks and community centres; on our website; social media; the Resident Handbook and at tenancy visits.
- Notify Leaseholders of their responsibilities/duties to ensure that as 'Responsible Persons' they comply with the requirements of The Regulatory Reform (Fire Safety) Order 2005 and The Fire Safety Act 2021.
- Identify and assist vulnerable residents/Leaseholders who may be a risk to both themselves and to others in the event of a fire, whilst being mindful of statutory obligations including the Equalities Act 2010 and the Regulatory Reform (Fire Safety) Order 2005 regarding the disabled, elderly and young persons.
- Ensure residents are aware of any Fire Safety improvement works.

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

3.4 Policy development

This Policy has been developed to allow East Devon District Council to comply with the following Legislation:

- The Regulatory Reform (Fire Safety) Order 2005.
- The Fire Safety Act 2021
- The Fire Safety (England) Regulations 2022
- The Housing Act 2004
- The Building Regulations Approved Document B 2019 (incorporating 2020 & 2022 amendments)
- Equality Act 2010
- The Health and Safety at Work Etc. Act 1974
- The Management of Health & Safety at Work (Amendment) Regulations 2006
- The Construction (Design & Management) Regulations 2015

3.5 Legislation

3.5.1 The Regulatory Reform (Fire Safety) Order 2005

The main provisions of the FSO are to:

- Carry out periodic Fire Risk Assessments identifying any possible dangers and risks and create a work plan to address all actions and recommendations identified.
- Eliminate or reduce the risk from fire as far as is reasonably practicable and provide general fire precautions to deal with any remaining potential risks.
- Create a plan to deal with fire emergency and record any major findings and action taken.
- Review Fire Risk Assessments regularly, monitor the actions and recommendations, update and make any amendments where necessary.

The FSO applies to:

- The common parts of buildings containing flats and maisonettes
- The common parts of sheltered accommodation
- Offices, shops and factories
- Community halls and other community premises

The FSO does not apply to purely domestic premises occupied by a single-family group including individual flats, maisonettes, bedsits, or residential units themselves.

The Fire and Rescue Authority, have a statutory duty to enforce the requirements of the RRO. This can be by means of notification of deficiencies, formal enforcement notices, prohibition notices and/or ultimately by means of prosecution.

3.5.2 The Fire Safety Act 2021

The Fire Safety Act 2021 clarifies the scope of the Fire Safety Order to make clear it applies to the structure, external walls (including cladding and balconies) and individual flat entrance doors between domestic premises and the common parts.

East Devon District Council, as the 'Responsible Person', will ensure these parts are considered when Fire Risk Assessments are carried out.

3.5.3 The Fire Safety (England) Regulations 2022

The Fire Safety (England) Regulations 2022 implemented the majority of the recommendations made by the Grenfell Tower Inquiry in its Phase 1 report which required a change in the law.

The regulations seek to improve the Fire Safety of blocks of flats in ways which are practical, cost effective for individual Leaseholders and proportionate to the risk of fire.

The regulations came into force on 23 January 2023 and apply to multi-occupied residential buildings over 11 metres in height. East Devon District Council currently own one building falling within this category (Morgan Court, Exmouth). All other buildings fall outside this category.

East Devon District Council, as the Responsible Person, will:

- Undertake quarterly checks on all communal fire doors and annual checks on flat entrance doors at Morgan Court.
- Undertake, as a minimum, six monthly checks on all communal 'throughfare' fire doors and annual checks on flat entrance doors, cupboard doors and compartmentation hatches in all other all multi-occupied residential buildings.
- Provide residents in all multi-occupied properties with relevant Fire Safety information, including fire doors, every 12 months.
- Install and maintain a secure information box within the communal areas of all multi-occupied residential buildings and community centres.
- Prepare and keep up to date floor/building plans for all multi-occupied residential buildings and ensure a copy is stored within the secure information box at each site.

3.5.4 Housing Health and Safety Rating System (HHSRS) introduced under the Housing Act 2004

The main provisions of the HHSRS are that:

- Any residential premises should provide a safe and healthy environment for any potential occupier or visitor and;
- To satisfy this principal, a dwelling should be designed, constructed and maintained with non-hazardous materials and should be free from both unnecessary and avoidable hazards;

- In relation to Fire Safety, the HHSRS applies to those matters which can properly be considered the responsibility of the owner (or landlord).

In relation to Fire Safety, the HHSRS does not apply to those elements of a dwelling for which responsibility lies with the user (the occupier) including fixtures and fittings (unless supplied by the landlord as a part of a furnished tenancy or where shared rooms are provided).

The Local Authority has a duty to act where category 1 or 2 hazards are found. They have a duty to enforce the requirements of the Act. This can be by means of informal notice to improve, formal enforcement notices, prohibition notices and/or ultimately by means of prosecution.

3.6 Roles and Responsibilities

East Devon District Council, as the freehold owner of the premises which fall within the scope of the Regulatory Reform (Fire Safety) Order 2005, is the Responsible Person. The Responsible Person, acting as the employer on behalf of East Devon District Council, has a responsibility to support this Policy by ensuring sufficient allocation of resources including adequate funding, suitable and sufficient equipment, personnel, time and training. In the case of East Devon District Council the Employer is currently represented by the Chief Executive.

3.7 Responsibilities of Nominated Persons

3.7.1 The Chief Executive and Assistant Director of Tenancy Services

The Chief Executive and Assistant Director of Tenancy Services are deemed to be the Responsible Persons and have a duty to ensure that East Devon District Council has a clearly defined and effective management system incorporating, planning, organisation, control, monitoring and review of the preventative and protective fire measures.

To fulfil the obligations and duties under the Order, the Responsible Person must appoint one or more competent persons.

The Responsible Person must ensure that the person\ s appointed are allocated sufficient time and resources to fulfil their duties under the Order.

A person is to be regarded as competent for the purposes of the Order where they have sufficient training and experience or knowledge and other qualities to enable them to undertake their duties.

EDDC have delegated/appointed the following roles as “nominated competent persons” for the purposes of the Regulatory Reform (Fire Safety) Order 2005, The Fire Safety Act 2021, the Fire Safety (England Regulations) 2022 and this Policy:

3.7.2 Compliance and Planned Works Service Manager

Senior Level Management of Fire Safety within EDDC and reporting directly to the Assistant Director of Tenancy Services and the Housing Review Board ensuring the following:

- EDDC fire related policies and procedures are in place and adhered to.
- Staff training.
- Ensuring all staff have received the appropriate Fire Safety training on induction and periodically thereafter in line with the training statement.
- To ensure that all contractors follow the principles as detailed below (Contractors).
- Ensure that, where reasonably practicable, fire stopping is carried out as part of void works within flats in an approved compliant manner
- Coordinating information awareness to residents.
- Fire Risk Assessments are undertaken by competent persons, on all properties requiring one and a review process is in place.
- Statutory maintenance contracts on fire prevention systems and fire doors are in place.
- External contractors and in-house works standards.
- To monitor that the statutory annual maintenance to all fixed and portable fire systems have been procured and completed at the appropriate times and records kept for those buildings which we have control.
- To ensure that where repairs are undertaken on any structure or fire system that the repair does not compromise the existing level of Fire Safety compliance.
- That we monitor that the statutory annual maintenance to all fixed and portable fire systems have been procured and completed at the appropriate times and records kept (as it applies to the housing stock and corporate buildings under their control).
- That programmes are in place to deliver Fire Safety improvement works.

3.7.3 Tenancy Services Manager

Has management responsibility for ensuring that:

- All estate and office staff have received the appropriate Fire Safety training on induction and periodically thereafter.
- Estate Management Officers and the Sheltered Mobile Support Officers, have a system in place to receive and act upon all Fire Risk Assessments and action plans relevant to their areas of control, that they are checked and actions to address issues are undertaken and recorded on the FRA action plans.
- Ensure that staff are undertaking monthly Fire Safety risk checks in communal areas and that these are recorded and action taken as required.

3.7.4 Assistant Director Housing Tenancy Services

Management responsibility for ensuring that:

- A process is in place to ensure that allocation officers are assessing the suitability of housing residents above ground floor
- Allocations officers are able to provide re-housing advice to residents who live in properties above ground floor who can no longer self-evacuate in the event of a fire and wish to move to ground floor accommodation

3.7.5 Compliance & Planned works Service Manager

Management responsibility for ensuring Fire Risk Assessments and reviews are conducted in accordance with the arrangements set out below. In particular:

- Ensuring that all staff have received the appropriate Fire Safety training on induction and periodically thereafter
- To monitor that the statutory annual maintenance to all fixed and portable fire systems have been procured and completed at the appropriate times and records kept for those buildings
- To ensure that where works are undertaken on any structure or fire system that the works do not compromise the existing level of Fire Safety compliance.
- To provide an annual statement of asset management compliance/risk to the Housing Review Board.

3.7.6 Responsive Repairs & Voids Service Manager

This role includes:

- Ensuring all staff have received the appropriate Fire Safety training on induction and periodically thereafter in line with the training statement.
- To ensure that all contractors follow the principles as detailed below (Contractors).
- Ensure that, where reasonably practicable, fire stopping is carried out as part of void works within flats in an approved compliant manner

3.7.7 Compliance Surveyor (Building Safety)

This role ensures:

- Maintenance of all fixed fire systems are in accordance with relevant British Standards (fire alarms, escape lighting, and firefighting equipment).
- All annual certificates are recorded on a central database and that copies are also held on those sites where a fire log book is located.

- All domestic fire detection systems are annually tested (and recorded) as part of the annual gas safety check, solid fuel service or through another contract.
- Managing the Fire Risk Assessment and review process.
- Undertaking FRA reviews in accordance with the agreed timescales based on risk
- Undertaking random quality control audits.
- Providing operational guidance and support to area based staff. To ensure that a system to monitor that the statutory annual maintenance to all fixed and portable fire systems have been procured and completed at the appropriate times and records kept.

3.7.8 Estate Management Officers and Mobile Support Officers –

Responsibilities are:

- Ensuring good local community relations with the local Fire Service including invitations to local resident events and meetings.
- Ensuring that communal areas and means of escape are kept clear of obstructions and combustible materials at all times, including arranging removal and disposal and recharges where necessary.
- Ensuring waste and recycling bins are stored at a safe distance from external door and window openings and there are no significant accumulations of combustible materials.
- Ensure that any repairs identified via monthly Fire Safety risk checks, in particular defects to any Fire Safety equipment, fire doors, emergency lighting, fire related signage etc. are communicated to the Repairs or Compliance sections immediately.
- Identify breaches of tenancy where residents fail to comply with Fire Safety Policy i.e. where fire doors are propped open.
- Identify vulnerable residents during Tenancy Audits and site visits and offer Fire Safety visits from DSFRS if required. Any residents who reside in a block of flats and would be unable to evacuate without assistance in the event of a fire must be identified in the 'Fire Service Information' sheet which is to be kept in the secure information boxes.

3.7.9 Housing Allocations Officers & Devon Home Choice Officer:

Responsibilities are:

- Ensuring that when allocating properties above ground floor level, all members of the household are able to self-evacuate in the event of a fire.
- Providing re-housing advice to residents who live in properties above ground floor who can no longer self-evacuate and wish to move to ground floor accommodation.

3.7.10 Employees

Whilst at work in area offices or on site:

- Ensure they are familiar with the emergency plan for their workplace and co-operate by participating in fire evacuation/drill.
- Co-operate with their managers and supervisors to ensure that a safe and healthy workplace is maintained.
- Report to their manager or supervisor any concerns about Fire Safety.
- Be familiar with all escape routes and exit doors.
- Not wedge/prop fire doors open, nor block or obstruct them.
- Be aware of the action to be taken on discovering a fire, hearing a fire alarm, for raising the alarm (including the location of fire alarm call points) and calling the fire and rescue service.
- Promptly evacuate the premises, in accordance with the emergency plan, to a place of safety without putting themselves and others at risk, and NOT attempt to extinguish a fire unless they have been specifically trained in the use of fire fighting appliances.

3.8 Record Keeping

East Devon District Council will record and maintain a core asset register of all properties that require a Fire Risk Assessment and ensure that the Fire Risk Assessments are held in a central database or online portal where they can be accessed easily for review and monitoring.

East Devon District Council will establish and maintain a register against each property asset of any fire prevention, fire protection and fire-fighting equipment such as:

- Domestic smoke and CO detectors
- Communal smoke detectors
- Communal fire alarm and emergency lighting systems
- Dry riser
- Fire extinguishers and fire blankets
- Fire doors and fire rated services access hatches

East Devon District Council will establish and maintain accurate records of all completed testing, servicing and maintenance of the above equipment, including ensuring all certification is held on a central database.

East Devon District Council will retain and maintain accurate records of all fire stopping, fire compartmentation and fire door replacement works.

East Devon District Council will maintain an accurate record of communal area inspections carried out by the Estates Management/Sheltered Housing Teams.

3.9 Performance Management

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

Fire Risk Assessment:

- Number of blocks & communal areas with a valid Fire Risk Assessment (Yearly).
- Number of High and Medium (Actions) and Low (Recommendations) arising from Fire Risk Assessments.
- Number of fire doors with a valid inspection
- Number of communal fire doors with a valid inspection

Fire Protection Systems:

(NOTE: Only the 1 building within the scope of the Fire Safety (England) Regulations 2022 is reported):

- Number of domestic fire doors with a valid inspection (Yearly inspections)
- Number of communal fire doors with a valid inspection (Quarterly inspections)

3.10 Competent Persons

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

East Devon District Council will ensure that only suitably competent Approved Fire Safety Consultants and Contractors are procured and appointed to undertake Fire Risk Assessments, Fire Safety works, fire door and fire protection systems inspection, servicing repair and maintenance.

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.

3.11 Training

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

Appropriate training will be provided as and where required to those employees who will be responsible for managing the programmes of Fire Risk Assessments and fire door inspections as part of their daily job and other employees within the Property & Asset Team.

3.12 Fire Safety Information

3.12.1 Information to staff

Any questions or concerns in relation to Fire Safety should be directed to the Compliance and Planned Works Service Manager, the Compliance and Cyclical Servicing Manager or the Compliance Surveyor (Building Safety)

The Compliance Surveyor (Building Safety) shall ensure that an up-to-date copy of all Fire Risk Assessments is available in within the "Building Safety" folder on the "S" drive. In addition the folder will contain information on the relevant fire Legislation and all relevant guidance documents, the EDDC Fire management Policy and all fire related policies.

3.12.2 Information to residents

Information on the Fire Risk Assessments for all buildings where the Regulatory Reform (Fire Safety) Order 2005 is applicable will be made available to residents upon request.

The Tenancy Services Manager shall ensure that residents with specific needs are identified and given appropriate information about the action to be taken in event of fire. In cases where the Tenancy Services Manager has a concern about the safety of a resident either due to their age or infirmity then contact should be made with Devon and Somerset Fire and Rescue Service to initiate a home safety check, provided that the resident is happy for them to attend.

3.12.3 Resident Fire Safety awareness

This will generally take the form of:

- Fire Routine Notice (to all buildings except single dwellings not forming part of any form of flat arrangement)
- Leaflet information (on new tenancy and occasional leaflet drops)
- Annual letter to residents regarding fire doors and fire strategy as required by the Fire Safety (England) Regulations 2022
- Fire home safety checks where requested, delivered by Devon & Somerset Fire & Rescue Service
- Newsletters and social media
- As required by EDDC staff undertaking maintenance /general visits to individual residents
- Estate visits/Fire Safety risk checks.
- Community events

3.12.4 Fire Evacuation Plans

EDDC have adopted site specific evacuation plans for all purpose built blocks of flats. In the majority of our premises, there is appropriate fire compartmentation between dwellings and escape routes, therefore a 'stay put' approach is deemed appropriate.

In premises where the fire compartmentation is deemed insufficient, the evacuation plan has been designed to allow for "full" evacuation immediately on notification of a fire alert unless otherwise stated. All residents and staff must refer to the appropriate Fire Action Notice on site, which details the correct evacuation strategy in place. EDDC regularly remind residents to ensure they

refer to the appropriate Fire Action Notice so they are aware of what to do in the event of discovering a fire.

3.13 Fire Fighting Equipment (provision & use)

3.13.1 Use of fire extinguishers

As a general principle it is the expectation that all residents or staff upon finding a fire will raise the alarm and assist in the evacuation of the building. In normal circumstances it is not expected for non-trained staff, residents and members of the public to tackle a fire using a fire extinguisher.

The only people who should tackle a fire would be any “nominated” members of staff who have received additional practical training on the selection and use of fire extinguishers. It will be for their judgement to actually determine if the fire is safe to tackle or not.

3.13.2 Residential accommodation

It is not considered appropriate to provide fire extinguishers within the individual dwellings or the communal areas (corridors and staircases) of blocks of flats.

3.13.3 Peripatetic trades staff – (gas fitters, plumbers, electricians, joiners etc.)

Due to the nature of the processes carried out and the potential that as a result of the works being undertaken that a fire could be started. Contractors are expected to provide suitably trained staff with appropriate equipment for a safe system of work.

3.14 Fire Risk Assessments and reviews

3.14.1 Fire Risk Assessment (FRA)

The Responsible Person is required to carry out a suitable and sufficient Assessment of the risks to relevant persons from fire, and that the significant findings of this Assessment are to be written down and, where deficiencies are noted, they are to be acted upon in a planned and organised manner.

The significant findings of the Assessment need to be fully accessible by the Responsible Person and the relevant persons as applicable.

The Fire Risk Assessment will be re-done/reviewed in accordance with this Policy and where there has been significant changes to the building in terms of either, its construction, processes used, or occupancy.

All FRA's and reviews will be commissioned by the Compliance & Planned works Service Manager and when completed, copies will be made available to the relevant area/office managers for distribution to the officers responsible for the respective units.

The RRO 2005 identifies EDDC as the Responsible Person and as such we have a duty to carry out an FRA in relevant premises and take reasonable steps to remove or reduce any risks that have been identified and act upon significant findings.

3.14.2 Fire Risk Assessor

The Fire Risk Assessor will be a competent person who shall:

- Carry out the FRA inspections and provide a report for each premises
- Provide technical and expert advice and recommendations
- Ensure compliance with the requirements of the Regulatory Reform (Fire Safety) Order 2005 and Fire Safety Act 2021
- Are accredited to the BAFE SP205 scheme (Fire Risk Assessment Provider)

3.14.3 Review of Fire Risk Assessment

Where no change has taken place, the original Assessment should be reviewed in accordance with the Policy to ensure that the building, management procedures and that testing /maintenance and training of staff remain adequate and compliant with all relevant Fire Safety Legislation. This review is to be organised by the Compliance Surveyor (Building Safety).

We will regularly review our Fire Risk Assessments, as follows:

- Premises over 11m in height – A new FRA will be carried out annually, after a fire or following any significant changes.
- Premises below 11m in height – A new FRA will be carried out at least every 2 years, after a fire or following any significant changes. An annual review will take place in between.

3.14.4 Review following a Fire

A Fire Safety review/investigation of the building and in particular the dwelling will be conducted by Senior Managers with the support of the Compliance Surveyor (Building Safety) particularly after a significant fire. This will include any fire which has resulted in a fatality, serious injury or where the fire has spread from the room/area of origin.

The purpose of the review should be to determine any corporate failings, things that could be done better and what works are required to ensure compliance for the rest of the building.

3.14.5 Fire Risk Assessment Records

Fire Risk Assessments will be available to residents and Leaseholders on request.

For internal use electronic copies will be retained within the Building Safety folder on the S/drive and eventually on the OneHousing/Civica system. Our fire preventative measures are designed to protect people, property and assets against the loss of life, injury and damage caused by fire. Wherever possible we will undertake measures to prevent the risk of fire, this will include:

- Ensuring that our communal escape routes and storage areas are kept clear and by carrying out enforcement where breaches occur.
- That staff are trained in order to identify and report any potential risks.
- That we provide good information and advice to existing and new residents and Leaseholders about how to reduce the risk of fires with the help of D&SFRS.
- That we provide leaflets and posters to highlight the risks of fires and how to help prevent them.
- Ensuring we identify and work with our more vulnerable residents who may be at greater risk should there be a fire.

3.15 Fire Protection

3.15.1 Evacuation routes and fire exits

To ensure safe evacuation, routes will have adequate signage and be kept free of sources of ignition, flammable and combustible material and obstructions at all times. We will enforce this with residents where necessary by requesting clearance of common ways/means of escape. In blocks of flats, in-house checks will be carried out by the Estates/Sheltered Housing teams to identify and deal with such issues alongside those identified during cleaning and estate inspections.

Final exit doors will not be left open to ensure that security of the building is maintained. Inspections by the Estates/Sheltered Housing teams will be carried out to identify and deal with such issues.

3.15.2 Fire Doors – common areas and resident/leaseholder doors

Fire doors are designed to limit the spread of smoke and fire from the area/room of origin i.e. a flat in order to protect the means of escape. To be effective, they must be kept closed or locked at all times. Fire doors in common areas are checked periodically (3 monthly intervals at Morgan Court, at least 6 monthly intervals elsewhere) as part of an ongoing fire door maintenance contract and also visually during FRA's and by EDDC staff to ensure they are operating correctly and are not damaged.

Fire doors, including entrance doors to residents'/Leaseholders' flats, are designed to provide a minimum of 30 minutes fire and smoke resistance (FD30S). Doors should not be propped open, tampered with or compromised in any way, i.e. materials affixed to frame/door to prevent banging noises and/or cat flaps fitted.

Flat entrance fire doors, including Leaseholder fire doors, are inspected annually as part of an ongoing fire door maintenance contract and also by staff

during visits to ensure they are operating correctly, the self-closer mechanism is intact and working and the door is not damaged.

Any repairs to and replacements of fire doors are addressed either as part of the ongoing fire door maintenance contract, as a planned works project or as reactive work through our term-maintenance contractor.

3.15.3 Signage

Appropriate Fire Safety signage is displayed throughout communal areas indicating the fire exits. Fire Action notices are also present in all communal areas. Fire doors are signed 'keep shut' or 'keep locked' as appropriate. Signs prohibiting smoking are affixed inside the block or at the entrance to each block. Signage is also displayed in communal areas prohibiting the storage of items in communal areas.

3.15.4 Smoke detection

All our domestic properties are fitted with hard wired smoke detection to minimum LD3 standard. Upgrades to LD2 or LD1 standard are carried out as part of void works, electrical re-wires or as part of sheltered scheme alarm upgrades. All homes with combustion appliances present have Carbon Monoxide detectors fitted.

3.16 Maintenance

EDDC shall ensure that all fire related systems are regularly serviced in accordance with the relevant British Standards where appropriate:

- Communal smoke detectors (tested weekly)
- Communal fire alarm systems (tested weekly, serviced 6 monthly)
- Emergency lighting (tested monthly, serviced annually)
- Fire extinguishers and fire blankets (inspected & serviced annually)
- Automatic Opening Vent (tested weekly, serviced 6 monthly)
- Dry Riser (inspected and serviced 6 monthly)
- PAT testing (annually)
- Access/egress controls (will be serviced annually)

All domestic smoke detection within EDDC properties will be annually inspected and tested. (This to be done as part of the annual gas safety, electrical check & Home Safeguard alarm tests). Any properties which are electrically heated will be covered by a separate fire protection systems maintenance contract.

All works carried out by contractors are inspected prior to works commencing, periodically during the works and upon completion to ensure that the works do not compromise any of the fire measures incorporated within the building or affect the ability of the occupants to evacuate safely in the event of a fire.

EDDC shall ensure the following installations are maintained in accordance with the relevant British Standards where appropriate:

- Gas installations are checked and serviced every 12 months
- Electrical installations are inspected every 5 years

Certificates are to be held on site (where appropriate) within the secure information box. Copies of these certificates will be held within EDDC compliance software to populate the Asset Register and advise the Compliance Surveyor of servicing requirements.

3.17 Testing of fire systems and the site log book

Checks of active (fire alarms, communal smoke detectors, emergency escape lighting, firefighting equipment) systems are to be conducted at agreed appropriate times during normal hours and comply with relevant British or European Standards.

A Fire Safety log book will be kept at each site to record the details of all tests on passive and active preventative and protective measures, as well as inspections.

3.18 Contractors

3.18.1 Generally

EDDC accepts that under the aforementioned Legislation, our contractors have a responsibility towards Fire Safety.

For all contracts of a substantial nature, the agreement or contract between the two parties will specify the Legislation and Fire Safety standards to which the contractor will be expected to comply with.

Where the appointed contractor employs five or more persons they should be asked for a copy of their own Fire Safety Policy.

All contractors will also be asked to supply their Risk Assessment, and Method Statement/s (RAMS) with respect to planned operations involving significant risks.

Under CDM 'dangerous works' should be identified in their Construction Phase Health & Safety Plan (CPHSP). An Assessment needs to be made in order to remove the risk.

EDDC will inform all contractors of any risks to their Fire Safety that may result from the activities of EDDC.

3.18.2 During Works on Site

EDDC will ensure the site is supervised by both the contractor's site/project manager and the nominated EDDC Surveyor to ensure that the Fire Safety standards expected under the contract Fire Risk Assessment and the relevant guidance are being complied with.

Any questionable practices should in the first instance be brought to the person in charge on site. Any works considered to be "dangerous" must be stopped immediately until the dangerous practice has been eliminated. The Compliance and Planned Works Service Manager should be notified of the incident and any remedial actions undertaken without delay.

3.18.3 Leaving the site (Both at the end of each day and end of works)

Before leaving site, the contractor must ensure the fire protection to the building has not been compromised. Any breaches in compartmentation must be made good before leaving site, any signs removed must be replaced, all waste is to be removed and any slip/trip hazards eliminated. Any secondary damage caused by the works must be identified and made good to the required standards.

3.18.4 Audit and review

The following Key Performance Indicators will be used to monitor the effectiveness of the Fire Safety Policy:

- Number of fires recorded annually / number of fire related incidents.
- Cost of major fires (rebuild/repairs) to EDDC.
- Number and nature of enforcement, alterations or prohibition notices from statutory authorities.
- Number of FRA's undertaken and FRA Reviews undertaken within date.
- Percentage of staff up to date for with their relevant Fire Safety training.
- Blocks and Communal areas with a valid Fire Risk Assessment
- Actions arising from Fire Risk Assessments
- Number of fire doors with a valid inspection
- Number of communal fire doors with a valid inspection

All persons are to ensure that proper records are maintained and available on demand for inspection.

3.19 Enforcing authorities inspections, audits, general familiarisation

Where arrangements have been made for audits to specific buildings, either by the enforcing authorities with a responsibility for fire i.e. the Fire Service or our Auditors, the Compliance & Planned Works Service Manager should be notified immediately with details of the planned audit.

Copies of all correspondence between either of the enforcing authorities received by EDDC should be copied immediately to the Property & Asset Manager.

3.20 Equality and Diversity

EDDC will apply this Policy consistently and fairly, and will not discriminate against anyone on grounds of their racial or ethnic origin, disability, gender, religious belief, sexual identity, or any other relevant characteristic.

EDDC will make this Policy available in other languages and formats on request.

We will carry out an Equality Impact Assessment on this Policy, in line with our corporate procedure.

3.21 Monitoring and review

We will monitor this Policy to ensure it meets good practice and current Legislation and will review it in accordance with our review timetable for all

policies. The Policy should be reviewed within 3 years from the date of approval, or sooner if Legislation changes.

3.22 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.

4 Policy Administration

4.1 Appendices and other relevant information

None

4.2 Links related Policies/Strategies, Procedures and Legislation

- The Regulatory Reform (Fire Safety) Order 2005:
<https://www.legislation.gov.uk/ukxi/2005/1541/article/3/made>
- The Fire Safety Act 2021:
<https://www.gov.uk/government/publications/fire-safety-act-2021>
- The Fire Safety (England) Regulations 2022:
<https://www.gov.uk/government/publications/fire-safety-england-regulations-2022>
- A guide for persons with duties under the Regulatory Reform (Fire Safety) Order 2005 (as amended) and the Fire Safety (England) Regulations 2022:
https://assets.publishing.service.gov.uk/media/651567fe7c2c4a001395e180/14.310_HO_How_To_Guide_FINAL_RX_v04_.pdf
- Making your small block of flats safe from fire:
<https://www.gov.uk/government/publications/making-your-small-block-of-flats-safe-from-fire>
- Fire safety in purpose-built blocks of flats:
<https://www.gov.uk/government/publications/fire-safety-in-purpose-built-blocks-of-flats>

4.3 Standards

- Consumer Standards (Home Standard)

4.4 Data Protection

b) The collection and use of resident'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 resident's personal data, how it is gathered, and how long we will retain this information, and what rights residents 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/>)

4.5 Policy consultation

Involved Residents & Housing Review Board

4.6 Policy review

December 2026 by the Compliance & Planned works Service Manager or sooner if Legislation changes.

Report to: Housing Review Board

Date of Meeting 25th January 2024

Document classification: Part A Public Document

Exemption applied: None

Review date for release NA



Resident Involvement Strategy 2024 -2027

Report summary:

This report outlines EDDC's consultation and re-design of our Resident Involvement Strategy (2024-2027), replacing the previous strategy written in 2019 which has now come to an end. The report details the background of our Resident Involvement Strategy, the consultation undertaken over the past year, and a summary of the key points of the new strategy and the legislation we are governed by.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

That the Housing Review Board note the report and agree the Resident Involvement Strategy for the next 3 years

Reason for recommendation:

Continuation and expansion of the Communities Team work to involve residents in the Housing Service, in line with new regulatory requirements.

Officer: Andy King

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: Low Risk; .

Links to background information [Tenant Involvement and Empowerment Standard.](#)

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

1.1 The Resident Involvement Strategy Review seeks to realise the vision that Resident Involvement involves all staff in the Housing service and is at the centre of service delivery and decision making.

This in line with the Social Housing Bill, which is placing a renewed focus on engagement with customers and communities. The Bill has introduced new regulatory powers and higher expectations around how we involve customers, implement customer feedback, and involve customers in the development of services.

Tenant/resident engagement or tenant/resident involvement are terms used to describe the opportunities we provide to the people who live in our homes to talk to us, to find out about the housing service, and to influence, monitor and scrutinise what we do.

Including the opinions and thoughts of our tenants within our decision making processes is key in building a successful housing service which works well for everyone. Engaging with our tenants, lets us find out what matters to them, and how the things we do in our capacity as landlord, impact upon them and their lives. We are then able to make informed decisions, which lead to positive outcomes for both us and our tenants.

1.2 The Social Housing Regulation Bill introduces Regulatory Consumer Standards with effect from April 2024. These standards cover four areas, one of which is Tenant Involvement and Empowerment.

[Tenant Involvement and Empowerment Standard - GOV.UK \(www.gov.uk\)](#)

Amongst the requirements we need to demonstrate compliance with:

- i. The provision of choices, information and communication that are appropriate to the diverse needs of tenants.
- ii. We must show that we treat all tenants with fairness and respect.
- iii. We must ensure that tenants are given a wide range of opportunities to influence and be involved in:
 - the formulation of housing-related policies and strategic priorities
 - the making of decisions about how housing-related services are delivered, including the setting of service standards.
 - the scrutiny of our performance and the making of recommendations about how performance might be improved.
 - the management of repair and maintenance services
- iv. We must provide support to tenants to build their capacity to be more effectively involved.
- v. We must consult tenants at least once every three years on the best way of involving them in the governance and scrutiny of our housing management service.

If we are to meet these standards, we need to adopt a tenant focussed approach to all aspects of our work within housing. It is vital that we include tenants right from the very start of policy formulation, that we give them the training they need to be fully involved, and that we keep them updated with clear, concise, and relevant information about our performance.

2. Our Current Strategy

2.1 Our existing Resident Involvement Strategy was produced in December 2019. It details four priority areas:

- i. To increase customer participation to support evolution of service provision.
- ii. To provide support to individual residents and Tenant and Resident Associations to give them the necessary skills, knowledge, information, and resources to enable effective involvement.
- iii. To assess customer satisfaction and seek feedback from a range of customers to ensure equality and diversity in all services.
- iv. To monitor the Resident Involvement Strategy 2019 -2023.

Unfortunately, the Covid pandemic hit within weeks of the launch of this strategy. All face-to-face contact with residents ended. Tenant Participation groups ceased to operate, and frontline staff were placed onto alternative duties.

By the summer of 2022, the Communities Team was largely depleted, due to staff moving permanently to alternative roles and ill health. In October 2022, new staff were recruited to the team, and efforts began to bring this important area of work back up to speed.

2.2 The Communities Team are now working hard to engage with our tenants, to keep them updated, and to encourage as many of them as possible to have their say.

The team have re-started, and are currently supporting the following involved tenant groups:

- Repairs and Maintenance
- Scrutiny
- Housing Complaints Support Panel
- Residents Involvement Management Group
- Housing Matters Editorial Group
- Recruitment and Selection Panel
- Community Initiative Fund Panel
- 3 X Residents Associations

Our tenant magazine, 'Housing Matters' is published 3 times each year and sent to all our tenants and leaseholders. A small group of tenants and staff work together to agree on and edit the articles that appear in it. This is a key method used by the Housing Service to give information to all tenants.

The Communities Team have facilitated focus groups on request for other areas of the Housing Service who want to gain a better understanding of tenants' views on their services and policies.

An annual report detailing performance against Housing Key Performance Indicators, and how budgets have been spent is published each year and sent to all tenants and leaseholders.

The tenant conference and recognition awards ceremony is to be re-started. It will bring tenants together, to celebrate and thank them for their time and achievements across the year.

The Communities team have also instigated an initial program of training for many of our involved tenants.

3. Reviewing our Resident Involvement Strategy

We adopted an in depth, and detailed approach to reviewing and updating our Residents Involvement Strategy (RIS). We have undertaken extensive consultation and ensured adherence to best practice and legislative requirements. We have completed self-assessments of our current performance against the Consumer Regulatory Standards, our current RIS, and measured ourselves against the strategies of other Social Housing providers.

3.1 Consultations

We have had conversations with some residents who are already involved, and some who are not. We have also spoken to councillors, housing managers and staff to find out what good resident involvement looks like to them. We have adopted their ideas in the development of this strategy.

Part of our consultations took the form of one-to-one conversations with:

- 13 tenants who were already involved in the Housing Service
- 14 tenants who are not involved in the Housing Service
- 2 Council members
- 9 Housing Service managers & staff

Some of the key messages from those conversations were:

- o A more diverse mix of residents needs to be involved.
- o We need to increase the variety of ways for our residents to get involved, by for example implementing a digital inclusion programme.
- o The focus of formal resident involvement groups needs to improve.
- o Performance information and reports need to be presented to residents in a clear and concise format.
- o Training needs for involved residents should be identified and met.
- o More attractive incentives should be offered to involved residents.

We have used these messages to help us create our 5 Aims for Resident Involvement over the next 3 years. We have also reviewed all the new and existing legislation, researched current Best Practice advise, and drawn ideas from other providers of Social Housing. (A full list of research sources used can be found in Appendix 2 of the Strategy)

We also held a large consultation event which was hosted at our offices in December 2022, with 21 tenants and 10 members of staff in attendance.

Main Findings from Consultations	
Areas for Improvement identified	Strengths identified

Formal tenant meetings need to improve	It is good that we hold an annual tenant conference
A more diverse mix of tenants need to be involved	Some tenants give good feedback at meetings
Tenants should be invited to estate inspections	Tenants have been able to shape the Housing Service
There needs to be greater inclusion of tenants from more remote areas	Great that councillors and tenants are involved in the Housing Review Board

3.2 Regulatory Self -Assessments

Self -Assessments against the following regulatory papers have been made:

- The Social Housing White Paper
- The Regulator of Social Housings' Regulatory Consumer Standards
- The Housing Ombudsman Complaint Handling Code
- Tenant Involvement & Empowerment Standard

Main Findings from Self-Assessments against Regulatory Standards	
Areas for Improvement identified	Strengths identified
Performance Information needs to be presented to tenants in a clear, concise format	Home Safeguard and MSOs provide regular support to many vulnerable tenants living in our sheltered properties
Training needed for involved tenants should be identified and met	Our community hubs provide regular opportunities to socialise for tenants who might otherwise be alone.
We need a better understanding of who lives in our homes	We have a clear complaints policy, and resident engagement in our complaints process
We need to track and monitor the outcomes from our involvement activities, and keep our progress against our strategy under review with tenants	Renewed membership of TPAS (Tenant Participation and Advisory Service) gives us access to specialist advice and training on tenant engagement.

3.3 Best Practice Self Assessments and Comparisons to Other Providers

Self-Assessments against the following best practice papers and engagement strategies from other social housing providers have been made:

- TPAS National Tenant Engagement Standards
- TPAS Report 'Engaging and Empowering tenants in council-owned housing'
- Notes from conference speech made by Kate Dodson, Chief of Regulatory Engagement at the Regulator for Social Housing Conference
- Copperworks Housing Association
- East Ayrshire
- L & Q Housing
- Cambridge City Council
- Buckinghamshire Council
- Dartford Borough Council
- Winchester City Council
- Pheonix Housing Association
- Age UK Digital Inclusion programme

Main findings from Self-Assessments against Best Practice and other social housing providers	
Areas for Improvement identified	Strengths identified
Understanding how our tenants prefer to communicate with us	Our Housing review Board provides a mechanism for tenants to hold the council leadership to account
Promotion of the role of tenants in scrutiny of the housing service and complaints handling	We have a dedicated staffing resource for tenant engagement and a Resident Involvement Strategy which links into the objectives of the housing service
Provision of clear, easily understood information to tenants	We actively invite involved tenants to attend focus groups and meetings
Increase the variety of options for tenants to get involved	We publish a 4 monthly magazine and send it to all tenants to keep them updated and informed about the Housing Service.
We need more encouragement and provide incentives for younger tenants to get involved	
All housing staff need to understand the importance of listening to tenants' opinions and tenant participation.	

4.0 Resident Involvement Strategy 2023 -2027.

Our new Strategy builds upon the strengths highlighted above, and identifies actions to address the areas for improvement. It also builds upon the work already being done to include our tenants to whatever extent they choose, within our service. It shows our vision to embrace technological advances in the ways people choose to communicate, and to bring our methods up to date, making us more accessible to a wider range of our tenants.

It provides us with a framework to support our tenants so they can get more from their involvement, by providing relevant training, resources, and recompense for their time and efforts.

It also highlights the importance of evaluating, recording, and learning from the outcomes of our tenant involvement, to enable us to move our service forward in a way that benefits both us and our tenants.

We believe this strategy will pave the way for us to meet the standards for Resident Involvement laid out in The Social Housing Act and the Regulatory Consumer Standards.

4.1 Our new strategy

Our Resident Involvement Strategy 2023 -2027 outlines 5 main objectives.

These are:

- 1. To understand more about the people who live in our homes.**

To achieve this, we have already created a getting to know you survey. In 2024 we hope to launch this to create an area-based analysis of our residents, to guide the development of area-based community development.

2. To improve the value of our tenant engagement

We will make sure that the time our residents give to help us make changes and improvements is valued and impactful. We will give them the training and skills they need to get the most from their experiences of working with us. We will make the time spent with officers as productive and useful as possible so that best use is made of their time too. We will make sure our involved tenants understand what is expected of them, and what they can expect from us in return.

Strengths were identified in this area, which include dedicated staffing resources for tenant engagement and a Resident Involvement Strategy which links into the objectives of the housing service, We actively invite involved tenants to attend focus groups and meetings and our Housing review Board provides a mechanism for tenants to hold the council leadership to account.

3. To increase the diversity within our involved tenants

It was identified in our areas for improvement that a more diverse mix of tenants need to be involved.

To achieve this, will identify which groups of residents are not currently sharing their ideas and experiences with us. We will develop targeted plans to improve our relations with those residents and encourage more of them to become involved. We will make greater use of social media and online methods to make it easier for younger and working residents to have their say.

4. To improve our communication and consultation with tenants

Our strengths in this area identified that we already We publish a 4 monthly magazine and send it to all tenants to keep them updated and informed about the Housing Service We also publish an annual report which offers a transparent overview of the Housing Service. However, we do acknowledge that improvement is needed in this area. From research from best practice, including Age UK, we will implement a Digital Inclusion programme, so we can encourage more residents to get involved.

5. To value our involved tenants, volunteers, and communities

Through the consultation process it was identified that all housing staff need to understand the importance of listening to tenants' opinions and tenant participation. It was also identified that incentives should be offered to reward resident involvement. We will explore ways in which we can offer incentives to increase levels of resident involvement.

5. Recommendations

That the Housing Review Board note the report and agree the Resident Involvement Strategy for the next 3 years

Financial implications:

There are no specific financial implications.

Legal implications:

There are no legal implications on which to comment. The legal framework is set out within the report.

know

Equality Impact Assessment



Before completing this EIA please ensure you have read the EIA guidance notes and other resources, available on the [intranet](#)

Version	1	Date Completed	8 th January 2024
Description of what is being impact assessed			
Update of the Resident Involvement Strategy. The Strategy will guide the delivery of the resident involvement service for the next 4 years.			
Evidence			
What data/information have you used to assess how this policy/service might impact on protected groups?			
Officers responsible for the delivery of this strategy have examined best practice from other Social Housing providers and have carried out a self assessment against the following: The Social Housing White Paper The Regulator of Social Housings' Regulatory Consumer Standards The Housing Ombudsman Complaint Handling Code Tenant Involvement & Empowerment Standard			
Who have you consulted with to assess possible impact on protected groups and what have they told you? If you have not consulted other people, please explain why?			
To shape the development of this Strategy, we have consulted with Tenants, councillors, and staff. Consultation took the form of one-on-one conversations and focus groups, a large consultation event and will now be available for public consultation through the council website for a set period of time.			

Analysis of impact on protected groups				
<p>The Public Sector Equality Duty requires us to eliminate discrimination, advance equality of opportunity and foster good relations with protected groups. The Council also has a legal duty to have due regard to armed forces personnel when carrying out healthcare, housing and education functions. Consider how this policy/service will achieve these aims. In the table below, using the evidence outlined above and your own understanding, detail what considerations and potential impacts against each of the three aims of the Public Sector Equality Duty. Based on this information, assess the likely outcome, before you have implemented any mitigation.</p>				
Protected group	Summary of impact	Negative outcome	Neutral outcome	Positive outcome
Age	Age can play a huge part in exclusion and loneliness. The 5 aims to improve resident Involvement activities outlined within the Strategy are designed to increase inclusivity of residents of all ages. Resident involvement is also a potential way to help combat loneliness.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disability	Disabled people are especially likely to experience digital and social exclusion because they may find it hard to find technology that has been appropriately adapted to meet their needs. Mobility issues may also impede them from taking part in activities which leads to social exclusion. Reasonable adjustments will be made to allow a person with any disability to take part in Resident Involvement that applies to digital equipment or covering the cost for transport to travel to meetings.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Gender reassignment	No impact has been identified that is specific to this equality group	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Marriage and civil partnership	No impact has been identified that is specific to this equality group	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Protected group	Summary of impact	Negative outcome	Neutral outcome	Positive outcome
Pregnancy and maternity	No impact has been identified that is specific to this equality group	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Race and ethnicity	No impact has been identified that is specific to this equality group	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Religion or belief	No impact has been identified that is specific to this equality group	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sex	No impact has been identified that is specific to this equality group	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sexual orientation	No impact has been identified that is specific to this equality group	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Armed Forces (including serving personnel, families and veterans)	No impact has been identified that is specific to this equality group	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other, e.g. carers, care leavers, low income, rurality/isolation, etc.	No impact has been identified that is specific to this equality group	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Protected group	Summary of impact			Negative outcome	Neutral outcome	Positive outcome
<p>Negative outcomes action plan Where you have ascertained that there will potentially be negative outcomes, you are required to mitigate the impact of these. Please detail below the actions that you intend to take.</p>						
Action taken/to be taken	Date	Person responsible	How will it be monitored?	Action complete		
	Select date			<input type="checkbox"/>		
	Select date			<input type="checkbox"/>		
	Select date			<input type="checkbox"/>		
	Select date			<input type="checkbox"/>		
	Select date			<input type="checkbox"/>		
	Select date			<input type="checkbox"/>		
	Select date			<input type="checkbox"/>		
	Select date			<input type="checkbox"/>		
<p>If negative impacts remain, please provide an explanation below.</p>						
<p> </p>						

Completed by:	Rebecca Meakin
Date:	08/01/2024
Approved by:	Andrew King
Date:	09/01/2024
To be reviewed by:	
Review date:	

RESIDENT INVOLVEMENT STRATEGY 2024-27



page 58



Introduction

We are passionate about our communities and residents. We believe that everyone should be able to play an active role in the things that matter to them the most.

That is why we are committed to listening to our residents throughout East Devon to hear about the things they would like to see changed and improved in our Housing Services. Our Resident Involvement Strategy sets out what we are going to do to achieve this.

It builds on the things we currently do to involve our residents and outlines what we aim to do to improve and expand upon them.

We hope that all our residents will be able to find a way to have their say and get involved in The Housing Service. This strategy has been developed following consultation with residents, staff, and stakeholders from across East Devon.

We have also carried out a detailed review of the latest best practice, and the requirements of the Social Housing Act.

This strategy will be led by The Communities Team who will be supporting all teams across the Housing Service to gather effective customer feedback and to involve residents in the development and shaping of our housing services.

Why are we doing this?

We are proud of the services we provide to our residents. However, we are always looking to improve those services and make sure that they meet all your needs.

Our residents are at the heart of everything we do, so we have refreshed our Resident Involvement Strategy to make it easier and more appealing for more of you to get involved and have your say.

We believe that including the opinions and thoughts of our residents within our decision-making process is key in building a successful housing service which works well for everyone. We need to know what matters to you, and how the things we do in our capacity as landlord, impact upon you and your lives. When we understand this, we can change our services to improve your experience as residents of EDDC housing.

By giving you more ways to make your voices heard, we can be sure that as many of your opinions as possible are included in the decisions that we make.



The government also recognises how important it is that landlords listen to what their tenants have to say. This is why they have introduced new rules and regulations which we must follow. They will be checking that we are doing all that we can to listen to, and consider the views of as many, and as wide a range of our tenants as we can. Details of these regulations can be found in Appendix 1 .

Our existing Resident Involvement Strategy was produced in December 2019. Unfortunately, the Covid pandemic hit within weeks of the launch of that strategy. All face-to-face contact with our residents ended. Our tenant participation groups stopped running, and frontline staff were placed onto alternative duties.

Our new strategy redefines our commitment to Resident Involvement and opens doors for more of you to get involved and have your voices heard.

We want to take this opportunity to thank all of you who took the time from your busy lives to make comments regarding our priorities and targets for 2023- 2027.

Without all your support, co-operation, and contributions we would not have been successful in developing the priorities and targets to such a high standard.

Our Vision

*Our vision for the Housing Service is to ‘**Create Better Communities for All**’.*

To achieve our vision, we must listen to what our residents want. We have had conversations with some residents who are already involved, and some who are not. We have also spoken to Councillors, housing managers and staff to find out what good resident involvement looks like to them. We have adopted their ideas in the development of this strategy.

Some of the key messages from those conversations were:

- A more diverse mix of residents needs to be involved.
- We need to increase the variety of ways for our residents to get involved, by for example implementing a digital inclusion programme.
- The focus of formal resident involvement groups needs to improve.
- Performance information and reports need to be presented to residents in a clear and concise format.
- Training needs for involved residents should be identified and met.
- More attractive incentives should be offered to involved residents.

We have used these messages to help us create our 5 Aims for Resident Involvement over the next 3 years. We have also reviewed all the new and existing legislation, researched current Best Practice advise, and drawn ideas from other providers of Social Housing. (A full list of research sources used can be found in Appendix 2)

Our 5 aims..



1. Understanding more about our residents

- ✓ Through surveys and tenancy visits, and partnership working, we will build a clearer picture of who our tenants are and get a better understanding of their service needs.
- ✓ We will find out how they prefer to be contacted, and the best ways for them to get in touch with us.
- ✓ We will promote equality within our service delivery and remove any discrimination/barriers that we find.

2. Improve the value of our resident Involvement

- ✓ We will make sure that the time our residents give to help us make changes and improvements is valued and impactful.
- ✓ We will give them the training and skills they need to get the most from their experiences of working with us.
- ✓ We will make the time spent with officers as productive and useful as possible so that best use is made of their time too.
- ✓ We will make sure our involved tenants understand what is expected of them, and what they can expect from us in return.
- ✓ All information shared with residents will be provided in a clear, concise way, which is easily understood. We will not expect them to read through pages of jargon and confusing figures.
- ✓ We will tell our residents what happens/changes as a result of their input.

3. Increasing the Diversity of our Involved Residents

- ✓ We will identify which groups of residents are not currently sharing their ideas and experiences with us.
- ✓ We will develop targeted plans to improve our relations with those residents and encourage more of them to become involved.
- ✓ We will make greater use of social media and online methods to make it easier for younger and working residents to have their say.

4. Improving our communication and consultation with residents

- ✓ We will find out how our residents would like us to contact them, and how they prefer to speak to us.
- ✓ We will tailor our services to meet these preferences wherever possible.
- ✓ We will make greater use of social media and online methods to consult with our residents, to make it easier for more of them to have their say.
- ✓ We will not use jargon when we are talking to our residents.

5. Value our involved residents, volunteers, and Communities

- ✓ We will update our training and expenditure policies to make sure that our residents are suitably rewarded for their time and consider if more needs to be done in this area to encourage others to take part.
- ✓ We will stage an annual Resident Connect event to highlight, appreciate and celebrate our involved tenants.
- ✓ We will look at the different regions within our district to check that all our represented, and included within our service delivery, including our more rural residents.

Ways to get involved.



Why should you get involved? We want to provide the best service we can, and to do that we need your help. As a resident living in East Devon, you have first-hand experience of our services. If you get involved and tell us what you think works well, or where we can improve, you are giving us the feedback we need to help improve services for everyone.

What experience do I need? You already have all the experience you need to get involved with us. As our Tenants and Leaseholders, you are experiencing our services firsthand, and this experience is what we are looking for to make our services the best they can be.

What support will I get? We can give you training and support if you feel you need it to get involved. This will be different for everyone. You can trial any of our groups or activities before you commit and if you just want to come along and watch to start with, that is okay with us.



How Can I Get Involved?

We have lots of different ways for you to find out more about the housing service and have your say.

We have put together a menu of Resident Involvement Activities for you to choose from. Many options only ask you to give a small amount of your time, as and when you would like to. Others ask for you to make larger, and more regular time commitments. Whichever option you choose, you will be playing an important part in helping us make a housing service that works for everyone.

All You Can Eat		
HRB – Housing review Board	The Housing Review Board meets 5 times a year and reviews new Housing Policies, procedures and budgets. Requires reading and research in own time. Our Panels are consulted on policies and procedures. They review feedback from residents and performance information, which they can question and query. They can make suggestions based on this information on improvements that can be made.	Take part in our largest projects, influence key decisions, and scrutinise our services. These groups/panels will require the most time and commitment. 2- 4 hours per meeting. 4 times a year. Preparation and reading in advance of meetings required. *This group can meet or liaise as often as weekly when working on a project.
Resident and Lease Holder Panel		
Repairs and Maintenance Panel		
Scrutiny Panel *		
Housing Complaints Support Panel		
Light Bites		
Estate Walk abouts	By joining in with these activities you can	Perfect for people who have a little time to spare. Commitment can be as little as 20 minutes to an hour as many times as opportunities arise throughout the year
Mystery Shopping		
Resident Housing Service drop ins		

Surveys and Focus Groups	provide support and take action to make improvements to specific areas.	
Resident Training events		
Resident Associations	Some of these groups do require a small amount of commitment.	
Recruitment and selection Panel		
Editorial Panel		
Annual Resident Connect event		
Takeaway		
Website- online surveys	Keep up to date with current issues and events with no commitment required.	Is designed to keep you informed and provide ways in which you can stay connected with us, with no commitment needed.
Pop up events/ Neighbourhood Engagement Days		
Housing Matters Magazine		
Annual Report		
Facebook/Twitter(X) pages		
E Mail		
Phone/Write/Visit Offices		
Community Centre Noticeboards		

The Housing Review Board

This group is one of the council's formal governance committees, made up of 5 councilors, 5 tenants or leaseholders, and 2 independent community representatives.

The Housing Review Board meet every 3 months to hear about and discuss the current and planned future work within the Housing Service. Their approval is needed before some changes can go ahead.

Their views are taken into account on housing policy and practice where this affects tenants and leaseholders. They also monitor how well we are performing against our targets.

Resident Involvement Monitoring Group

This group will meet every 6 months. They will monitor our progress against our Resident Involvement Strategy, ensuring that we are keeping to our performance targets. The group will review progress against the detailed action plan which has been drawn up alongside this strategy, and hold EDDC accountable for achieving our aims. They will ensure that resident feedback is incorporated into our service planning.

Resident and Leaseholder panel



NEW!

To be the resident voice on proposed strategies, policies, standards and changes to service delivery.

The Resident and Leaseholder Panel is designed to bring tenants, leaseholders and EDDC together as a collective independent voice for consultation between tenants and their Housing services.

Repairs and Maintenance

This group of tenants meets regularly in a formal meeting environment.

They look at the performance of the council and its contractors against its expected or target goals. They ask questions about any areas where performance is not where it should be making sure that they understand any issues and are happy with any measures being put in place to resolve those issues.

They identify areas for improvement in the provision of Housing Repairs and are included in decisions surrounding the selection and appointment of contractors.

They look at the budgets for the various areas within the Repairs service and check that the council and its contractors are providing value for money.

Housing Complaints Support Panel

This group offer a support and advisory service to any other tenant who is unhappy with the service they are receiving from the Housing Department of East Devon District Council. Residents have the opportunity to analyse complaint data, ensuring that lessons are learnt and that service delivery improvements are made as a result of complaints

This group holds regular meetings to review the effectiveness of complaint handling within the Housing Service and can offer suggestions for improvement.

Housing Tenant's Scrutiny Panel

This group meet regularly to investigate and review specific topics or areas within Housing. They undertake detailed research and suggest improvements that can be made to the Housing review Board.

They plan to complete 3 areas of scrutiny each year. They also regularly review previous scrutiny reports to ensure agreed recommendations are implemented and to measure the effectiveness/results of those improvements.

Light Bites

Residents Associations

A tenant/resident association is a group of people living in an area, block or street. They meet together to discuss ways to improve their community. This can include working together to find solutions to issues such as parking and anti-social behavior. They can also have a social side, and arrange social events for the local community to enjoy, and make improvements to communal areas.

Recruitment and Selection Panel

When recruiting new staff to our Housing Service we always invite a member of this panel to sit on the interview panel. We know how important it is to include the views of our customers if we are to successfully recruit the right people into our Housing Services. Staff and residents on the interview panels are considered equal members of the recruitment process and receive the same training.

Editorial Group

The Housing Matters magazine is produced three times a year. By being part of the editorial group will you play an active role in producing and creating content for your magazine and have a say in what topics we publish. Residents will also have the opportunity to be involved in other resident related published communications.

Mystery Shopper

Mystery shopping is a way of finding out about the actual tenant experience and the outcome is objective and measurable. It is particularly effective at investigating how staff interact with tenants and how they make tenants feel.

Tenant Conference

This annual event is our opportunity to thank and reward all those who have given up their time to have their say, and get involved in the Housing Service. It is a fun, celebratory day, and all our tenants are welcome to attend. There will be entertainment, awards and food. There will be plenty of chances to speak to staff, and information stalls where tenants can get answers to their questions and find out more about what goes on behind the scenes in a relaxed environment.

Takeaway

Website

You can view all our policies, strategies and procedures on our website. These documents will tell you all about how our housing service runs, and the way we manage what we do on a day-to-day basis. There will also be opportunities to participate Insert QR code/link to website

Pop up events/Neighborhood Engagement Days:

From time to time, the housing service will put on events in the community. This gives you the chance to come and have some fun and speak to us face to face and find out more about the services we deliver, or indeed get more information if there are major housing related projects happening in your local area. Information about all our events are posted to our Facebook feed, on our website and in the Housing Matters Magazine.

How will we measure the impact and what will success look like?

As we roll out our Action Plan, we will be recording information about each project and activity that we carry out. We will be looking at which residents take part, the cost of the project, and what it achieves.

We will measure the effectiveness or impact of your involvement and the difference it makes to our Housing services through specially designed KPIs (key performance indicators). These KPIs will help The Communities Team to demonstrate the changes that have been made as a direct consequence of your involvement. They will allow us to see which projects or activities lead to the greatest impacts, and which offer the best value. This helps us to plan our future projects and activities.

We have also created a detailed action plan that shows all the things we need to do to bring this strategy to life. We will keep checking our progress against this plan over the course of the next 3 years, to make sure we stay on track to complete it. The Resident Involvement Monitoring group will receive 6 monthly reports and help us to monitor our progress.

By 2027 we aim to have:

We have created a comprehensive action plan which shows how we will achieve our aims over the next 3 years. A few of the key points are summarised here:

Aim 1:	Understanding more about our residents
Actions:	<ul style="list-style-type: none"> ○ Completion of tenant profiling survey ○ Creation of area- based analysis of our residents, to guide the development of area-based community development.
Aim 2	Improving the Value of our Resident Involvement
Actions:	<ul style="list-style-type: none"> ○ Provide training on report scrutiny and debating skills. ○ Create a clear training plan for each involved group. ○ Review the Terms of Reference for each involved group. ○ Develop and agree an annual scrutiny plan. ○ Produce annual reports for Housing Review Board for each of the involved tenant groups. These reports to detail their Terms of Reference, their plans for the next 12 months, and the training needs of their members, alongside a summary of their achievements for the previous 12 months. ○ Develop Key Performance Indicators for Resident Involvement ○ Share our performance against agreed Key Performance Indicators with relevant tenant groups. ○ Annual presentations to tenants on performance information which are clear and easily understood.

Aim3:	Increasing the diversity of our Involved Residents
Actions	<ul style="list-style-type: none"> ○ Recruit new members to our involved groups through varied involvement activities and look to include online and out of hours options where needed. ○ Tailor methods of communication with residents in line with the outcome of tenant profiling exercise ○ Begin the process of recruiting resident Champions. ○ Use results of tenant profiling survey to identify groups and communities. Seek out the most relevant partnership agencies to work with to improve our communication and engagement with those groups and communities. ○ Develop a clear plan for recruiting residents and for succession of residents onto involved groups. ○ Promotion of the positive outcomes of tenant involvement on website and social media ○ Include performance in Resident Involvement as part of the Annual Report to residents. ○ Use of welcome pack to promote involvement to tenants of all ages. ○ Explore the use of incentives for getting younger/different residents involved
Aim 4	Improving our Communication and Consultation with Residents
Actions	<ul style="list-style-type: none"> ○ Formal reports should include a compulsory section on tenant consultation in their standard format. ○ Implementing a Digital Inclusion Programme ○ Increase tenant involvement through online surveys, online chat, What's app, Instagram ○ Consider the creation of a Young Persons Tenant Panel ○ Use of Welcome Pack to promote involvement of tenants of all ages. ○ Use of tenant profiling results to help develop a targeted plan to actively engage with younger residents and other under-represented groups, using communication methods tailored to meet their preferences. ○ Providing information to residents which is relevant, concise, and easily understood.

Aim 5	Valuing our involved residents, volunteers and Communities
Actions	<ul style="list-style-type: none">○ Stage an annual Residents reconnect day.○ Develop a plan to improve our community centres.○ Develop and publicise reimbursement and training policies which adequately reward tenants.○ Consider the inclusion of reward incentives to increase levels of tenant involvement.

Appendix 1

Statutory and Regulatory requirements

The Social Housing (Regulation) Act 2023

This introduces Regulatory Consumer Standards with effect from April 2024. These standards cover four areas, one of which is Tenant Involvement and Empowerment.

Tenant Involvement and Empowerment Standard - GOV.UK (www.gov.uk)

Amongst the requirements we need to demonstrate compliance with are;

- i. The provision of choices, information and communication that are appropriate to the diverse needs of tenants.
- ii. We must show that we treat all tenants with fairness and respect.
- iii. We must ensure that tenants are given a wide range of opportunities to influence and be involved in:
 - the formulation of housing-related policies and strategic priorities
 - the making of decisions about how housing-related services are delivered, including the setting of service standards
 - the scrutiny of our performance and the making of recommendations about how performance might be improved.
 - the management of repair and maintenance services
 - agreeing local offers for service delivery.
- iv. We must provide support to tenants to build their capacity to be more effectively involved
- v. We must consult tenants at least once every three years on the best way of involving them in the governance and scrutiny of our housing management service.
- vi. We must demonstrate that we have a clear approach to complaint handling.

The Regulator for Social Housing is responsible for ensuring that all social housing landlords meet these standards.

The Charter for Social Housing Residents:

In 2020, Government published its White Paper “The Charter for Social Housing Residents”, to raise the standard of social housing and meet the aspirations of residents. Whilst resident involvement runs throughout the White Paper, of relevance to this strategy is Chapter Five, “To have your voice heard by your landlord”. This requires us to ensure that residents are a key part of our governance and that consumer-led assurance arrangements are in place. Residents who do not wish to attend formal meetings or join a formal group must have alternative ways to feed back to us. We must ensure that their voices are heard, and their needs identified. It is our responsibility to make sure that the communication channels and involvement opportunities that we offer, are tailored to meet the differing needs of our residents.

The Charter places an expectation on the Regulator of Social Housing to require landlords to seek out best practice and consider how they can continually encourage, improve, and support engagement with their social housing tenants.

Tenant Satisfaction Measures:

The Regulator for Social Housing published its new Tenant Satisfaction Measures Standard on 21st September 2022. From 1st April 2023 all social housing providers must collect and publish a wide range of performance information, to be known as Tenant Satisfaction Measures. These 22 Measures will look at complaints handling, neighbourhood and anti-social behaviour handling, and repairs and safety. Ten of these areas will be measured by landlords directly, and 12 will be measured through tenant perception surveys.

All Tenant Satisfaction Measures will be reported from April 2023. They will give tenants transparent and meaningful information about their landlord and help the Regulator of Social Housing ensure landlords are meeting the new consumer standards.

The Regulator of Social Housing will also have the powers to carry out spot checks on individual social landlords where they feel this is needed.

The Equality Act 2010:

The Council has a duty to ensure the following:

- Advance equality of opportunity between persons who share a relevant protected characteristic (i.e. their age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; gender, and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic, and those who do not share it;
- Encourage people from protected groups to participate in public life or in other activities where their participation is disproportionately low; and,
- Ensure people from all sections of our community are given equal opportunity to participate

Data Protection:

The Privacy Notice (Resident Involvement), may be found at: [add link](#)

Appendix 2

We have reviewed all the new and existing legislation, researched current Best Practice advise, and drawn ideas from other providers of Social Housing. Full list of resources and best practice are below.

- The Social Housing (Regulation) Act 2023
- The Regulator of Social Housings' Regulatory Consumer Standards
- The Housing Ombudsman Complaint Handling Code
- Tenant Involvement & Empowerment Standard

- TPAS National Tenant Engagement Standards
- TPAS Report 'Engaging and Empowering tenants in council-owned housing'
- Notes from conference speech made by Kate Dodson, Chief of Regulatory Engagement at the Regulator for Social Housing Conference
- Copperworks Housing Association
- East Ayrshire
- L & Q Housing
- Cambridge City Council
- Buckinghamshire Council
- Dartford Borough Council
- Winchester City Council
- Phoenix Housing Association

Report to: Housing Review Board



Date of Meeting 25th January 2024

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Draft Housing Revenue Account and Capital Budgets 2024/25

Report summary:

This report presents the draft revenue and capital budgets for 2024/25 for consideration by the Housing Review Board.

Recommendations from this meeting will be presented back to Cabinet on 31st January 2024 when members will finalise budget proposals to recommend to Council.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

That the draft HRA revenue and capital estimates are recommended to Cabinet including the proposed rent increases for 2024/25.

Reason for recommendation:

There is a requirement to set a balanced budget and to agree rent levels 2024/25.

Officer: John Symes – Finance Manager jsymes@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

An analysis of budget changes has not highlighted areas that give rise to any equality issues that need highlighting. There are no changes proposed from the current service provisions as a result of the draft budget that will effect individuals.

Climate change High Impact

The budget approval gives the Council the resources necessary to undertake its business which will significantly contribute to the carbon footprint of the Council. The Council is committed to reducing its carbon net emissions to zero by 2040 and resources have been factored into the budget to meet this priority.

Risk: Medium Risk; Risks have been considered in preparing the budgets and the financial implications have been assessed at the point of preparation. Various budget assumptions have been made including the treatment of inflation and interest rates; estimates on the level and timing of capital receipts; the treatment of demand led pressures; the treatment of planned efficiency savings/productivity gains; levels of income; financial risks inherent in any new arrangements; capital developments; the availability of funds to deal with major contingencies and the need for any provisions. In each of these areas the Council's financial standing, management and track record have been considered in order to prepare robust budget proposals. Other specific areas of risk have been highlighted where appropriate within the report.

Links to background information 24/25 Budget Book

Link to [Council Plan](#)

Priorities (check which apply)

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

1. Process

- 1.1 The Constitution requires Cabinet to approve the draft revenue and capital budget prior to consideration by the Overview and Scrutiny Committees. The Housing Review Board will undertake the same function in relation to the Housing Revenue Account budgets.
- 1.2 Recommendations from these meetings will be presented back to Cabinet at its meeting on 31st January, along with any comments from the business community. At this meeting members will be required to recommend to Council a budget and the Council Tax requirement for 2024/25.
- 1.3 At the same time as preparing the draft budget, draft service plans have been prepared for member consideration. Service plans and budgets are aligned and link back to the Council Plan.

2 Housing Revenue Account Budget

The Overall Financial Picture

- 2.1 The Housing Revenue Account (HRA) is underpinned and influenced by a business plan, this plan needs to be updated with revised financial modelling once the housing condition survey work is complete.

The draft 2024/25 budget approach has been similar to the current year with variations as noted below. The budget is seen as an interim solution whilst restructured teams bed in which may also result in the re-organisation of budgets but within the same financial envelope. All planned expenditure is met from available income.

It may be necessary to undertake a reallocation of budgets or the use of additional reserves to meet priorities in the financial year to reflect the findings of the Housing Stock condition survey but at this stage it is considered there are sufficient resources available. The Housing Review Board will be updated on any reallocations.

- 2.2 The increase in any individual tenants rent is normally limited to inflation + 1% for the forthcoming financial year. Inflation is taken as the Consumer Price Index (CPI) rate at the prevailing rate for September 2023, which was officially registered at 6.7%.

The draft budget assumes an increase in Council House rents to this level with a factor included for a reduction in stock numbers and voids giving £21.48m, an increase of £1.47m. An increase of 3.5% has been assumed on garage rents giving an additional £8k in income but members may consider this not to be appropriate.

Draft Revenue Budget 2024/25

- 2.3 The budget book details the draft estimates for 2024/25.
- 2.4 The budget has been prepared to maintain council homes to a high standard with a comprehensive planned programme of expenditure, adaptations and routine repairs. The 2024/25 draft budget maintains significant sums for:
- Major repairs totalling £2.9m covering new doors, boilers, kitchens and bathrooms, including change of tenancy expenditure, replacement of wooden fascias with uPVC and roof replacements.
 - Day to day repairs, programme maintenance and one off works totalling £5.8m.

Sum of Budget			Data			
Rep Cat 1	Rep Cat 2	Rep Cat 3	2023 YTD	2024	Variance	Notes
1 INCOME	1 Gross Property Rent inc Garages	1 Gross Property Rents	-19,911,900	-21,088,320	-1,176,420	1
		2 Garage Rents	-231,110	-220,150	10,960	2
	2 Other Income	1 Other Income	-658,510	-738,070	-79,560	
1 INCOME Total			-20,801,520	-22,046,540	-1,245,020	
2 EXPENDITURE	1 Repairs And Maintenance - General	1 Responsive Maintenance	2,411,398	2,945,390	533,992	3
		2 Annual Programmed Maintenance	1,539,760	1,520,920	-18,840	
	2 Repairs And Maintenance - Special	1 Compliance	808,600	650,050	-158,550	4
		2 Other	1,003,560	710,160	-293,400	5
	3 Supervision And Management	1 Supervision And Mgt General	5,057,711	5,886,631	828,920	6
		2 Supervision And Mgt Special	3,030,540	3,416,870	386,330	
	4 Other Expenditure	1 Other Exp non Sewerage	571,500	686,070	114,570	7
		2 Sewerage	45,740	45,740	0	
	5 Capital Charges & Bad Debt	2 Reval Deprn and Impair	950,420	950,420	0	
		3 Major Repairs Expenditure	3,356,710	2,800,900	-555,810	8
2 EXPENDITURE Total			18,775,939	19,613,151	837,212	
3 FINANCING	1 Interest on Balances		-49,000	-458,600	-409,600	9
	2 Loan Principal & Interest repayments		2,608,580	2,663,160	54,580	
	3 Other	1 Gain on Disposal	-3,161,910	-3,161,910	0	
		2 Loss on Disposal	2,001,980	2,001,980	0	
		4 Other	-10	-10	0	
	4 MIRS	1 Rev Gain on Disposal	3,161,910	3,161,910	0	
		2 Rev Loss on Disposal	-2,001,980	-2,001,980	0	
		3 Rev Rev, Dep & Impair	-950,420	-950,420	0	
4 TFR to EARRES		-40,000	0	40,000		
	5 Cont to Capital	880,000	1,179,259	299,259	10	
3 FINANCING Total			2,449,150	2,433,389	-15,761	
(blank)			0	0	0	
Grand Total			423,569	0	-423,569	

Variations referenced to the above table

1. Cpi +1% (7.7%) increase in rental income per central government guidance.
 2. 3.5% increases across all other income including garage rents and associated void levels.
 3. 4.6% (Oct CPI proxy) uplift on monthly PPP Payments plus a rebasing of budget requirements for exceptions and non-PPP Properties.
 4. Reduction in Asbestos works based upon current spend patterns.
 5. Fuel efficiency measures budget reduced by the spend to date on the Cyclo boiler project.
 6. Interim housing structure changes plus assumed 2% inflationary uplift as a pay award.
 7. Inflationary uplifts and warm hub contribution of £50k.
 8. Reduced level to include only Void works and Kitchen and Bathroom programs, budget moved to capital contribution.
 9. Continued good rate of return on investments due to interest rate levels.
 10. All surplus to be allocated as a contribution to capital to partially fund planned major works with any additional requirements funded through borrowing.
- 2.5 The proposed Housing Revenue Account draft budget presented is a balanced budget, with any surplus to be included within an increased contribution to capital of £1.2m to invest in our stock and fund capital projects. The HRA Balance is currently predicted to meet the £3.1m level at the end of 2023/24 once contributions to and from reserves are taken into

account. There is an additional £1.6m being held in the HRA debt Volatility Fund which remains unchanged.

3 Capital Programme

3.1 The attached booklet details the draft capital programme for 2023/24 to 2027/28.

3.2 A summary of the capital funding position is given below for the Council, the HRA proposed expenditure in 2024/25 is £4.906m and as seen below is funded from the HRA. This amount represents the same level of investment as currently provided and seen by the service as suitable to meet requirements at this time until a full condition survey is completed and maintenance/improvements plans are fully developed.

Capital Programme Financing	2023/24	2024/25	2025/26	2026/27	2027/28
	Budget	Budget	Budget	Budget	Budget
	£	£	£	£	£
Net Expenditure to be Financed (GF & HRA)	14,292,256	15,556,302	13,509,935	12,282,758	8,469,090
Adjust for unused income from grants/contributions:					
	14,292,256	15,556,302	13,509,935	12,282,758	8,469,090
Financing:					
In year capital receipts General Fund	(400,000)	(200,000)	(200,000)	(200,000)	(200,000)
3rd Party Loan repayments	(676,231)	(1,336,497)	(102,888)	(906,117)	(109,449)
GF Capital Receipts Reserve	0	0	0	0	0
General Fund Capital Receipts	(1,076,231)	(1,536,497)	(302,888)	(1,106,117)	(309,449)
PWLB loan - EZ - Park and Change	(209,274)				
GF Loans	(209,274)	0	0	0	0
HRA Released RTB and Misc Capital Receipts	(500,000)	(500,000)	(500,000)	(500,000)	(500,000)
HRA contribution - From Major Repairs Reserve	(3,881,710)	(4,406,000)	(4,406,000)	(4,406,000)	(4,406,000)
HRA Cont "Depn"	0	0	0	0	0
HRA funding	(4,381,710)	(4,906,000)	(4,906,000)	(4,906,000)	(4,906,000)
New Homes Bonus Funding	0	0	0	0	0
Net (internal borrowing) / Transfer to Capital Reserves balance	(8,625,041)	(9,113,805)	(8,301,047)	(6,270,641)	(3,253,641)
GF Loans/Internal Borrowing	(8,625,041)	(9,113,805)	(8,301,047)	(6,270,641)	(3,253,641)
Total Funding	(14,292,256)	(15,556,302)	(13,509,935)	(12,282,758)	(8,469,090)
Shortfall / (Surplus)	(0)	0	(0)	0	0

Financial implications:

Financial details are contained in the report.

Legal implications:

No legal observations are required.

Report to: Housing Review Board



Date of Meeting 25th January 2024

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Repairs and voids (empty dwellings) Performance

Report summary:

This report outlines our approach to improving performance across our repairs contracts and in the management of our empty homes. This is an update, following our last report at November's meeting.

The report outlines the progress we have made to date and the actions we are taking to further improve our performance.

The attached presentation outlines the performance in delivering our repairs service and in the management of empty properties. It also outlines the progress we have made to date and the actions we are taking to further improve our performance.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

The Housing Review Board receives the report and notes the actions

Reason for recommendation:

To ensure the Housing Review Board have assurances around the contract management of the repairs service and how we are managing our empty properties.

Officer: Yusef Masih – Compliance and Planned works service manager, Susie Williams – Responsive repairs and voids service 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

Report in full

1. Background

1.1 At the last Housing Review Board Meeting in November 2024 some concerns were raised about the performance of our two key contractors, Ian Williams and Liberty Gas.

1.2 We have spent the last few months working hard with our contractors to improve and we are seeing performance increase.

1.3 Outlined below is our current position and how we are moving forward to address the challenges of managing large contracts.

2. The Management of Empty Homes

2.1 The number of empty homes (voids) continues to reduce month on month, we are pleased to also report that void turnaround times are also decreasing. In December 2023 we recorded 127 empty homes, which is down from 168 in July 2023.

2.2 We are taking the following steps to ensure void performance:

- We are monitoring performance against a clear action plan with Ian Williams. Weekly progress meetings are in place.
- Joint specification and sign off visits with EDDC colleagues and Ian Williams are taking place which supports getting the delivery of the void right first time.
- Ongoing pre vacation visits completed by the Allocations team enable us to set expectations with the outgoing customer and identify areas of concern with the property well before the void date.
- A review of our Recharge Policy is due later this year which will reinforce our expectations of outgoing customers.

- A review of the key to key process (from when the outgoing customer leaves to the new customer moving in) is underway which will identify further efficiencies, decreasing void time and rent loss.

3. Repairs Completed within Target

- 3.1 Our target for all repairs across Ian Williams and Liberty Gas our two main contractors is 90%. While we acknowledge there is further work to be done, progress is being made with 83% of repairs being completed within time in December 2023, against 75% of repairs in July 2023.
- 3.2 Our target is for our contractors to complete 100% of emergency repairs within target. Again, while we acknowledge further work is necessary it is pleasing to see that we are on the right track. In December 2023 85% of emergency repairs were completed within target across our two contractors, against 65% in July 2023.
- 3.3 To improve performance across our repairs contracts we are taking the following actions:
- We continue to work in collaboration with our contractors and have implemented workstream specific meetings to address concerns and understand blockages in a timely manner (e.g. attendance at Toolbox Talks, Sub Contractor Meetings and weekly progress discussions)
 - The recent appointment of a Data Analyst within the EDDC team enables us to reconcile our data, track and monitor repairs to ensure target dates are met and identify trends required in service improvement (e.g. trade specific challenges or geographical issues)
 - By sharing data we are able to forecast where demand is likely to increase and work with our contractors to resource plan and grow their sub contractor networks (e.g. respond to the increase in demand from damp, mould and disrepair cases)
 - The appointment of a Customer Liaison Officer into the Ian Williams team is providing invaluable to the contract delivery and resolution of complex issues. We continue to work with Ian Williams to shape the role and add value to all workstreams.
 - We will undertake a review of customer feedback on our repairs contracts and use trend analysis from complaints to better understand areas for improvement.

4. Fit for the Future

- 4.1 To ensure we are in a position to meet upcoming challenges and invest wisely in our portfolio we are undertaking some additional actions to future proof our service.
- 4.2 We have undertaken a review of our services to ensure we have the right people in the right places. We will continue to review our resources in line with the demands on our service and support our contractors to do the same.
- 4.3 An upcoming skills review will inform a training plan for the teams to allow our colleagues to develop and be further equipped to manage the challenges of these large contracts.

4.4 Data from our stock condition survey will inform our Asset Management Strategy and our Investment Plan for the next five years which will improve the overall decency of our homes.

Financial implications:

There are no direct financial implications identified in the report.

Legal implications:

There are no legal implications.

Report to: Housing Review Board



Date of Meeting 25 Jan 24

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Asset Management Strategy

Report summary:

This report recommends the development of an Asset Management Strategy for East Devon District Council.

The report will cover how the AMS will ensure we meet legislation, regulation and are able to forecast the budgetary requirements in maintaining our homes. The AMS will assist in guiding future strategic property decisions to ensure EDDC manage the housing portfolio efficiently. The AMS will include fully costed 5/10/15 /30-year plan of works based on the outcome of the Stock Condition Survey programme.

The report will also recommend a Project Board be formed to deliver the AMS. The terms of reference are attached at Appendix1.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

1) To recommend to Cabinet:

- a) approval of the appointment of a consultant, if required, to develop the Asset Management Strategy; and
- b) delegation of authority to the Assistant Director of Housing to agree a fee with the above consultant, not exceeding £50,000, with payment of the fee agreed from the Housing Revenue Account (HRA), on the assumption that there is an existing budget for this fee within the HRA. If there is no existing budget, then for Cabinet to recommend to full Council approval of an additional budget for these monies.
- c) delegated authority to the Assistant Director of Housing to agree a fee.

2) To recommend to Cabinet approval of the Project Board Terms of Reference.

Reason for recommendation:

EDDC do not currently have sufficient detailed information to enable us to accurately forecast and budget for the financial implications of managing our repair and maintenance obligations.

The outcome from the AMS will include detailed information on each property in our portfolio including components, age, condition, life expectancy, energy efficiency, together with a fully costed 5/10/15 / 30-year plan of works.

Officer: Yusef Masih – Interim Compliance & Planned Works 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 Medium Impact

Risk: Low Risk; .

Links to background information

Link to

Priorities (check which apply)

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

1 Background

1.1 Purpose of an Asset Management Strategy

1.1.1 The purpose of an Asset Management Strategy (AMS) is to set out and demonstrate:

- An understanding of the property assets owned and managed by EDDC, including their attributes and characteristics
- An understanding of our liabilities, in particular the investment needs of the stock in the short- medium and longer term as identified through stock condition surveys and our database
- Adopt an approach to the strategic management and maintenance of the assets to maintain them in good and tenable repair.
- An understanding of when disposal, purchase, and development is to be recommended.

1.1.2 The AMS should both support and underpin the strategic and financial performance of the overall business.

- the way in which the assets are managed and financed.
- the investment needs of the stock based on condition and fitness for purpose.

- The standards which are to be adopted.

1.1.3 EDDC must assess its 'use of resources' and show how it achieves value for money and continuous improvement.

1.1.4 EDDC are completing a comprehensive stock condition survey which will support the development of the strategy. Using asset information to make better decisions, whilst having stock condition information, will enable EDDC to have a more robust and data driven approach to updating, managing, and profiling properties, whole-life costing and assessing investment or disinvestment options.

2 Asset Management Strategy Objectives

2.1 The key objectives of the strategy will be:

2.1.1 Asset Performance:

- Develop an asset appraisal model to assess asset performance / return on investment. This is commonplace for many councils, to assess expenditure against projected future income, to ensure any project is financially viable and to enable EDDC to make informed decisions on the financial viability of projects.
- Identify financial performance and in particular poor performing assets.
- Options appraisal of poor performing assets.

2.1.2 Maintenance of portfolio

- Ensure all homes comply with the Decent Home Standard and Climate change agenda.
- Work towards all homes meeting the Social Housing Standard of an EPC rating of C or over.
- Ensuring our properties are safe, secure, and compliant, meeting all our obligations.

2.1.3 Investment Decisions

- The AMS will set a clear action plan outlining the approach to future investment ensuring value for money is achieved for all projects.
- The HRA Business Plan is to be updated annually, providing a long-term income and expenditure profile based upon the latest data and business priorities. The AMS will complement and inform the councils Business Plan and set out our priorities for the physical care and improvement of our housing stock, non-domestic assets, (garages) and the local environment.
- Any future AMS will link to the Housing Business Plan.

2.1.4 Fit for the future.

- Efficient, suitable, and fit for purpose accommodation for the future delivery of services.
- Development and regeneration of potential refurbishment opportunities across the portfolio that could release further income after investment.
- Investment in support of the Council's Strategy and the council's capital strategy maximising income, generating opportunities through investment opportunities.
- Disposal – to consider the sale of properties that produce a negative income stream.
- Respond to customers changing priorities and provide choices that are important to our customers.
- Care for the external environment as well as individual homes.
- Embrace technological advances in Smart Home technologies and making our homes digitally connected as standard.

- Continue to improve the energy efficiency of our stock and make meaningful investment in the reduction of fuel poverty and fossil fuels.
- Anticipate and avoid parts of the stock declining in desirability, value, and attractiveness.

3 Risks

3.1 There are challenges and risks to implementing the Asset Management Strategy and the key ones are listed below. These challenges and risks shall be recorded and regularly managed through an AMS risk register and departmental work plans.

- Risk in not undertaking stock improvements or ineffective targeting of our programmes. This could lead to wasted resources, negative reputation and potentially hard to let homes.
- Failure to meet the Decent Homes Standard may lead to non-decent homes, regulatory action, and loss of current and future tenants.
- Unsustainable neighbourhoods could result in demolition and clearance.
- Inadequate information on life cycle costs.
- Inappropriate timescales could increase reactive repair costs, the benefit of economies of scale will be lost with additional financial implications.
- Numbers of formal and informal complaints increasing
- Number of ombudsman determinations and financial compensation
- Failure to follow regulation / legislation could lead to action by the regulator.
- Low levels of tenant satisfaction

4 Our current Asset Management Strategy / approach

4.1 Currently EDDC do not have an up-to-date Asset Management Strategy. There has been a knowledge-based approach to planned works within teams.

4.2 The contract entered with the current contractor, principally procured for day-to-day repairs also included a provision to conduct planned works. This resulted in several larger scale projects being delivered over the past 2 years, including external window replacement, external decorations programmes and fabric upgrade / climate change works part Government funded. More recently, a contractor has been instructed to replace fifty kitchen and bathrooms, which are scheduled for completion by May 2024.

5 Profile of our portfolio

5.1 The Council owns and manages a diverse range of housing. It is a mixed portfolio spanning several different property types. They are held on a mixture of tenures, general Needs tenancy, freehold, licence, and leasehold. The portfolio also includes 15 community centres which are part of the AMS. The following table 1, sets out the various archetypes and their numbers.

Dwelling Type	General Needs	General Needs Void	Sub total	Sheltered	Void	Sub total	Total
Bedsit	24	1	25	14	3	17	42
Bungalow	189	4	193	752	31	782	976
Flat	607	29	636	505	30	535	1171
House	1894	43	1937	14	0	14	1951

Maisonette	6	0	6	0	0	0	6
Room	9	11	20	0	0	0	20
Total	2729	88	2817	1284	64	1348	4165

There are in addition a number of garages, the detail of which is set out in table 2.

Garages	
Status	Number of Garages
Garages Occupied	344
Garages Void	383
Total	727

6 Stock Condition Surveys 2023/24

- 6.1 The council agreed to proceed with a programme of Stock Condition Surveys, SCS, on all EDDC Housing Stock. Currie and Brown, surveyors were instructed to deliver the programme, which started during March 2023 and is expected to complete during January 2024.
- 6.2 So far, about 80% of the portfolio has been inspected, with an expectation that by the end of the programme, during January 2024, 90%+ of the portfolio will have been inspected. The completion of SCS will form an important part of the development of the AMS.
- 6.3 Currie and Brown will provide a detailed report once the programme is completed. The report will set out the key finds of the programme and include comprehensive costed 5/10/15/30 year works programme, which will form an element of any future AMS.

7 Project Board Resources

- 7.1 EDDC will bring together a project board with officers, members, and tenants to take a strategic approach to the development and delivery of an AMS of its Housing Stock. The make-up of the Project Board will be agreed once approval to the recommendations in this paper have been agreed. The draft Terms of Reference for the Project Board are attached (Appendix 1).

The project board will lead on taking forward the SCS and the development of an AMS.

8 Development of specification / scope and approach

- 8.1 The AMS will be developed to deliver the key objectives of the council. It will set a clear action plan outlining the approach to future investment, value for money and in ensuring we meet all regulation and legislative requirements.
- 8.2 The strategy will need to complement and inform the councils Business Plan and set out priorities for the physical care and improvement of our housing stock, non-domestic assets, and the local environment.
- 8.3 Key influencing factors to any recommendations and outcomes will be affordability, so understanding of our financial position will be imperative. The strategy will outline our approach across a five-year term / 30-year term and detail relevant resources to achieve the stated outcomes.

8.4 It will be necessary for the specification document to set out the following requirements:

- Provide housing which aims to achieve standards in-line with current and projected customer expectations and demand.
- Ensure compliance with current, relevant regulations.
- Provide the correct balance between response, cyclical repairs, and capital investment.
- Reflect local diversity in its approach.
- Comment on assets to modernise, remodel or dispose.
- Set out the general core principles which will influence investment decisions.
- Identify and address newly emerging needs.
- Consider how economies of scale and value for money can be achieved.
- Set out a method for identifying poorly performing stock, Net Present Value calculation.
- Assess the hot spots for right to buy and the impact and effect of the loss of high performing stock.
- Set targets for investment needed to meet standards such as SAP (energy efficiency), fuel poverty and quality of homes.
- Identify poorly performing stock in respect of rental returns and high maintenance activity/future costs.

8.5 The strategy should also aim to provide answers to fundamental questions such as.

- What are the costs and benefits behind owning specific property and land?
- Where should the council invest or dispose of its assets, and what is the extent of that investment?
- How is innovation able to influence and improve asset management?

8.6 A Net Present Value, NPV, figure will be achieved for the portfolio together with rankings that take account of other inputs (such as Indices Multiple Deprivation or SAP ratings) in order that comparisons can be undertaken across tenure, location, and archetype.

NPV is a recognised method of assessing the viability of most residential portfolio/single properties. Many councils adopt such an approach to ensure they understand the financial viability of the portfolio. It is an essential Asset Management tool to fully understand the financial performance of the housing stock.

9 Development of the strategy

9.1 It is proposed that the current internal resources and skills within the team are reviewed to identify our capability to develop the strategy. Once this is completed we will be able to identify consultancy support needs.

If consultancy support is required it will be sourced through approved procurement methods. The Project Board will recommend the appointment of the consultancy support.

It is considered the appointment of consultancy support to draft the AMS if required will be in the region of, £50,000. On approval of the final specification a fixed price fee shall be agreed for the work required.

10 Links to other Plans

10.1 EDDC Housing Services Plan 24/25

The objectives from the current service plan, also document the reasons behind the development of the AMS.

- Deliver an informed planned / cyclical programme of maintenance works across the housing stock in order to meet our targets for Decent Homes and in maintaining / future proofing the stock.
- Deliver a cyclical programme of works to ensure EDDC meets all its statutory duties in regard to all strands of compliance and to ensure the health and safety of our tenants.
- Ensure all statutory and regulatory standards are met in line with the management of our housing stock and as set out by the Social Housing Regulator.
- Deliver an efficient and responsive repairs service to all EDDC tenants to ensure that properties are maintained in line with our statutory duties.
- Development and creation of a Strategic Housing Asset Management Strategy aligned with a review of the Housing Revenue Account Business Plan. This will drive a programme of planned works across the stock to ensure we are delivering decent homes. This links directly to the EDDC Climate change Action plan that identifies the need to ensure the appropriate level of investment is made across the housing stock in order to ensure we can meet objectives that relate to improving the energy efficiency of our housing stock.
- Develop a new 5-year Housing Strategy 2024 – 2029, setting the strategic direction of the housing service.
- The development and creation of an Asset Management Strategy will drive progress that the service needs to make in ensuring that climate change and the energy efficiency status of our housing stock is at the forefront of decisions we are making around investment in the stock moving forward.
- The commitment set by the council is to be a Carbon Neutral Council by 2040 will be a clear priority within our asset management function. Critical to meeting this target is to understand our current position, across the council and to develop a clear baseline against which we can work.

10.2 Climate Change

The development and creation of an Asset Management Strategy will drive progress that the service needs to make in ensuring that climate change and the energy efficiency status of our housing stock is at the forefront of decisions we are making around investment in the stock moving forward.

The commitment set by the council is to be a Carbon Neutral Council by 2030 will be a clear priority within our asset management function. Critical to meeting this target is to understand our current position, across the council and to develop a clear baseline against which we can work.

To meet this strategic objective, we shall be undertaking, as part of the AMS an Energy Study against our housing portfolio, which will develop our thinking and technical approach to devising a longer-term strategy to becoming Carbon Neutral by 2030. This will extend beyond homes and look to include commercial business, along with a policy on electrical charging points for residents.

11 Consultation / resident engagement

- 11.1 We will continue building on our approach to involving and engaging tenants, owners, and other stakeholders where their views enable us to develop the AMS.
- 11.2 The AMS, will provide a wide range of involvement options, including a greater use of technology so that we can be flexible in the ways we respond effectively to both external and internal challenges.

We aim to achieve this by:

- Building on good initiatives already in place.
- Increasing the options available for tenants, owners, and other stakeholders to become involved with us in a way that suits them.
- Explore ways to use technology to create more flexible ways to consult with our tenants and other customers.
- Consultation with Repairs and Maintenance Group, Resident involvement management group
- Increasing the options available for tenants, owners, and other stakeholders to become involved.
- Explore ways to use technology to create more flexible ways to consult with our tenants and other customers.
- Consult with Housing Review Board

In conducting the above, we will take steps to ensure that all of our engagement opportunities are fully accessible and inclusive, and we will make it as easy as possible for tenants, owners, and other stakeholders to provide feedback and engage with us.

12 Mobilisation

It is expected the following milestones are set on approval of this report:

Agree terms of reference	Jan 24
Agree specification for consultant	Jan 24
Appoint consultant	March 2024
Draft AMS & Financial Business Plan	May/June 24
Consultation and approval	July – Sep 24
<ul style="list-style-type: none"> - Project Board - Leadership Team - HRB - Cabinet 	

Financial implications:

There are financial implications. There is a recommendation for a supplementary budget of £50,000, if approved this will be met from the HRA balance. Consideration will be needed to the replenishment of the HRA Balance for this supplementary sum along with any other commitments against the balance, so that the level remains at the £3.1m adopted level.

Legal implications:

There are no legal implications on which to comment.

Terms of Reference
East Devon District Council
Project Board; Asset Management Strategy

1. Purpose

1.1 East Devon District Council (EDDC) brings together representatives from EDDC, “the board” to take a strategic approach to the delivery of an Asset Management Strategy, AMS, of its residential portfolio of homes, including ancillary properties, garages, and sewerage plants.

- Oversee the development of an evidenced based 30-year Asset Management Strategy & delivery Programme.
- To agree actions relating to the Asset portfolio to maintain, develop and improve the financial legal and strategic position of the Council’s investments.
- Oversee and monitor implementation of the project with agreed key dates.
- Support the project by ensuring the data is provided to the consultant.
- Oversee the development of an accurate Planned and Cyclical Works Programmes both short and long term.
- Oversee the development of an accurate Housing Revenue Account Business Plan update and model.
- Oversee the development of a strategy to secure improvements to the quality and future proofing of our housing stock.
- Make efficiencies by maximising our ability to flex economies of scale.

1.2 To oversee the production of an over-arching Asset Management Strategy by June 2024

1.3 The Board is a consultative group that enables early engagement on ensuring the development of an AMS to secure the best future use of assets.

1.4 The requirement for the strategy fits with the Council’s Housing Service Plan 2023- 2024 to deliver a decent home for all residents of EDDC. This compliments the emerging Council Plan priority of Better Homes and communities for all. Our Housing Strategy 2020-2024 sets out our key objectives:

- Providing Homes
- Improving Homes
- Improving Communities
- Improving Services

1.5 By developing the strategy EDDC are reducing the risk of any tenants claim for either dis-repair or under, The Housing Health and Safety Rating System (HHSRS), whilst also ensuring of compliance under Decent Homes.

1.6 The Board will support the value enhancement and promotion of assets in the Region, taking a central role in shaping the policy and decisions for the delivery of the strategy. **The Board will:**

2.1 Oversee and monitor implementation of the strategy.

2.2 Ensure effective communications with, and the active engagement of, all departments in the strategy.

2.3 Raise awareness of, and act as ambassadors for, the work of the Board and ensure that the identified priorities of the Board are reflected in the property related strategies and policies of the organisations represented on the Board.

2.4 Share good practice across the organisations represented on the Board and with the Leadership Team. Report to the Leadership Team, monthly or more frequently if required, including the escalation of any risks to successful delivery.

2.7 The Board will be supported by a Project Sponsor, provided by EDDC, or otherwise as agreed.

2.8 Review and recommend the procurement route open to EDDC for the appointment of a consultant to deliver the Asset Management Strategy.

3. Membership

3.1 The members of the board to deliver the Programme are listed, by roles and teams in the following table.

3.2 To ensure the effective operation of the Board, it will comprise a maximum of senior officer representatives from the Programme, plus two independent business representatives.

Role	Department
Compliance and Planned works Manager	Housing
Project Sponsor	Housing
Project Manager	Housing
Finance Manager	Finance
Systems Manager	Systems
Responsive repairs and voids service manager	Housing
Assistant Director	Housing Strategy & Operations
Housing strategy & enabling project manager	Housing Strategy & Operations
Tenancy Services Manager	Housing
Portfolio Holder	TBC
Tenant Representative	TBC
Elected Member	TBC

4 Accountable Body

4.1. EDDC shall act as the Accountable Body for the Programme.

4.2 The Board shall be chaired by XXXX. If the Chair is unable to attend a meeting, the Board shall elect a substitute from the attending representatives.

4.3 Frequency of Meetings. The Board shall meet on a monthly basis, from its inception in January 2024. The frequency of Board meetings can be changed to suit the changing workload. Meetings will be hosted by the Accountable Body with secretariat support provided by the Project Manager.

5. Principles

5.1 The Board commits to the following principles:

- Working Principles: Commitment – members will commit resources to the mutual endeavour. Clarity – members are clear about who is doing what.

- Mutuality – understanding our common purpose with mutual benefit for each partner.
Openness – being prepared to raise issues concerning the quality of the working relationship.
- Confidentiality– respecting that on occasion property negotiations may require organisations to keep information in confidence.
- Added value – quantifying the added value of doing this together rather than doing it alone.
- Fairness – members will not seek to profit from each other.

6 Reporting and Accountability

6.1. The Board shall report to the Executive Leadership Team and may refer matters to it for consideration and determination.

6.2 The Board will report to the ELT on progress monthly. This will include the submission of a final report at the close of the programme.

6.3 The Board shall act as arbiter in situations where there are competing demands.

6.5 The Board will be established as a local strategic assets' forum. Formal decision making on specific property assets and transactions affecting them will remain with the Leadership Team.

Report to: Housing Review Board



Date of Meeting 25th January 2024

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Housing Service Plan 2024/2025

Report summary:

This report presents the draft Service Plan for the Housing Service covering the period 2024/2025.

Each Service area across EDDC produces a Service Plan that outlines key projects for the year ahead with information that relates to the detail and timescales of how they will be achieved. The plans give a summary and overview of the service delivered and this year's plan also summarises key performance indicators that will be monitored.

The Housing Service Plan presented captures a plan for the whole housing service including the strategic homelessness function and other roles that are not monitored by the Housing Review Board. On this basis, the Housing Service Plan will also be reviewed by the Councils joint Overview and Scrutiny Panel on the 11th January 2024.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

That the Housing Review Board consider, comment on and approve the Housing Service Plan 2024/25.

Reason for recommendation:

To enable the Housing Review Board to influence the production of the Service Plan prior to it being finalised.

Officer/s: Emma Congerton- Interim Assistant Director of Housing (Strategy and Operations) Amy Gilbert-Jeans- Assistant Director of Housing (Tenancy Services)

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 Medium Impact. This is a high level strategic plan, each of the projects will be assessed individually from an equalities perspective as part of implementation.

Climate change Medium Impact. Many of the projects outlined in the plan relate to EDDC priorities in relation to climate change.

Risk: Medium Risk; As above, each project will be risk assessed individually as part of implementation.

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

- 1.1 Each January, the Housing Review Board are presented with a draft Housing Service Plan for consideration and comment. The plan covers all areas monitored by the Housing Review Board as well as the strategic housing function that includes priorities such as homelessness and the increase of social housing across the stock. The template has been modified this year to focus closely on the key projects that we intend to deliver across 2024/2025.
- 1.2 The Service Plan links closely with our Housing Strategy and is designed to complement a number of other housing plans and policies as part of how we manage our own housing stock and the services we deliver. The Service Plan is intended as a working document and the service managers will cascade the contents of the plan at their team meetings and reflect priorities in officer objectives for 2024/25.
- 1.3 It is proposed that due to the significance of the content of the plan, following review of the plan by the Housing Review Board that the plan is presented to the appropriate resident involvement panel in order to ensure awareness and understanding of the content of the plan.

Financial implications:

At the same time as preparing the draft service plans, draft budgets have been prepared for member consideration. Service plans and budgets are aligned and link back to the Council Plan.

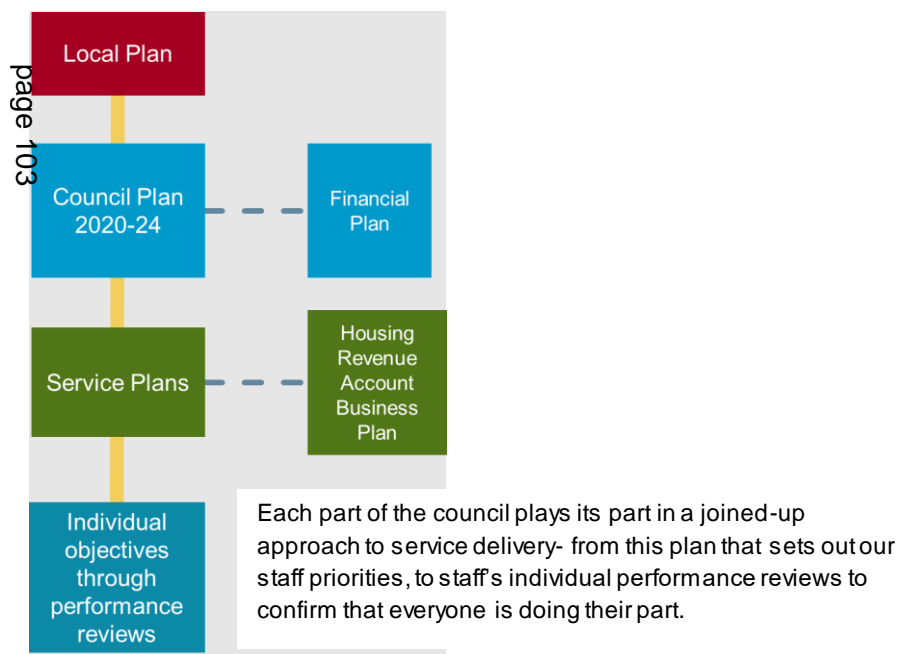
Legal implications:

There are no legal implications on which to comment.

Service Plan 2024-25

Version 0.2

April 2024 – March 2025



Director: Tracy Hendren

Portfolio holders: Cllr Dan Ledger

Service Plan Template 2024-25: Contents Page

- Section 1 Brief description of (Business as usual) service and purpose(s) including staff structure
- Section 2 Looking forward: what additional key workstreams we will do in 2024-25
- Section 3 What we will measure in 2024-25: Performance targets

Notes for Director and Assistant Director/Service Leads:

Shaded areas are for guidance.

When you have completed your Service Plan:

- ✓ Save to Service Planning 2024-25 Teams folder. Final versions will be placed on the intranet/internet
- ✓ Communicate it to your staff
- ✓ Keep it under review – make it a live document which adds value!
- ✓ Use it to formulate individual objectives

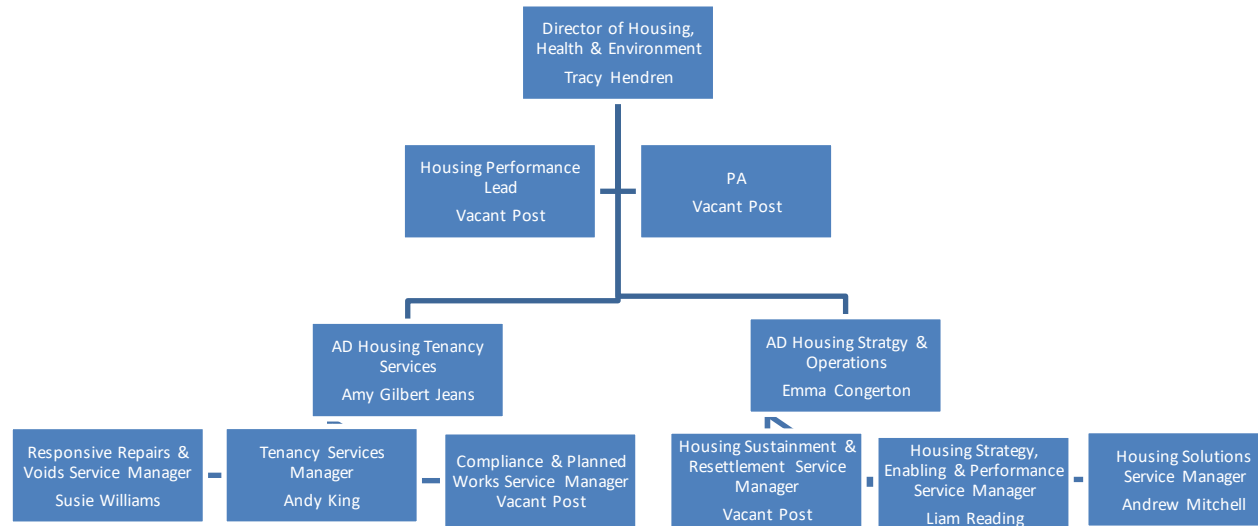
Council Priorities

- Better Homes and Communities for All
- A Greener East Devon
- A Resilient Economy
- Quality Services

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

Structure

*AD/Service Manager Structure reviewed during quarter 3 of 23/24



What we do and who we deliver to

Housing Services

The Housing Service is now divided into two areas of delivery to cover the regulatory services (the responsibility for all properties and tenants) and statutory services (the responsibility for homelessness, allocations, strategies and housing delivery) as a result of a service review.

The review of the Senior Management structure during 23/24 has better defined and rebalanced the service to ensure appropriate resource provision and resilience at an Assistant Director and Service Manager level to enable delivery on the priorities set out in this service plan.

Regulatory Services

Firstly, as a stock owning Local Authority, we own and deliver a landlord service that manages just under 4200 properties. From a Regulatory perspective, we are governed by the Consumer standards as set out by the Social Housing Regulator and must adhere to all regulation as set out in the Social Housing Regulation Act 2023. The Act includes set requirements on submission of Tenant Satisfaction measures as well as responsibilities around how we are managing damp and mould across our stock.

We have and are continuing to face challenges in this area with stabilising frontline delivery and Service Managers are continuing to ensure some of our key areas of service delivery are functioning efficiently, this work will continue into 2024/25. Our review of the management structure and rebalancing of the service is ensuring we have appropriate levels of service manager capacity across the service. This ensures we can focus on key areas such as the need to deliver a fast and efficient voids service that turns properties around quickly as well as take a transparent and open approach to complaints where we embed learning to improve our services. Throughout 24/25 We will be remaining focused on the results of our 22/23 tenant satisfaction measures that revealed poor results in relation to a number of areas, including repairs and maintenance. This all links to core service delivery to customers and we remain focused on achieving the improvements required.

Statutory Services

Our Strategic function plays a wider role in ensuring the provision of affordable housing across the district both by increasing our own stock as we all monitoring the role of registered providers. This part of the housing service is also

overseeing our statutory homelessness role, the allocation of housing stock as well as wider projects that link to the delivery of housing services and our sustainment and resettlements teams.

The teams that sit within each part of the service are listed below.

Regulated Services

Planned Works & Compliance Service

Housing Planned Works team

Deliver an informed planned / cyclical programme of maintenance works across the housing stock in order to meet our targets for Decent Homes and in maintaining / future proofing the stock in line with the EDDC priority *Better homes and communities for all*. Planned works include (but are not limited to) delivering kitchen and bathroom programmes, external decoration, heating upgrades as well achieving improved energy efficiency measures across our stock. The team hold the stock condition data for the housing stock, and this is used to inform decision making and future programmes.

Housing Compliance Team

Deliver a cyclical programme of works to ensure EDDC meets all its statutory duties in regards to all strands of compliance and to ensure the health and safety of our tenants in line with the EDDC priority *Better homes and communities for all*. Ensure all statutory and regulatory standards are met in line with the management of our housing stock and as set out by the Social Housing Regulator.

Responsive Repairs & Voids Service

Repairs Contract Management Team

Deliver an efficient and responsive repairs service to all EDDC tenants to ensure that properties are maintained in line with our statutory duties. Manage the Integrated Asset Management Contract to ensure the day to day response service is delivered in line with expectation. Manage the voids process to ensure properties are being let efficiently, in line with our void's standard. Oversee and manage all disrepair claims.

Repairs Contact Centre

Deliver a customer focussed response to tenants' repairs enquiries and requests ensuring we are providing a customer centric service. Deal with all frontline enquiries into the housing repairs service and requests for responsive repairs.

Housing Tenancy Service

Housing Communities Team

Leading on EDDC's housing department's approach to community engagement, cohesion, and participation. Delivering a menu of choice for tenants to engage with EDDC, ensure that their views are heard, and that they can have real lasting impact on the delivery of our housing services. Equipping our communities with the skills to enhance cohesion through community events and groups and supporting to plug skills gaps across our tenant-base with training, workshops, and information.

Housing Rentals Teams

Ensuring that EDDC's housing department have a robust and effective approach to income collection (rent and service charges), providing stability in the generation of income to support the Housing Revenue Account, in turn enabling us to invest in our properties and communities. Overseeing our rent and service charge setting process, ensuring that we are abiding by the government rent standards whilst maximising our income generation.

Housing Estates Services Team

Overseeing a tenant-focussed estates and property services function, ensuring that our estates and buildings are kept clean and safe, and that tenants are abiding by the terms of their tenancies. Ensuring the team are taking robust and proportionate action in relation to tenancy breaches and anti-social behaviour, working across the departments to support with tenant engagement and property access. Providing landlord-related support to our tenants, working in a multi-agency space with key partners to ensure a holistic approach is taken to tenancy management.

Sheltered Housing Team

Providing a sheltered housing service across a large range of property types, providing accommodation for people who meet our eligibility criteria for housing with intensive tenancy support. Ensuring the team are facilitating community engagement and cohesion, and that tenants have the appropriate access to care and support from external agencies.

	<p>Working closely with the Estates Services and Home Safeguard team in particular, to ensure a joined-up approach to tenancy management in Sheltered Housing and that tenants have access to emergency care line support in line with their own support needs.</p>
	<p><u>Statutory Services</u></p> <p><u>Housing Strategy, Enabling & Delivery Team</u></p> <p>Housing Delivery Team</p> <p>Develop, monitor and manage the Council’s Housing Strategy and associated strategies, policies and action plans. Establish levels and types of housing need across the district. Secure external investment to support strategic housing priorities. Secure a supply of new affordable homes through the planning system, with our partners and through maximising the use of Council assets. Manage the Right to Buy process and ensure timely investment of RTB Receipts and other sources of investment.</p> <p>Housing Systems Team</p> <p>Support and development of the Service’s core Housing Management systems and customer facing IT systems, information management and data management, ensuring and driving the effective and efficient use of systems and technology for staff and customers.</p> <p><u>Housing Solutions Service</u></p> <p>Housing Allocations Team</p> <p>Ensure that we are allocating social properties to those who have the greatest need in a fair and transparent way and ensuring that allocations to our own stock minimise void times and maximise rental income, whilst managing, maintaining and monitoring the housing needs register to ensure the best use of housing stock and demonstrating housing need.</p> <p>Housing Options Team</p>

Continue to meet the increasing demand from homeless households, preventing and reliving homelessness wherever possible. The provision of temporary accommodation to homeless households whilst supporting them to find permanent accommodation. Supporting the government agenda to end rough sleeping by providing tailored support to rough sleepers or those at risk of rough sleeping. Assisting vulnerable households with tenancy sustainment and referring into supported accommodation services where appropriate.

Housing Sustainment and Resettlement Team

Home Safeguard Team

Delivering a care line service, covering not only EDDC's Sheltered Housing properties, but also a growing portfolio of private customers. Providing an in-house installation and repair service for telecare equipment across both EDDC and private customer's homes. In addition, delivering an out of hours call handling service for EDDC and other local authority partners, supporting our commercial goals for the Home Safeguard provision.

Resettlement Team

Ensuring support is provided to households who enter the UK through a variety of Home Office schemes to enable them to resettle and integrate into our communities.

Section 2 – Looking forward: what we will do in 2024-25 (service objectives)

2.1	Service level priorities we will deliver in 2024/25 which support the Council Plan Priorities; Better homes & communities, A greener East Devon, A resilient economy and Services that matter	Financial/ corporate resource	Lead Officers	Due Date
2.1.1	Implementing the new strategy and delivering against the actions from the 2024-2028 Preventing Homelessness and Rough Sleeper Strategy	General Fund – Homelessness and Housing Revenue Account	Housing Solutions Manager	March 2025
2.1.2	Effectively utilise additional funding streams including the Rough Sleeper Initiative funding which focuses on providing positive outcomes for rough sleepers	General Fund – Homelessness	Housing Solutions Manager	March 2025
2.1.3	Ensure we have a strategic approach in place for providing homes for large families. Similarly take a strategic approach to the provision of specially adapted homes for families requiring them.	Housing Revenue Account / General Fund	Housing Solutions Manager and Planned Works and Compliance Manager	March 2025
2.1.4	Review the eligibility of sheltered housing services reflecting sustainable communities moving forward, including consideration of decommissioning units and alternative usage where appropriate.	Housing Revenue Account	Tenancy Services Manager; Sheltered Housing Managers; Housing Solutions Manager	March 2025

2.1.5	Implementation of a permanent structure across tenancy services, bringing stability to the teams and subsequent permanent recruitment to team manager posts.	Housing Revenue Account	Tenancy Services Manager	June 2024
2.1.6	In support of our continued robust collection of rental income, a review in our approach to recovering former arrears will be completed.	Housing Revenue Account	Tenancy Services Manager; Rentals Manager	August 2024
2.1.7	Delivery of an externally funded digital inclusion programme for tenants across all tenures, improving on digital skills and supporting our 'digital first' approach.	Housing Revenue Account	Tenancy Services Manager; Communities Manager	March 2025
2.1.8	Investment in our Home Safeguard service to ensure the technology used is fit for the future and underpins the realisation of the commercial capabilities and the potential financial contribution this service can make towards the General Fund.	General Fund	Tenancy Services Manager; Home Safeguard Manager	March 2025
2.1.9	Further development of the performance information framework for Housing by building upon our existing interactive KPI Dashboard to provide operational information and measures, and further develop our understanding of Housing's wider Service performance.	Housing Revenue Account	Housing Systems Manager; Housing Service Management team.	October 2024
2.1.10	Improve self-service / digital capabilities for our tenants and staff alike by implementing a secure online self-service portal for our tenants and rollout of mobile-working devices and technology for real-time access to information "in the field" for our staff.	Housing Revenue Account	Housing Systems Manager; Housing Managers group	March 2025

2.1.11	Development and creation of a Strategic Housing Asset Management Strategy aligned with a review of the Housing Revenue Account Business Plan. This will drive a programme of planned works across the stock to ensure we are delivering decent homes. This links directly to the EDDC Climate change Action plan that identifies the need to ensure the appropriate level of investment is made across the housing stock in order to ensure we can meet objectives that relate to improving the energy efficiency of our housing stock.	Housing Revenue Account	Planned Works and Compliance Service Manager/Housing Service Management team	September 2024
2.1.12	Continue to deliver projects via government funding opportunities (ie. Social housing decarbonisation fund in order to ensure we are taking opportunities to improve energy efficiency measures in our properties).	Housing Revenue Account Contribution	Planned Works and Compliance Service Manager. Housing Strategy, Enabling & Performance Manager	As and when opportunities arise.
2.1.13	Develop a new 5-year Housing Strategy 2024 – 2029, setting the strategic direction of the housing service	General Fund	Housing Strategy, Enabling & Performance Manager	December 2024
2.1.14	Develop a Housing Delivery Plan to increase housing stock in an open and transparent way supporting our registered housing partners to deliver much needed affordable housing across the district.	Housing Revenue Account/General Fund	Housing Strategy, Enabling & Performance Manager	September 2024

2.1.15	Develop a Tenancy Strategy to include partnership working with wider registered providers.	General Fund	Housing Strategy, Enabling & Performance Manager	December 2024
2.1.16	Review the Councils approach, options and opportunities to meet decarbonisation objectives.	General Fund	Housing Strategy, Enabling & Performance Manager	May 2024
2.1.17	Review and implement any new areas of Policy that link to ensuring we adhere to any changes/amendments that are made to the Social Housing (Regulation) Act 2023.	Housing Revenue Account	Housing Service Managers	April 2024
2.1.18	To consider and explore opportunities where contractual services could be brought in house and delivered as direct labour entities as part of longer-term service delivery plans.	Housing Revenue Account	Assistant Director-Tenancy Services	Through-out 2024/2025

Service actions relating to climate change	Financial/ corporate resource	Lead Officers	Due Date
The following objectives linked directly to the climate change agenda; 2.1.7, 2.1.9, 2.1.10, 2.1.11, 2.1.12, 2.1.13 and 2.1.14	As set out in key projects detail below.	As set out in key project detail below	As set out in key project detail below
Objective 2.1.11 is the most critical objective in relation to the housing services commitment to actions as set out in the Climate Change Action Plan. The development and creation of an Asset Management Strategy will drive progress that the	As set out in key projects detail below	As set out in key project detail below	As set out in key project detail below

<p>service needs to make in ensuring that climate change and the energy efficiency status of our housing stock is at the forefront of decisions we are making around investment in the stock moving forward. We know what a fundamental difference we can make to people's life's by ensuring that such measures are at the forefront of our decision making.</p> <p>We tailored our stock condition survey format to ensure that we were collecting all of the relevant information we required in relation to the efficiency of our properties, and this will be used as the basis to create our Asset management strategy moving forward</p>			
<p>Objective 2.1.12 evidences our commitment to ensure we are maximising all opportunities to access direct government funding in order to assist us in the financial challenges ahead with regards to the climate change agenda and our stock. The investment required to improve the efficiency of our stock will be a significant financial challenge for the Housing Revenue Account, it is therefore essential for us to maximise grant opportunities such as the Social Housing Decarbonisation fund.</p>	<p>Potential consultancy assistance to undertake bid work, such opportunities often come with challenging timescales.</p>	<p>Planned Works and Compliance Service Manager</p>	<p>Through-out 24/25</p>

2.2 Horizon Scanning

Area Being Monitored	Description/Commentary	Lead Officer
Care Leavers	Ensuring appropriate accommodation continues to be available for care leavers	Housing Solutions Manager
Supported Accommodation	Ensuring appropriate accommodation continues to be available for this client group	Housing Solutions Manager
Migration Support	To ensure appropriate support is provided to this client group	Assistant Director Housing Strategy & Operations
Social Housing (Regulation) Act 2023	Ongoing monitoring and ensuring we are adhering to any future changes.	Assistant Director Housing Tenancy Services
Second Homes Council Tax	Review of additional council tax funding and how this can be utilised for housing purposes at Devon County Council level	Housing Strategy, Enabling and Projects Service Manager
Review Funding Opportunities	Monitor for funding opportunities, such as LAHF, RSI and SHDF	Assistant Directors Housing

page 116

2.3 Key Projects to Deliver on the Service Objectives

2.3.1 – Key Project	
Reference for Service Objective Above	2.1.1
Service development / project supporting strategic objectives including the council plan.	Implementing the new strategy and delivering against the actions from the 2024-2028 Preventing Homelessness and Rough Sleeper Strategy
Expected outcome	Meeting of statutory obligations towards homeless applicants
Link to Council Plan priorities	Better Homes and Communities for all

Resources required including additional budget, staffing or Digital / Data Transformation	No additional resources required (although subject to change depending on outcome of proposed Devon County Council funding cuts and levels of refugee resettlement/asylum cases)	
Milestones	Due date	Lead officer
Publish Strategy	April 2024	Housing Solutions Manager
Undertake quarterly review meetings of the Strategy Action Plan through the Homelessness Strategy Review Group to monitor progress	March 2025	Housing Solutions Manager and Planned Works and Compliance Service Manager

2.3.2 – Key Project		
Reference for Service Objective Above	2.1.2	
Service development / project supporting strategic objectives including the council plan.	Effectively utilise additional funding streams including the Rough Sleeper Initiative funding which focuses on providing positive outcomes for rough sleepers	
Expected outcome	Reductions in rough sleeper numbers and increases in positive outcomes for rough sleepers	
Link to Council Plan priorities	Better Homes and Communities for all	
Resources required including additional budget, staffing or Digital / Data Transformation	No additional resources required, five posts already provided through the Rough Sleeper Initiative funding stream until 31.03.25	
Milestones	Due date	Lead officer
Statistical compilation of rough sleeper related information	March 2025	Housing Solutions Manager

Provide quarterly reports to DLUHC in respect of utilisation of funding and outcomes	March 2025	Housing Solutions Manager
(subject to funding stream being extended post March 2025) Bid for funding for April 2025 onwards	March 2025	Housing Solutions Manager

2.3.3 – Key Project		
Reference for Service Objective Above	2.1.3	
Service development / project supporting strategic objectives including the council plan.	Ensure we have a strategic approach in place for providing homes for large families. Similarly take a strategic approach to the provision of specially adapted homes for families requiring them.	
Expected outcome	Increased accommodation options for households with large families	
Link to Council Plan priorities	Better Homes and Communities for all	
Resources required including additional budget, staffing or Digital / Data Transformation	Potential additional budget allocation depending on outcome of success or otherwise of the downsizing financial incentive trial.	
Milestones	Due date	Lead officer
Review success of 12-month trial period of increased financial incentives for downsizing tenants	May 2024	Housing Solutions Manager
Compose procedures for identifying tenants where adaptations are not possible including identification of suitable alternative accommodation	June 2024	Housing Solutions Manager and Property & Asset Manager

2.3.4– Key Project	
Reference for Service Objective Above	2.1.4
Service development / project supporting strategic objectives including the council plan.	Review the eligibility of sheltered housing services reflecting sustainable communities moving forward, including consideration of decommissioning units and alternative usage where appropriate.
Expected outcome	<p>A full review and assessment of our Sheltered Housing portfolio, ensuring that our eligibility/allocations criteria is fit for purpose, and following this that our services are meeting the needs of our tenants, East Devon residents, and the wider community. Making sure that we are making full and appropriate use of our community centres, and that redundant spaces (such as old office space or guest bedrooms) are utilised for alternative purposes.</p> <p>It is anticipated that the eligibility criteria for Sheltered Housing will have already been reviewed and signed off by March 2024 in preparation for this project. The plan for the review of guest rooms and office spaces is already under way in FY 23/24.</p>

Link to Council Plan priorities	Better Homes and Communities for All; Quality Services	
Resources required including additional budget, staffing or Digital / Data Transformation	1x FTE of Project Worker already in budget until June 2024 (and recruited to Senior MSO post). Once reviews of offices and guest rooms are completed, commitment of capital funding will likely be required to invest in the conversion of these spaces.	
Milestones	Due date	Lead officer
1. Implementation of new eligibility criteria	April 2024	Tenancy Services Manager / Housing Solutions Manager
2. Review completed and plan drawn up for the re-purposing of guest rooms, which have been closed since 2019.	July 2024	Tenancy Services Manager / Sheltered Housing Managers
3. A review and plan completed for re-purposing of redundant scheme offices.	July 2024	Tenancy Services Manager / Sheltered Housing Managers
4. Proposal and request for funding allocation for re-purposing guest rooms and scheme offices taken to HRB and Cabinet.	September 2024	Tenancy Services Manager
5. Scheme by scheme review of the viability of each sheltered housing service, to give consideration to local need and possible	September 2024	Tenancy Services Manager / Sheltered Housing Managers

conversion of some schemes/blocks to alternative provision to support the housing need in East Devon.		
6. Plan to be set out for the full utilisation of community centres, including social enterprise opportunities and community ownership.	September 2024	Tenancy Services Manager / Sheltered Housing Managers / Communities Manager
7. Paper taken to Housing Review Board and Cabinet outlining proposals for de-commissioning identified schemes.	October 2024	Tenancy Services Manager
8. Work plan for conversion/utilisation of offices and guest rooms agreed and built into budget setting for FY 2025/26.	November 2024	Tenancy Services Manager / Sheltered Housing Managers / Assets
9. Workflow begins on projects to de-commission identified schemes and transfer them to their new purpose. This will include managed moves/direct lets.	January 2025	Tenancy Services Manager / Sheltered Housing Managers / Estates Manager / Housing Solutions Manager
10. Workplan in place ready to carry out identified works on guest rooms and office spaces to begin in April 2025	March 2025	Tenancy Services Manager / Sheltered Housing Managers / Assets

2.3.5– Key Project

Reference for Service Objective Above

2.1.5

Service development / project supporting strategic objectives including the council plan.	Implementation of a permanent structure across tenancy services, bringing stability to the teams and subsequent permanent recruitment to team manager posts.	
Expected outcome	<p>That a permanent structure across Tenancy Services is agreed and implemented, moving us forward from a period with interim posts and instability in the team. The permanent structure will bring service resilience, stable and consistent team management, and secure the future of service delivery, staff retention, and cohesive teams; ensuring a full and well-rounded service to tenants.</p> <p>The plan for the team structure will have been drawn up and taken to the Housing Review Board before April 2024.</p>	
Link to Council Plan priorities	Quality Services	
Resources required including additional budget, staffing or Digital / Data Transformation	It is anticipated that the service team structure will be in line with existing FTE and budget.	
Milestones	Due date	Lead officer
1. Teams notified that formal consultation process is to begin in May 2024.	April 2024	Tenancy Services Manager / HR BP
2. Consultation paperwork/documents drawn up, to include presentations, business cases, and FAQ documents. Along with any 'at risk' letters etc.	April 2024	Tenancy Services Manager / HR BP
3. Consultation begins.	May 2024	Tenancy Services Manager / HR BP
4. Consultation process underway, to include group consultation meetings and presentations, individual meetings, and	May 2024	Tenancy Services Manager / HR BP

drop-in surgeries throughout the course of the 4 week consultation period.		
5. Applications/submissions of interest provided by end of 4 week consultation period.	May 2024	Tenancy Services Manager / HR BP
6. Interviews for new posts completed	(beginning of) June 2024	Tenancy Services Manager / HR BP
7. Confirmation of all successful postholders. If applicable, confirmation of redundancy and notice period for affected staff.	17 th June 2024	Tenancy Services Manager / HR BP
8. If applicable, external recruitment for any vacant posts remaining at the end of the consultation and internal recruitment process.	17 th June 2024	Tenancy Services Manager / HR BP
9. New structure go-live (with ongoing implementation and support plans in place).	01 st July 2024	Tenancy Services Manager / HR BP

2.3.6 – Key Project	
Reference for Service Objective Above	2.1.6
Service development / project supporting strategic objectives including the council plan.	In support of our continued robust collection of rental income, a review in our approach to recovering former arrears will be completed.
Expected outcome	A project to review our approach to former arrears debt recovery, with a view to increasing collection of former arrears and significant reduction in former arrears right-offs. Achieved through removal of

	the current 12-month after tenancy arrears right-off policy, and taking full advantage of the six year window open to us. It is anticipated that the procedure will have been written by March 2024.	
Link to Council Plan priorities	Quality Services; A Resilient Economy.	
Resources required including additional budget, staffing or Digital / Data Transformation	No additional resource required, review to be undertaken by the Rentals Manager.	
Milestones	Due date	Lead officer
1. Team briefed/trained on new processes for former arrears.	April 2024	Tenancy Services Manager / Rentals Manager
2. New process implemented	May 2024	Tenancy Services Manager / Rentals Manager
3. Check-in review of new process	July 2024	Tenancy Services Manager / Rentals Manager
4. Any adjustments needed to new process	July 2024	Tenancy Services Manager / Rentals Manager
5. New process imbedded as business as usual.	August 2024	Tenancy Services Manager / Rentals Manager

2.3.7 – Key Project	
Reference for Service Objective Above	2.1.7
Service development / project supporting strategic objectives including the council plan.	Delivery of an externally funded digital inclusion programme for tenants across all tenures, improving on digital skills and supporting our 'digital first' approach.

Expected outcome	<p>The provision of a digital inclusion/engagement programme to be delivered by our communities' team. Increased digital engagement and interaction with tenants of all ages and abilities, improving digital confidence amongst our tenants, increasing access to remote services for tenants, and supporting our digital first agenda.</p> <p>It is anticipated that a needs assessment will have been completed by our Communities Team prior to April 2024.</p>	
Link to Council Plan priorities	Quality Services; Better Homes and Communities for All	
Resources required including additional budget, staffing or Digital / Data Transformation	Intention is to access available grant funding to support the programme; project to be delivered within existing staff compliment.	
Milestones	Due date	Lead officer
1. Project plan drawn up, with a detailed matrix of actions for the communities' team.	April 2024	Tenancy Services Manager / Communities Manager
2. Team briefed and project kick-off	April 2024	Tenancy Services Manager / Communities Manager
3. Application submitted for grant funding to deliver digital/IT training and workshops to tenants/communities.	July 2024	Tenancy Services Manager / Communities Manager
4. Pilot project launched.	September 2024	Tenancy Services Manager / Communities Manager

5. Review of pilot project completed, learning taken, and blueprint created for wider rollout.	December 2024	Tenancy Services Manager / Communities Manager
6. Plan for launch of new digital inclusion projects in a staggered formation across districts.	July 2024	Tenancy Services Manager

2.3.8 – Key Project	
Reference for Service Objective Above	2.1.8
Service development / project supporting strategic objectives including the council plan.	Investment in our Home Safeguard service to ensure the technology used is fit for the future and underpins the realisation of the commercial capabilities and the potential financial contribution this service can make towards the General Fund.
Expected outcome	<p>Procurement and implementation of a new telecare management system, enabling us to make the switch over to digital in time for the March 2025 deadline for removal of all analogue services. Ensuring we have robust infrastructure in place to support the commercial growth of the team and bringing in resilience and compatibility with new equipment on the telecare market.</p> <p>Following this, the rollout of new digitally compatible telecare equipment to our Sheltered Housing schemes and advising private customers of the process for procuring and having installed new digital equipment to ensure their service continues to operate after March 2025.</p> <p>It is expected that by March 2024, we will have recruited a project lead for this project and a detailed project plan will be in place (below are the anticipated key milestones following this as we go into FY 2024/25)</p>

Link to Council Plan priorities	Quality Services	
Resources required including additional budget, staffing or Digital / Data Transformation	Additional financial resource approved by cabinet, bringing project lead and additional team management resource into the service to support this key project.	
Milestones	Due date	Lead officer
1. Procurement exercise completed, analysing the various systems available to us and a decision made on our system of choice.	April 2024	Home Safeguard Project Lead / Strata
2. Design/Build and Implementation plan agreed with the system provider.	May 2024	Home Safeguard Project Lead / Strata
3. Agree with Sheltered Housing Manager/Tenancy Services Manager which Sheltered Schemes will be included in future digital upgrades, working in partnership with Assets Team to plan works.	July 2024	Home Safeguard Project Lead / Sheltered Housing Manager / Tenancy Services Manager / Assets
4. Testing phase for new telecare system	September 2024	Home Safeguard Project Lead / Strata
5. Private customers made aware of the imminent switch-over, explaining how they can upgrade to new digital equipment.	September 2024	Home Safeguard Project Lead / Home Safeguard Manager
6. Comms to commercial clients outlining the changes and how this may affect them.	September 2024	Home Safeguard Project Lead / Home Safeguard Manager

7. New telecare system 'go-live' (analogue system will run in parallel for resilience and service continuity purposes).	November 2024	Home Safeguard Project Lead / Strata
8. Upgrades to EDDC's Sheltered Housing Schemes commences	November 2024	Home Safeguard Project Lead / Sheltered Housing Manager / Tenancy Services Manager / Assets
9. Install of new equipment commences for private customers opting in to continue with our service.	November 2024	Home Safeguard Project Lead
10. Analogue system de-commissioned.	March 2025	Home Safeguard Project Lead / Strata

2.3.9 – Key Project		
Reference for Service Objective Above	2.1.9	
Service development / project supporting strategic objectives including the council plan.	Further development of the performance information framework for Housing by building upon our existing interactive KPI Dashboard to provide operational information and measures, and further develop our understanding of Housing's wider Service performance.	
Expected outcome	Building upon Housing's interactive Service (KPI) Dashboard, the Operational Dashboard and Information Hub will provide a one-stop shop for teams' operational performance and information needs.	
Link to Council Plan priorities	Quality Services	
Resources required including additional budget, staffing or Digital / Data Transformation	Housing Systems team, Housing operational team leads	
Milestones	Due date	Lead officer

1. Conceptual design	April 2024	Housing Systems Manager, Corporate Digital Services Manager
2. Requirements gathering	July 2024	Housing Business Intelligence & Performance Officer
3. Implementation	October 2024	Housing Business Intelligence & Performance Officer

2.3.10 – Key Project	
Reference for Service Objective Above	2.1.10
Key Projects Service development / project supporting strategic objectives including the council plan.	Implementation and rollout of the TotalMobile mobile working solution across Housing
Expected outcome	Enable on-site / in-field data-entry and data-retrieval through use of portable tablet and smart-phone devices, improving efficiency and value-use of time by reducing the need for re-keying of data into systems.
Link to Council Plan priorities	Quality Services
Resources required including additional budget, staffing or Digital / Data Transformation	Housing Systems team, Housing teams as necessary Whilst the licence for Capita’s TotalMobile solution was purchased in 2013 alongside our licence for the OpenHousing housing management system, and training was provided for TotalMobile at the time. However, refresher familiarisation training will be required in order to now configure, rollout and utilise this product across the Housing Service, estimated costs £2-4 k. Tablet devices for Housing teams – some have these already, some do not, estimate £20-30k

Milestones	Due date	Lead officer
1. Project begins – familiarisation with the Capita TotalMobile product and gathering of requirements from Housing teams.	April 2024	Housing Systems
2. Configuration, design, implementation, testing	Ongoing	Housing Systems and various Housing teams, Strata
3. Implementation complete	March 2025	Housing Systems

2.3.11 – Key Project		
Reference for Service Objective Above	2.1.10	
Service development / project supporting strategic objectives including the council plan.	Implementation of an online Tenant Self-Service Portal	
Expected outcome	Implementation of an on-line tenant self-service portal providing a 24/7 channel for common interactions such as requesting a repair, viewing rent statements and making payments, changing household details, logging communications and ASB	
Link to Council Plan priorities	Quality Services	
Resources required including additional budget, staffing or Digital / Data Transformation	<p>Housing Systems team, Housing Services, Strata</p> <p>The licence for Capita’s Tenant Portal solution was purchased alongside our licence for OpenHousing in 2013. The product and our back-office systems have been further developed by Capita since this time and so further configuration and testing will likely be required before making the portal available to residents – estimated costs £5-to-10 k.</p>	
Milestones	Due date	Lead officer

1. Project begins – familiarisation with Capita Tenant Portal, evaluation of alternatives eg Firmstep Housing portal, learning from implementation at Exeter City Council.	April 2024	Housing Systems Manager, Corporate Digital Services Manager, Capita, Strata
2. Consultation with resident testing group	Summer 2024	Housing Systems Manager, Tenancy Services Manager
3. Implementation	Summer/Autumn 2024	Housing Systems Manager, Capita, Strata
4. Launch and promotion to tenants	Summer/Autumn 2024	Tenancy Services Manager, Housing Systems Manager, Strata

2.3.12 – Key Project	
Reference for Service Objective Above	2.1.11
Service development / project supporting strategic objectives including the council plan.	Development and creation of a Strategic Housing Asset Management Strategy aligned with a review of the Housing Revenue Account Business Plan. This will drive a program of planned works across the stock to ensure we are delivering decent homes. This links directly to the EDDC Climate change Action plan that identifies the need to ensure the appropriate level of investment is made across the housing stock in order to ensure we can meet objectives that relate to improving the energy efficiency of our housing stock.
Expected outcome	Compliance with decent homes standard. Asset strategy to deliver decent homes and long-term asset management and investment programme

Link to Council Plan priorities	Better Homes and Communities for all A greener East Devon	
Resources required including additional budget, staffing or Digital / Data Transformation	Will need to review additional staffing in Planned Works team once the Stock Condition Survey and Asset Management Strategy is complete. Budget required for procurement and completion of the Asset Management Strategy.	
Milestones	Due date	Lead officer
Continue to run the Project Board to lead on development of the Asset Strategy.	April 24- March 25	Planned works and Compliance Manager
Complete Stock condition Survey. Continue to keep information up to date via our in-house Stock Condition Surveyor.	April 24	Planned works and Compliance Manager
Procure consultancy services to develop EDDC Asset Strategy	April - May 24	Planned works and Compliance Manager
Develop Strategy & Review business plan	March – August 24	Planned works and Compliance Manager
Council approval of EDDC Asset Strategy and business & financial plan.	Sep - Nov 24	Planned works and Compliance Manager
Funding, procurement and mobilisation of asset management strategy	Dec – March 25	Planned works and Compliance Manager
Review structure of Property and Assets Team to deliver the revised Asset Management Strategy.	On launch of Asset Management Strategy	Planned Works and Compliance Manager

2.3.13 – Key Project

Reference for Service Objective Above	2.1.12	
Service development / project supporting strategic objectives including the council plan.	Continue to deliver projects via government funding opportunities (social housing decarbonisation fund) in order to ensure we are taking opportunities to improve energy efficiency measures in our properties.	
Expected outcome	<p>Improvement of EDDC homes</p> <p>Support EDDC aspiration to have a carbon neutral portfolio</p> <p>Depending on detail of bid opportunities, opportunities to retrofit approx. 120 properties at a time (retrofit works will include windows, doors, external and internal insulation and solar panels)</p>	
Link to Council Plan priorities	<p>Better Homes and Communities for all</p> <p>A greener East Devon</p>	
Resources required including additional budget, staffing or Digital / Data Transformation	One year contract for a retrofit co-ordinator	
Milestones	Due date	Lead officer
Grant application outcome (dependant on timescales provided by department of net zero)	April 24	Planned Works and Compliance Manager
Appoint Contractor	April 24	Planned Works and Compliance Manager
Commence works (mobilisation, survey and design and tenant consultation)	April 24	Planned Works and Compliance Manager
Commence works onsite	Dependent on timescales provided by Department of Net Zero)	Planned Works and Compliance Manager

Completion of works	TBA	Planned Works and Compliance Manager
Further opportunities may present during the year 24/25 where further funding could be released	As and when available	Planned Works and Compliance Manager

2.3.14 – Key Project		
Reference for Service Objective Above	2.1.9	
Service development / project supporting strategic objectives including the council plan.	Carry out spot checks on housing services to ensure compliance with all Regulatory requirements.	
Expected outcome	To identify areas for improvement and assess the effectiveness of internal quality assurance processes and governance arrangements	
Link to Council Plan priorities	Quality Services Better homes and communities for all.	
Resources required including additional budget, staffing or Digital / Data Transformation	Housing Systems team, Housing operational team leads, Housing Service Managers	
Milestones	Due date	Lead officer
4. Conceptual design	April 2024	Housing Systems Manager. Housing Service Managers

5. Requirements gathering	July 2024	Housing Business Intelligence & Performance Officer
6. Implementation	October 2024	Housing Business Intelligence & Performance Officer

2.3.15– Key Project		
Reference for Service Objective Above	2.1.13	
Service development / project supporting strategic objectives including the council plan.	Develop a new 5 year Housing Strategy 2024 – 2029, setting the strategic direction of the housing service.	
Expected outcome	The provision of a comprehensive Housing Strategy based on a detailed assessment of housing needs and priorities across the district. This will follow an extensive programme of internal and external consultation in order to reflect corporate priorities and the needs and aspirations of our partners and communities.	
Link to Council Plan priorities	Better Homes and Communities for All	
Resources required including additional budget, staffing or Digital / Data Transformation	No additional resource required, Strategy to be developed by the Housing Strategy, Enabling & Delivery Team	
Milestones	Due date	Lead officer

1. Project plan drawn up.	Jan 2024	Housing Strategy, Enabling & Project Manager
2. Draft Strategy complete	July 2024	Housing Strategy, Enabling & Project Manager
3. External / Community Consultation	September 2024	Housing Strategy, Enabling & Project Manager

2.3.16 – Key Project		
Reference for Service Objective Above	2.1.14	
Service development / project supporting strategic objectives including the council plan.	Develop a Housing Delivery Plan to increase housing stock in an open and transparent way supporting our registered housing partners to deliver much needed affordable housing across the district	
Expected outcome	<p>A 5-year Housing Delivery Plan setting out the Councils approach and options for investing in and delivering a supply of new affordable housing.</p> <p>The delivery plan will be an internal document outlining how we achieve best value for money whilst achieving wider corporate objectives.</p> <p>It will include a review of opportunities for developing Council assets.</p>	
Link to Council Plan priorities	Better Homes and Communities for All	
Resources required including additional budget, staffing or Digital / Data Transformation	No additional resource required, Strategy to be developed by the Housing Strategy, Enabling & Delivery Team.	
Milestones	Due date	Lead officer
1.Issues and Options Discussion paper to Cabinet	Jan /Feb 2024	Housing Strategy, Enabling & Performance Manager

2.High level 'Options' review of Council assets	July 2024	Housing Strategy, Enabling & Performance Manager
3.Adopt Plan	September 2024	Housing Strategy, Enabling & Performance Manager

2.3.17 – Key Project		
Reference for Service Objective Above	2.1.15	
Service development / project supporting strategic objectives including the council plan.	Develop a Tenancy Strategy to include partnership working with wider registered providers	
Expected outcome	The provision of a Tenancy Strategy that complies with updated regulatory and legislative requirements and clearly sets out our expectations for the provision of fair, transparent tenancies for social housing tenants.	
Link to Council Plan priorities	Better Homes and Communities for All	
Resources required including additional budget, staffing or Digital / Data Transformation	No additional resource required, Strategy to be developed by the Housing Strategy, Enabling & Delivery Team.	
Milestones	Due date	Lead officer
Project plan produced	April 2024	Housing Strategy, Enabling & Performance Manager
Draft Tenancy Strategy produced	August 2024	Housing Strategy, Enabling & Performance Manager
Consultation	November 2024	Housing Strategy, Enabling & Performance Manager

2.3.18 – Key Project		
Reference for Service Objective Above	2.1.16	
Service development / project supporting strategic objectives including the council plan.	Review the Councils approach, options and opportunities to meet decarbonisation objectives	
Expected outcome	To co-ordinate our approach and establish the need for a Decarbonisation Strategy linked to or contained within the Councils Asset Management Strategy	
Link to Council Plan priorities	Better Homes and Communities for all	
Resources required including additional budget, staffing or Digital / Data Transformation	None - Potential budget implications arising from a future strategy.	
Milestones	Due date	Lead officer
Produce an update report to Members on our approach to the Decarbonisation agenda	May 2024	Housing Strategy, Enabling & Performance Manager

2.3.19 – Key Project	
Reference for Service Objective Above	2.1.17

Service development / project supporting strategic objectives including the council plan.	Review and implement any new areas of Policy that link to ensuring we adhere to any changes/amendments that are made to the Social Housing (Regulation) Act 2023. This may result in the development of new Policies/projects to ensure we are meeting all requirements of the Act.	
Expected outcome	Meeting the standards as set out as part of the Social Housing (Regulation) Act 2023.	
Link to Council Plan priorities	Better homes and communities for all Quality Services.	
Resources required including additional budget, staffing or Digital / Data Transformation	The Housing Service Managers will need to monitor closely to ensure that frontline services are adhering to any future changes/new requirements under the Act. If changes are required they will need to be assessed carefully to ensure we are able to deliver.	
Milestones	Due date	Lead officer
Ensuring we are meeting all requirements, as and when further changes are made.	April 2024	Housing Project Officer Assistant Director-Housing

2.1.20 – Key Project	
Reference for Service Objective Above	2.1.18
Service development / project supporting strategic objectives including the council plan.	To consider and explore opportunities where contractual services could be brought in house and delivered as direct labour entities as part of longer-term service delivery plans.
Expected outcome	If taken forward, improving front-line service delivery for customers
Link to Council Plan priorities	Better homes and communities for all Quality Services.

Resources required including additional budget, staffing or Digital / Data Transformation	This will be an exploratory exercise to consider changes in the wider social housing repairs and maintenance market that is seeing a drive back towards providers commissioning direct delivery methods. This exercise will scope potential opportunities that could be further developed into proposals for how this could be taken forward. Some consultancy/external expertise is likely to be required to ensure a thorough evaluation of opportunities and potential new models of delivery.	
Milestones	Due date	Lead officer
Produce scoping report for Members to consider appetite for taking this forward.	By October 2025.	Assistant Director-Housing- Tenancy Services

Section 3 – What we will measure in 2024-25: Performance targets

*TSM- Tenant Satisfaction Measure- required data submission to the Regulator of Social Housing from April 2024

3.1 Service performance indicators Also include any performance indicators that support the council plan	Performance Indicator (PI) Code	Last Year's Target	Proposed New Target	How often – monthly, quarterly, bi-annually, annually	Responsible Officer for production of management information
Number of dwellings in housing stock	AM13	n/a	n/a	Monthly	Housing Strategy, Enabling and Projects Manager
Average days to relet a social housing rental dwelling (standard)	TM03	78 days	78 days	Monthly	Housing Solutions Manager
Number of households on waiting list	HA04	n/a	n/a	Monthly	Housing Solutions Manager

Number of homelessness approaches	HA06	n/a	n/a	Monthly	Housing Solutions Manager
Number of households living in temporary accommodation	HA07	n/a	n/a	Monthly	Housing Solutions Manager
Successful homeless preventions as a % of prevention cases	HA09	60%	60%	Monthly	Housing Solutions Manager
Number of verified rough sleepers	HA11	n/a	n/a	Monthly	Housing Solutions Manager
Satisfaction with the overall repairs service* (TSM)			50%	Annual	Responsive Repairs and Voids Service Manager
Satisfaction with time taken to complete most recent repair* (TSM)			45%	Annual	Responsive Repairs and Voids Service Manager
Satisfaction that home is well maintained* (TSM)			45%	Annual	Responsive Repairs and Voids
Satisfaction with home is safe* (TSM)			50%	Annual	Tenancy Services Manager
Satisfaction with communal areas being clean and well maintained* (TSM)			50%	Annual	Tenancy Services Manager
% of rental income for all dwellings that was collected	IM01	98%	99% (stretch target)	Monthly	Tenancy Services Manager
Number of evictions	TM05	0	12 (understand non-eviction stance, but also	Monthly	Tenancy Services Manager

			feels un-achievable)		
Funding secured through bid/external source					Housing Strategy, Enabling and Projects Service Manager
Number of Affordable Homes delivered	TM017			Quarterly	Housing Strategy, Enabling and Projects Service Manager
TP01 – Overall Satisfaction (TSM)				Annual Perception Survey	Assistant Director Housing Tenancy Services
TP06-Satisfaction that the landlord listens to tenant views and acts upon them (TSM)				Annual Perception Survey	Tenancy Services Manager
TP07-Satisfaction that the landlord keeps tenants informed about things that matter to them (TSM)				Annual Perception Survey	Tenancy Services Manager
TP08-Agreement that the landlord treats tenants fairly and with respect (TSM)				Annual Perception Survey	Tenancy Services Manager
TP09-Satisfaction with the landlord's approach to handling complaints (TSM)				Annual Perception Survey	Assistant Director Housing Tenancy Services
TP11-Satisfaction that the landlord makes a positive contribution to neighbourhoods (TSM)				Annual Perception Survey	Tenancy Services Manager

TP12-Satisfaction with the landlord's approach to handling anti-social behaviour (TSM)				Annual Perception Survey	Tenancy Services Manager
CH01-Complaints relative to size of landlord (TSM)				Monthly	Assistant Director Housing Tenancy Services
CH02-Complaints responded to within Complaint Handling Code timescales (TSM)				Monthly	Assistant Director Housing Tenancy Services
NM01-Anti-social behaviour cases relative to the size of the landlord (TSM)				Monthly	Tenancy Services Manager
RP01-Homes that do not meet the Decent Homes Standard (TSM)				Monthly	Planned Works and Compliance Manager
RP02-Repairs completed within target timescale (TSM)				Monthly	Responsive Repairs and Voids Service Manager

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted