

15 July 2014

Dear Councillor

HOUSING BOARD

A meeting of the Housing Board will be held in the Committee Room, Council Offices, London Road, Saffron Walden at **2pm** on Tuesday 22 July 2014.

Yours faithfully

JOHN MITCHELL

Chief Executive

AGENDA

1	Apologies for absence and declarations of interest.	
2	Minutes of the meeting held on 24 April 2014 (attached).	p.3
3	Matters arising.	
4	Environmental improvements. (i) Presentation	
5	Housing allocations policy. (i) Workshops feedback	
6	Draft anti-social behaviour policy and procedure.	p.12
7	Welfare reform update.	
8	Development update. (i) Mead Court progress (verbal update) (ii) Sheltered schemes – Reynolds Court (iii) Sheltered Schemes – Hatherley Court	p.63
9	Tenant Regulatory Panel update. (i) Action plan	p.92
10	Private sector homes (verbal update).	
11	HRA business plan. (i) budgets/ programmes of work outturn (ii) Action plan costs - update	p.99

	(iii) External wall insulation – additional bid (report to follow).	
12	Any other business.	
	Date of next meeting: 16 October 2014	

To: Councillors A Dean, M Felton, J Freeman, J Loughlin, J Menell, D Perry, **V Ranger**, J Redfern, D Sadler and L Smith.

Also to: Mr D Parish and Ms D Cornell (Tenant Forum representatives).

Lead Officer: Roz Millership (01799 510516)

Democratic Services Officer: Adam Rees (01799 510548)

**HOUSING BOARD held COUNCIL OFFICES LONDON ROAD
SAFFRON WALDEN at 2.30pm on 24 APRIL 2014**

Present: Councillor V Ranger (Chairman)
Councillors S Barker, A Dean, K Mackman, J Menell, D
Perry and J Redfern (Portfolio Holder for Housing).

Tenant Forum Representatives: Mrs D Cornell and Mr D Parish

Tenant Regulatory Panel Representative: Mrs Effie Rogers

Officers in attendance: P Evans (Housing Business and Performance Manager), E Fellowes (Accountant), D Malins (Housing Development Manager), R Millership (Assistant Director Housing and Environmental Services), A Rees (Democratic Services Support Officer), G Smith (Head of Environmental Health), J Snares (Housing Needs and Landlord Services Manager) and S Woods (Housing Strategy Manager).

Also Present: Councillor J Ketteridge

HB35 APOLOGIES AND DECLARATIONS OF INTEREST

Apologies for absence were received from Councillors J Freeman and J Loughlin.

Councillor Ranger and Mr Parish both declared a non-pecuniary interest as tenants of the Council.

Councillor Barker declared a non-pecuniary interest as a County Councillor.

HB36 MINUTES OF THE MEETING HELD ON 9 JANUARY 2014

The minutes were signed by the Chairman as a correct record.

HB37 MATTERS ARISING

(i) Minute HB27 – Matters Arising

Councillor Dean would be meeting representatives of Colne Housing on 1 May 2014.

(ii) Minute HB30 – Welfare Reform Update

According to the Government, there had been reports of errors relating to the calculation of the Spare Room Subsidy in some instances. Councillor Perry asked whether this had affected the Council.

The Housing Needs and Landlord Services Manager said the loophole had been closed.

HB38

DEVELOPMENT UPDATE

(i) Mead Court Update

Members were informed on the progress of development at Mead Court by the Housing Development Manager. General progress was good, however asbestos had been found under the garage site. The contract signed by the Council protected it from additional costs arising from the removal of asbestos. The handover was now scheduled for the beginning of January.

Councillor Dean was happy no resident had complained about the development. The site manager appeared to have a good relationship with residents.

Councillor Barker asked whether the highways issues had been resolved.

The Housing Development Manager said that highways had now responded and progress was being made.

(ii) Sheltered Schemes

The Housing Development Manager outlined progress on the Reynolds Court site in Newport. The site comprised of 29 apartments, of which most were bedsits. They were not fit for purpose. Options for a complete redevelopment or remodelling were being considered. Drawings were being produced in order to ascertain the likely cost for both. Drawings would be put on display in the scheme in early May for two weeks for residents to comment on.

The Assistant Director Housing and Environmental Services said that if members wanted to see the display at the scheme they should contact the Housing Development Manager.

Progress made at the Walden Place site in Saffron Walden was outlined by the Housing Development Manager. The scheme sat in a conservation area. Members had previously highlighted the high cost of maintenance for the listed house. The possibility of detaching the scheme from the listed house was being looked at. Options for the house were also being looked at. The Council's conservation officer was keen to help with the site. Advice for valuation of the house had been requested.

Councillor Menell noted that the Council had not employed an in house architect for a long period of time. This could be looked at as an alternative to employing private architects.

The Assistant Director Housing and Environmental Services said this could be looked at. It had been looked at one year ago and was deemed to not be cost effective due to the small number of projects at that time.

The Housing Development Manager outlined the scheme at Hatherley Court, Saffron Walden. It was generally a good sheltered scheme but the bedrooms were too small. All residents have been consulted. Architects had been asked to look at ways of solving this issue. The conservation officer was happy with the proposed changes, as were tenants. Moving the lounge to the ground floor was also being considered. This would result in the loss of one flat. An internal survey was to be carried out. Meetings with the Planning and Conservation departments were being planned. Residents of up to four flats would have to be relocated at any one time. Each period of renovation would take up to 10 weeks.

(iii) Development Site – Catons Lane, Saffron Walden

Members were informed by the Housing Development Manager that there were three options for developing the site. They should recommend to Cabinet which one they preferred. Members should also recommend to Cabinet that the site was progressed to planning application stage. Option 1 was likely to have the fewest objections. All options would be discussed with planners. The options were as follows.

- 1) Six homes, four two bedroom houses, two one bedroom houses. An estimated cost of £696,906.
- 2) Seven homes, three two bedroom houses, two one bedroom houses, two one bedroom flats. An estimated cost of £755,696.
- 3) Eight homes, two two bedroom houses, two one bedroom houses, four one bedroom flats. An estimated cost of £799,858.

Councillor Barker and Mr Parish asked what was being done to ensure parking was satisfactory. Parking should be directly in front of housing.

Councillor Perry asked how many of the sites garages were currently in use.

Councillor Mackman inquired about the quality of housing that was to be built. Would housing be built to a passive standard?

In response to these questions, the Housing Development Manager said the issue of parking was being raised. Only four of the garages were currently in use. Due to the cost of developing on brown field sites, building houses to a passive standard would not be cost efficient. However all the houses would be built to the council's design brief, which aimed for a high environmental standard.

Councillor Barker was concerned about the impact on the residents of house no.14. They would lose part of their garden.

The Assistant Director Housing and Environmental Services said the resident of the property had already been contacted and was happy with the situation.

AGREED to recommend to Cabinet that:

- a) Development option 1 should be progressed.
- b) The site should be progressed to the planning application stage, having regard to the estimated costs associated with the works.

Councillor Ketteridge left the meeting.

(iv) Development Site – Ravens Crescent, Felsted

The Housing Development Manager said Felsted Parish Council had been approached about development at the site. Their lease expired soon. The tenant at no.19 was willing to give up part of the garden to allow works to take place.

Councillor Dean said it was important the scheme did not take away green areas that were being used by the local community.

The Housing Development Manager had met with the parish council about this issue. Other play areas were being upgraded. The play area on the site was rarely used.

AGREED to recommend to Cabinet that:

- a) The site should be progressed to the planning application stage, having regard to the estimated costs associated with the works.

The Housing Development Manger left the meeting.

(v) Development Programme Update 2013/14

Councillor Menell approved of the schemes but believed they took too long to be delivered. Arkesden Parish Council had been enthusiastic about the programme but felt that local applicants had not benefitted as the development took so long to get to completion that the applicants had found alternative accommodation.

In response Councillor Redfern said if any Arkesden residents had applied to go on the housing register they would have been given priority.

Councillor Dean commented on a Section 106 that contained an option that allowed developers to deliver council housing that would be less than the 40% of affordable housing on a development site.

The Assistant Director Housing and Environmental Services said that if this was put forward as an option it would need to be considered by members but that providing the maximum affordable houses remained a priority. Adding more limited numbers to the council's own stock would result in securing an ongoing rental income that could be used to fund additional affordable housing at other sites.

Members noted the report.

HB39

TENANT REGULATORY PANEL UPDATE

Members were informed that the Tenant Regulatory Panel consisted of five members. It was an independent body whose main aim was to scrutinise Housing processes and procedures. The first review looked at Void properties

The Housing Business and Performance Manager was producing an action plan based on responses. Regular updates could be brought to the Housing Board.

Councillor Dean asked why there was a difference between the benchmark void and the actual void.

In response, The Housing Business and Performance Manager said the benchmark was a snapshot figure. It would be different now.

An action plan would be brought to the next meeting.

AGREED that the Board would decide on further actions once an action plan had been produced.

Councillor Barker left the meeting.

The Board agreed that Item 10 would be the next item on the agenda.

HB40

ALLOCATIONS POLICY UPDATE

Members considered new supplementary statutory guidance on social housing of local authorities. The Housing Needs and Landlord Services Manager said that in response to the new guidance, some councils had made their allocations policy more restrictive. A decision on whether to change the policy would need to be considered. Any decision would have to put up for public consultation.

The Assistant Director Housing and Environmental Services said a workshop would be set up to consider this important issue before the

next Housing Board meeting. It was decided to invite all members, as well as the Tenants Forum.

AGREED that:

- a) A workshop would be set up before the next Housing Board meeting.
- b) All members and all members of the Tenants Forum would be invited to attend.

Councillor Redfern left the meeting.

HB41 WELFARE REFORM UPDATE

The report was outlined by the Housing Needs and Landlord Services Manager. The amount of tenants affected by the Spare Room Subsidy had decreased. The average amount of arrears had increased. The amount of tenants receiving Discretionary Housing Payments would be lower in quarter four. The decrease in the number of downsizing grants being paid was possibly caused by the time of year.

The Board noted the report.

HB42 HOUSING PERFORMANCE INDICATORS AND TARGETS 2014/15

The Housing Business and Performance Manager explained the Housing Service used performance indicators to manage its performance. Performance indicators were reviewed and monitored by CMT. The benchmark reports would be brought to the next meeting of the Housing Board.

In response to question by Councillor Menell, the Housing Needs and Landlord Services Manager said bed and breakfasts were only used as emergency temporary accommodation when other temporary accommodation was not available.

The Board noted the report.

HB43 HOMELESSNESS UPDATE

The Housing Needs and Landlord Services Manager outlined the report. There had been an increase in homelessness and homeless applicants being placed in temporary accommodation. Work at Mead Court would provide four additional units of temporary accommodation. Officers had tried to identify additional units that could be used for temporary accommodation. The Rent Deposit Guarantee Scheme was now in house. Due to housing demand in the district and the increase in private rents, it was becoming more difficult to get people who were on housing allowance into private accommodation. The hardship fund of £100,000 was sufficient to deal with problems.

Councillor Dean highlighted the need to identify the cause of homelessness. There was a need to measure the relationship of people on register against housing availability.

The Planning and Housing Policy Manager said the Joint Research and Intelligence Officer, Stephen Rhenius could provide information to answer Councillor Dean's query.

The Board noted the report.

HB44

HOUSING STRATEGY

(i) Review

Members were informed by the Planning and Housing Policy Manager of the need to change the housing strategy to the following:

- 1) A four unit development would provide 80% of the build cost for an affordable unit.
- 2) A three unit development would provide 60% of the build cost for an affordable unit.
- 3) A two unit development would provide 40% of the build cost for an affordable unit.
- 4) The payment would be index linked.
- 5) For the financial years of 2013/14 and 2014/15 the cost of an affordable unit would be £125,000.

This policy was approved by Cabinet on 27 March 2014. The Council had a viability consultant to determine whether asking for a contribution where necessary. The decision had to be taken at Cabinet, rather than at the Housing Board due to constraints caused by the Local Plan.

The Board noted the change in policy would happen.

(ii) Progress Report

The Planning and Housing Policy Manager outlined the report which provided an update for members of the work that had been carried out in the last six months. This included work at Mead Court and the completion of 80 affordable homes in the previous financial year.

The Board noted the report.

HB45

TENANCY FRAUD INITIATIVES – FEEDBACK

The Housing Needs and Landlord Services Manager informed members of the measures being taken to combat tenancy fraud. The Prevention of Social Housing Fraud Act 2013 had made the following changes to civil and criminal law:

- 1) Created new criminal offences of unlawful subletting by assured and secure tenants in social housing.
- 2) Gave local authorities powers to prosecute in cases of unlawful subletting.
- 3) Enabled the courts to order the recovery of any profit made through unlawful subletting.
- 4) Assured tenants who illegally sublet their whole dwelling cannot regain the security of their tenure.

Data was being compared to help combat fraud. A traffic light system was being used to identify where data matched. This helped to identify fraudulent claims.

The Board noted the report.

HB46

FUTURE FUNDING OF DISABLED FACILITIES GRANTS

The Head of Environmental Health said in 2013 the Government had announced £3.8bn of funding to support the Better Care Fund. Its intention was to pool funding for health and social care services. The money was to be allocated regionally. The Better Care Fund included funding previously allocated for private sector Disabled Facilities Grants Funding. The Council had been allocated £73,857 for 2014/15 and £103,000 for 2015/16. The Council's funding was the third lowest in the entire country. The Council needed to make sure its case was heard.

Members considered the funding allocated to the Council to be unfair. It was important to gain funding that was proportionate to the level of demand throughout Uttlesford. Members gave officers their support to try and gain more funding.

Mr Parish said he would raise the issue at the next Forum meeting.

The Head of Environmental Services informed members of an empty home in Widdington. The owner of the property had been contacted about the property. If it was necessary a compulsory purchase order would be raised.

The Board noted that:

- a) Essex County Council intended to review the provision of Disabled Grant Funding.
- b) Officers would participate in any review or consultation process to ensure that the needs and requirements of residents requiring adaption works continued to be met.

HB47

ANY OTHER BUSINESS

The Newport depot has been re-modelled and all housing maintenance and repairs staff were now located there. A drop in day is going to be held on 8 May from 10am – 3pm. The Assistant Director Housing and Environmental Services invited all members to attend. An e-mail reminder would be sent.

HB48

DATE OF NEXT MEETING

It was agreed that the next meeting would be held on 24 July 2014 at 2.30pm.

The meeting ended at 5.05pm.

Committee: Housing Board

Agenda Item

Date: 22 July 2014

6

Title: Draft Anti-Social Behaviour Policy and Procedure

Author: Judith Snares – Housing Needs and Landlord Services Manager Ext 671

Item for decision

Fiona Gardiner – Anti-Social Behaviour and Housing Management Co-Ordinator

Summary

1. This report proposes changes to the council's Anti-Social Behaviour Policy in response to the Anti-Social Behaviour, Crime and Policing Act 2014. The policy and procedures are in draft format and are now ready for public consultation.

Recommendations

2. That the board considers the draft Anti-Social Behaviour Policy and Procedures attached to this report and agree that the documents are distributed for public consultation.

Financial Implications

3. None

Impact

- 4.

Communication/Consultation	Tenants newsletter and council website, distribution to all partner agencies
Community Safety	N/A
Equalities	EIA has been carried out before document is finalised for member approval
Health and Safety	N/A
Human Rights/Legal Implications	None
Sustainability	N/A
Ward-specific impacts	All wards
Workforce/Workplace	All frontline UDC staff

Situation

5. The Council's Anti-Social Behaviour (ASB) Policy applies to tenants and residents, their families and any other occupants and visitors. The policy and procedure document details how the council will deal with complaints of ASB and what is or is not considered to be ASB.
6. In response to the Anti-Social Behaviour Crime and Policing Act 2014 the council has now fully reviewed its ASB Policy and Procedures.
7. The documents are now in draft format and are ready for a period of public consultation.
8. Following the consultation period and the expected publication of the Government's final guidance document and the Essex Case Review guidance document, both expected by October this year, the draft policy and procedures will be amended as required and then re-presented to members for final approval.
9. It is anticipated that the new Policy and Procedures will be implemented by 1 January 2015.

Risk Analysis

10.

Risk	Likelihood	Impact	Mitigating actions
The Council's ASB policy does not reflect current ASB legislation	3 – the current ASB policy has been reviewed and needs updating	3 – reputational risk to council if cases of ASB is not being dealt with by the most current powers available to the council	The proposed changes will bring the ASB Policy and Procedures in line with current legislation
Dissatisfaction amongst complainants if cases of ASB are not dealt with in the manner expected under ASB legislation	3 – complainants will be able to make ombudsman complaints if matters not dealt with correctly	3 – reputational and financial risk to the council if complaints upheld and compensation payments	All departments of the council will have access to policy and procedures that give clear guidelines as to how complaints of ASB will be dealt with

		required	
--	--	----------	--

1 = Little or no risk or impact

2 = Some risk or impact – action may be necessary.

3 = Significant risk or impact – action required

4 = Near certainty of risk occurring, catastrophic effect or failure of project.



UTTLESFORD

Anti-Social Behaviour Policy

Version One – 2014

Introduction

Uttlesford District Council recognises that the problems created by Anti-Social Behaviour (ASB) need to be addressed in a fair but firm manner. Residents are entitled to live in a quiet and peaceful environment and where appropriate the Council will endeavour to act quickly and efficiently to tackle incidents of ASB.

Uttlesford District Council will not tolerate incidents of ASB and this will be made clear to all tenants, prospective tenants and residents of the district.

The Council's ASB Policy applies to tenants and residents, their families and any other occupants and visitors. The same principles apply to members of staff and other people working on behalf of the council.

In response to the Anti-social Behaviour, Crime and Policing Act 2014 Uttlesford District Council has fully reviewed its ASB Policy and Procedures.

DRAFT

1. Scope and purpose of this policy document

This document is one of two that tells you about Uttlesford District Council's anti-social behaviour (ASB) responsibilities and what we do to tackle ASB.

This is the policy document. It tells you what we mean by 'anti-social behaviour' and sets out our objectives for the Council's ASB services. It says what we want our services to achieve for people experiencing ASB, and details the kind of service level and quality we aim to provide. It also explains the broad approach we have agreed to adopt in order to support and advance our objectives.

This document does not say how we will deal with ASB on a day-to-day basis. This is explained in our procedure document, which should be read alongside this one.

2. The Council's ASB responsibilities

The Council has a wide range of responsibilities to tackle ASB. These arise from three distinct roles which are:

a. Our landlord role

As a landlord, the Council has a duty to respond to ASB affecting the properties we manage. Our landlord duties and powers are different from, and usually act in addition to, the duties and powers we have to deal with ASB in the wider community. In this document (and the procedure document) we will make it clear when a policy or a power applies only to Council tenancies.

b. Our role as a part of the Uttlesford Community Safety Partnership

Under the Crime and Disorder Act 1998, the Council must work with the police and other agencies to reduce crime and disorder in Uttlesford. In this role we play a key part in dealing with anti-social behaviour of all kinds and also undertake project and preventative work.

c. Our environmental protection role

The Council has a range of responsibilities to deal with 'environmental' ASB like noise, graffiti, litter, dumped rubbish and abandoned cars. These responsibilities arise from a number of Acts and local byelaws, but in particular from the Environmental Protection Act 1990.

While these are distinct roles, there are very strong links between all three and close working arrangements have been developed between the teams that deliver the various services. However, the policies described in this document mainly concern our landlord and Community Safety Partnership roles and so tend to say more about the work of the Council's Housing Department and the Council's Community Safety Team. Environmental ASB is tackled by a number of different teams within the Council each of which works to its own set of policies and procedures.

3. What is anti-social behaviour?

Uttlesford District Council considers anti-social behaviour to be:

- behaviour capable of causing nuisance or annoyance to any person, including Council tenants, other residents, council staff, contractors, partner agency staff or any other person lawfully going about their business ;or
- any act that causes, or is likely to cause, harassment, alarm or distress to one or more persons not of the same household; or
- using or threatening to use Council property for unlawful and or immoral purposes

3.1 Examples of ASB

Anti-social behaviour may include (but is not limited to):

Noise:

- loud televisions and music
- persistent, unnecessary or excessive noise
- shouting or yelling
- persistent alarms
- excessively loud or frequent parties
- dogs persistently barking

Intimidation, harassment and violence:

- verbal or written abuse
- threats of violence
- assault
- damage to property
- keeping and failing to control an aggressive dog

- Using or allowing the premises to be used for illegal or immoral activity such as prostitution, handling or storing drugs and handling or storing stolen goods.

Environmental ASB:

- dumping rubbish and littering
- vandalism
- dog fouling
- graffiti
- fly-posting
- abandoned vehicles

Hate behaviour directed at a person's:

- race or nationality;
- gender;
- sexual orientation;
- disability; or
- faith

ASB affecting our landlord role (in addition to the above):

- failure by tenants to prevent children or visitors from behaving anti-socially;
- failure by tenants to observe any ASB-related tenancy condition;
- any act (whether or not committed by a tenant or leaseholder); which directly or indirectly adversely affects the Council's housing management function;
- misuse of communal areas (including parking areas); and
- use of motor vehicles in an anti-social manner by tenants or visitors.

4. What is not ASB?

ASB can be difficult to define and there are some types of behaviour that are not classed as ASB and will not be investigated by the District Council. Examples include;

- Children playing in the street or communal areas
- Young people gathering socially unless they are being intimidating
- Being unable to park outside your own home
- DIY and car repairs unless they are taking place late at night
- Civil disputes between neighbours e.g. shared driveways
- One off complaints against noise e.g. parties.

5. The Council's objectives

The Council's ASB policy is founded on the following 5 objectives.

1. No one should have to put up with ASB

Our policy is to:

- 1.1 make people aware of what anti-social behaviour is;
- 1.2 publicise and promote our various services to combat ASB;
- 1.3 encourage people to report ASB and make it possible for them to do this using a range of reporting methods;
- 1.4 seek to respond to each reported case of ASB as quickly as possible and
- 1.5 support victims of ASB throughout the case to the extent the seriousness of the case requires.

2. Reports of ASB will be treated seriously and dealt with professionally.

Our policy is to:

- 2.1 assess (and periodically reassess) the seriousness of anti-social behaviour reported to us, and take action according to our target times;
- 2.2 treat all reports as confidential, sharing information only with other organisations that can help with the problem (for example the police) and observing data protection laws and information sharing agreements;
- 2.3 ensure that criminal ASB reported to the Council is quickly passed on to the police;
- 2.4 register each case we take on;
- 2.5 fully investigate the complaint, which will may involve interviewing any alleged perpetrator and may involve interviewing third party witnesses;
- 2.6 quickly refer cases between the different departments of the Council and to other agencies as necessary;
- 2.7 continue to treat any case referred to another Council department or external agency as a 'live' case until, in the opinion of the Housing Management and Anti-Social Behaviour Co-Ordinator, the case can be closed;
- 2.8 formally close all cases in writing;
- 2.9 respond promptly to complaints about the service and advise anyone not satisfied with the way their case was handled how to make a formal complaint; and

- 2.10 explain our reasons should we choose to take no action, and advise on self-help or other alternative courses of action whenever it is possible and appropriate to do this.

3. ASB will be dealt with firmly, fairly and proportionately.

Our policy is to:

- 3.1 take any necessary early action to protect people and property;
- 3.2 investigate the circumstances and seek to understand all the facts of any matter reported to us;
- 3.3 seek always to resolve cases at the lowest level of intervention taking formal action when the ASB is serious or persistent or when it threatens people's safety or health;
- 3.4 use any of the tools and powers available to us under the law and council policy, according to our best professional judgment;
- 3.5 take it into account (and adjust our approach as necessary) when a victim or a perpetrator is a vulnerable person;
- 3.6 not necessarily intervene in low level disputes between households concerning minor lifestyle differences, for example, noise made by younger children playing in their home, garden or in communal areas, or parking disputes involving non-allocated spaces;
- 3.7 with the consent of the people involved, we may refer suitable low-level cases to a mediation service; and
- 3.8 not necessarily intervene where the issue involves private sector housing (owner-occupied or privately rented), or private businesses, where there is no statutory duty on the council to act.

4. We will work with partners in order to deliver an effective, value for money ASB service across the community.

Our policy is to:

- 4.1 play a full part as a key member of the Uttlesford Community Safety Partnership;
- 4.2 participate in relevant strategic or preventative initiatives;
- 4.3 participate in permanent or ad-hoc multi-agency workgroups dealing with specific ASB issues;
- 4.4 work with housing associations, private landlords, letting agents and businesses, providing professional advice and support as required so that these organisations can act confidently to prevent or tackle ASB making use of their own resources.

5. We will provide a high quality service which meets people's identified needs.

Our policy is to:

- 5.1 ensure that staff dealing with ASB are appropriately trained;
- 5.2 ensure that staff dealing with ASB understand and follow agreed policies and procedures;
- 5.3 the policy will be reviewed on a regular basis reflecting new legislation and lessons learnt;
- 5.4 formally seek the views of service users and partner organisations when the documents are reviewed;
- 5.5 seek to ensure that all our activities are prioritised and undertaken with regard to clear evidence of need; sound consideration of how effective the work undertaken is likely to be, and a clear understanding of the outcomes sought.

6 Examples of tools that we can use to tackle ASB

6.1 Tenancy Agreement

Under the terms and conditions of Uttlesford District Councils tenancy agreements, tenants are responsible for the behaviour of everyone (including children) living in or visiting their home and neighbourhood.

Upon moving into Council Housing the tenant will receive a tenants' handbook, which clearly outlines the rights and responsibilities placed on the tenant for the duration of his or her tenancy and the consequences of any breaches.

6.2 Mediation

In many cases of ASB mediation can be an effective tool, solving the issue quickly by bringing all parties to the table. This can be very effective in neighbour disputes, family conflicts, lifestyle differences such as noise nuisance complaints and similar situations where it can sometimes be difficult to identify the victim and the perpetrator.

6.3 Acceptable Behaviour Contracts (ABC)

ABC's are voluntary written agreements between the person who has been involved with Anti-Social Behaviour and one or more local agencies whose role it is to prevent such behaviour usually the District Council and the Police. The contract will contain a number of Anti-Social Behaviour acts that the person has been involved in and agrees not to continue e.g.

- Not to be abusive, offensive, threatening or intimidating to members of the public.

- Not to cause criminal damage
- Not to be found drunk and disorderly in a public place
- Not to write graffiti
- Positive measures may also be included to help improve their behaviour e.g.
 - To attend school/college on the required days stated in your timetable
 - To engage with the Youth Offending Team

The contract is not legally binding and usually lasts for six months. If a person fails to attend the interview or does not agree to sign, the contract may be used as evidence in Court if further action is taken. If a person breaches the conditions of the contract, enforcement action may be taken and this may include seeking an Injunction or Anti-social Behaviour Order.

6.4 Injunctions

Anti-Social Behaviour Injunctions.

The Housing Act 1996 sections 153A, 153B, 153C and 153D enable social landlords to apply to the court for an injunction to prevent Anti-social behaviour, unlawful use of premises and breaches of the tenancy agreement. An injunction is a civil remedy obtained through the County Court and either compels a person to do something or forbids a person from doing something. The injunction is effective for twelve months from being served. An injunction may be used to address the following;

- Car repairs on a person's property
- Untidy gardens
- Noise nuisance
- Damage or unauthorised alterations to property.

The Housing Act 1996 also allows for a power of arrest in relation to a breach or an anticipated breach of the terms of the tenancy agreement. The Local Authority, in accordance with the Anti-Social Behaviour Act 2003 is able to take injunction against anyone, not just tenants, who is causing a nuisance which affects the way in which their property stock is managed.

Anti-Social Behaviour Orders were introduced by the Crime and Disorder Act 1998. They are Civil Orders designed to protect the public from behaviour that causes or is likely to cause harassment, alarm or distress.

An ASBO is a community based order that involves local people in the collection of evidence as well as helping to enforce breaches.

The civil nature of the order enables hearsay evidence and professional witnesses to be used in Court enabling those reporting the Anti-Social Behaviour to be protected.

An Order will be in effect for a minimum of two years and if breached can carry a maximum sentence of five years imprisonment, a five thousand pound fine or both.

6.5 Demoted Tenancy

Sections 14 and 16 of the Anti-Social Behaviour Act 2003 allow the local housing authority to apply to the court for a demotion order, which when applied to a secure tenancy results in a non-secure tenancy. This removes the tenants 'Right to buy', 'the right to exchange' and their security of tenure for a minimum of one year. If however, the behaviour of the tenant is modified within this period, a new secure tenancy agreement will be issued.

6.6 Possession Orders (for Uttlesford Council Tenants)

Possession proceedings allow landlords to apply for and possibly take back possession of a property in cases where there has been a breach of the tenancy or where the Local Authority considers other Orders or Agreements to be inappropriate.

A notice of seeking possession will be served in the first instance and then an application to the County Court for a court hearing must be made. It is at this hearing that the judge will decide if it is reasonable for the perpetrator to lose their home.

6.7 Suspension of certain rights in connection with ASB

Section 192 of the Housing Act 2004 enables landlords of secure tenants to seek an order suspending the right to buy for a specified period in respect of the tenancy on the grounds of anti- social behaviour.

The court may only grant such an order if it is satisfied that the tenant or a person residing in or visiting the property has engaged or threatened to engage in anti-

social behaviour (which includes using the premises for unlawful purposes) and that it is reasonable to make the order.

6.8 Amendments to the discretionary grounds for eviction

Section 98 of the Anti-Social Behaviour Crime and Policing Act came into force on 13 May 2014. This section inserted new provisions into the 1985 and 1988 Acts to enable the landlord to seek possession where a tenant (or a person living in or visiting the tenants home) is guilty of conduct likely to cause nuisance or annoyance to the landlord, or someone employed in connection with the landlords management functions, where the conduct relates to or affects those housing management functions. There is no requirement for this conduct to have taken place within the locality of the tenant's home.

7 Support for victims of ASB

A Housing Officer is available during normal office hours for Council tenants. This officer will normally be the first point of contact and will make an initial assessment of the severity of the problem. A home visit will be offered. The Housing Officer may work alongside other relevant officers of the council.

Uttlesford District Council will work with local agencies and community groups to help provide support, both practical and emotional, for victims of anti-social behaviour.

The council is committed to providing a high level of service to both victims and witnesses of ASB. The Council will consider using professional witnesses and hearsay evidence. The Council recognises that racial and homophobic harassment is a serious offence and will remove racist, sexist and homophobic graffiti and carry out emergency repairs as a matter of urgency after an incident is reported.

The Council will keep the victims of ASB updated with action being taken.

The Anti -Social Behaviour, Crime and Policing Act 2014 includes new measures designed to give victims and communities a say in which ASB is dealt with.

7.1 Anti-Social Behaviour Case Review (Community Trigger)

ASB Case Reviews, due to commence in October 2014, give victims and communities the right to request a review of their case and bring agencies together to take a joined up problem solving approach to find a solution. The Council as a statutory authority will have a duty to participate in case reviews where necessary.

Across Essex a consistent approach has been developed to support all agencies involved in the use of the new legislation, aiming to provide victims of ASB with a clear and effective response regardless of where they live in the County.

[The Essex ASB Case Review Guidance can be found at Appendix 1](#)

Information Sharing

Where appropriate, the council will share information with the Police and other key agencies under joint information exchange protocols so that all agencies can carry out their functions and duties in accordance with the Crime and Disorder Act 1998. The council will also work to ensure that residents of the district are encouraged and are able to report incidents confident in the knowledge that they will be recorded and investigated where appropriate.

The District Council will work within the provisions of the Data Protection Act which provides a background for the sharing of information and the need for confidentiality and privacy.

8 Discretion

This policy commits us to dealing with ASB in Uttlesford in a way that will always be fair and, in all important respects, consistent across cases of a similar kind. However, our services are constantly evolving and each ASB case we deal with is likely to be unique in some or other aspect. This means that we may occasionally use our discretion to vary our approach from that described in this document. We may do this in any individual case, following appropriate consultation, or we may make any change of approach apply in all subsequent cases, in which case we will formally amend our policy and procedure.

9 Supporting Legislation

Data Protection Act 1998 and 2003

Crime and Disorder Act 1998

Anti -Social Behaviour Act 2003

Police Reform Act 2002

Police and Criminal Evidence Act (PACE)

Mental Health Act 1983 (amended 2007)

Environmental Protection Act 1990

Criminal Justice and Police Act 2001

Housing Act 1996

The Noise Act 1996 as amended by ASB Act 2003 and the Clean Neighbourhoods and Environment Act 2005

Children's Act 2004

Harassment Act 1997

Human Rights Act 1998

Homelessness Act 2002

Freedom of Information Act 2000

Equalities Act 2010

DRAFT

ESSEX ASB CASE REVIEW GUIDANCE

	PAGE
Background	2
Purpose	2
Essex ASB Case Review Model	2
• Threshold	3
• Qualifying Complaints	3
• Risk Assessment	3
• Information Sharing	4
• Vexatious and Complaints Procedures	4
• Appeal Process	4
• Single Point of Contact	4
• Publishing the ASB Case Review Procedure and Contact Details	4
Role of the Police and Crime Commissioner	5
Guidance for Use of ASB Case Review Model	5
Standard Letters	
• Appendix 1 – Acknowledgement	8
• Appendix 2 - Threshold not met	9
• Appendix 3 - Threshold met	10
• Appendix 4 - Threshold met and action plan developed	11
• Appendix 5 - Threshold met but no further action	12
• Appendix 6 - Appeal decision letter to PCC	13
Reporting Forms: Appendix 7	14
• On-Line version	
• Hard Copy version	
Request for Information: Appendix 8	20

ESSEX ASB CASE REVIEW GUIDANCE

BACKGROUND

ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014

An Act to make provision about anti-social behaviour, crime and disorder, including provision about recovery of possession of dwelling-houses; to make provision amending the Dangerous Dogs Act 1991, the Police Act 1997, Schedules 7 and 8 to the Terrorism Act 2000, the Extradition Act 2003 and Part 3 of the Police Reform and Social Responsibility Act 2011; to make provision about firearms, about sexual harm and violence and about forced marriage; to make provision about the police, the Independent Police Complaints Commission and the Serious Fraud Office; to make provision about invalid travel documents; to make provision about criminal justice and court fees; and for connected purposes.

[13th March 2014]

The Act includes new measures designed to give victims a say in the way anti-social behaviour is dealt with and provides for the introduction of ASB Case Reviews (previously referred to as the Community Trigger) in October 2014.

Across Essex a consistent approach has been developed to support all agencies involved in the use of the new legislation, aiming to provide victims of anti-social behaviour with a coherent and effective response regardless of where they live in the County.

Anti-social behaviour (ASB) is a broad term used to describe the day-to-day incidents of crime, nuisance and disorder that can make many people's lives a misery from litter and vandalism to public drunkenness or noisy and abusive neighbours. Such a wide range of behaviour means that responsibility for dealing with anti-social behaviour is shared between a number of agencies, particularly the police, councils and housing providers.

PURPOSE

Victims of anti-social behaviour will be able to use the power in the event that they feel that agencies have not taken action in respect of their complaint, and where the case meets the locally defined threshold.

For the purpose of the ASB Case Review, anti-social behaviour is defined as behaviour "causing harassment, alarm or distress" to a member, or members, of the public. However, when deciding whether the threshold is met agencies should consider the harm or potential harm caused to the victim, rather than rigidly deciding whether each incident reached the level of harassment, alarm or distress.

ESSEX ASB CASE REVIEW GUIDANCE

In instances where the threshold is met relevant bodies including councils, the police, clinical commissioning groups and housing providers have a duty to undertake an Anti-Social Behaviour Case Review by way of a Review Panel. It is intended that the purpose of the review panel should be for agencies to take a more joined up, problem solving approach aiming to find a solution for the victim.

The ASB Case Review can also be used by any person on behalf of a victim, for example a family member, friend, Carer, Councillor, MP or other professional person. It is intended to ensure that all victims are able to use the review, however, the victim's consent should be sought by the person using the ASB Case Review on their behalf.

The ASB Case Review can be used by someone of any age, and agencies should make it as accessible as possible to all victims.

THRESHOLD

The need for a national threshold of 3 incidents of ASB within the last 6 months where the victim considers no action has been taken was acknowledged and accepted by the Home Affairs Select Committee¹.

The adopted model includes a lower threshold where the victim perceives the ASB to be of a Hate Crime nature to 1 incident within last 6 months where the victim considers no action has been taken has been adopted.

QUALIFYING COMPLAINTS

The legislation sets out what will be considered a 'qualifying complaint' for using the ASB Case Review to prevent someone reporting historical incidents of anti-social behaviour in order to use the ASB Case Review. The legislation sets out the following standards: *(agencies can set different levels if appropriate for their area, as long as it does not lower the standard set out)*

- The anti-social behaviour was reported within a month of the alleged behaviour taking place; and
- The application to use the ASB Case Review is made within six months of the report of anti-social behaviour.

RISK ASSESSMENT

Victims vulnerabilities will be assessed through the risk based harm model already in use across Essex.

¹ House of Commons Home Affairs Committee The draft ASB Bill: pre-legislative scrutiny. Twelfth Report of Session 2012-13. www.publications.parliament.uk

ESSEX ASB CASE REVIEW GUIDANCE

INFORMATION SHARING

Agencies have signed up to the Essex Trust Charter and/or local Community Safety Partnership Data Sharing Protocols already exist, the requirement to establish another data sharing protocol for the purposes of the Essex ASB Case Review was not considered to be necessary.

Requests for Information will be made through the form attached at Appendix ?

VEXATIOUS AND COMPLAINTS PROCEDURES

A statement is to be included within local authority vexatious complaints policies stating that *“vexatious complaints relating to the ASB Case Review Process will be dealt with through the local authority policy”*.

Local authorities will need to agree this approach locally with Registered Social Landlords and Housing Providers that operate in their area.

Reference is to be made within Complaints Procedures to show how complaints of ASB are dealt with.

APPEALS PROCESS

The review procedures must include provision about what is to happen when an applicant is dissatisfied with the way in which the relevant bodies have:

Dealt with an application for a review; or
Carried out an ASB Case Review

In such cases these will be sent to the Chair of the relevant Community Safety Partnership in the first instance and notified to PCC's office.

SINGLE POINT OF CONTACT (SPOC)

Each area is to identify a SPOC who has some level of independence and who would not generally be involved in ASB case management. In some areas this will be Community Safety Manager, in others this may not be appropriate and will need to be determined locally.

PUBLISHING THE ASB CASE REVIEW PROCEDURE AND CONTACT DETAILS

The responsible bodies must publish the ASB Case Review procedure, including the point of contact for making an application to use the ASB Case review.

The ASB Case Review procedure will be published on local Council websites and will include details on how to make an application, contact details, phone no.

ESSEX ASB CASE REVIEW GUIDANCE

email address. It is intended for generic materials to be produced and used County-wide.

ROLE OF THE POLICE AND CRIME COMMISSIONER

The local PCC must be consulted on the ASB Case Review procedure when it is established must be consulted whenever the procedure is reviewed. The PCC may be involved in the auditing and monitoring of the use of the ASB Case Review, as well as provide a route for victims to appeal decisions as to whether the threshold was met or the way the ASB Case Review was conducted.

The Essex model has made provision for the PCC to be notified of an appeal by the Chair of the local Community Safety Partnership.

The PCC may chose to monitor the use of the ASB Case Review across the County to identify any learning points to be disseminated to local Single Points of Contact.

GUIDANCE FOR USE OF THE MODEL

Step 1: Gateway to ASB Case Review

Victims will be able to access the ASB Case Review through the on-line reporting form which is required to be publicised on local Council websites. Hard copies of forms must be made available upon request – mechanism for doing this to be determined locally.

Each area is to have its own dedicated email address and telephone nos. promoted locally.

Upon receipt of the reporting form there is to be an acknowledgement sent within 3 working days, realistically this can be sent automatically through email or local areas may wish to use the letter attached to this guidance.

Step 2: Determine if Threshold has been met

The reporting form will be sent through to local Single Point of Contact, who along with the ASB Manager/lead will determine whether the threshold has been met. In some cases this may be obvious; in others it may be that an initial scoping exercise is undertaken with the relevant agencies to assist the determination.

The SPOC will send a determination letter to victim within 10 working days advising of decision, along with details of the appeal process if the threshold hasn't been met.

Step 3: Information Requests

ESSEX ASB CASE REVIEW GUIDANCE

If the threshold has been met the SPOC will send an information request to the relevant agencies asking for details of the case to be submitted to the identified SPOC within 10 working days and advising that their agency is required to part of the ASB Case Review Panel.

Step 4: Review Panel Meeting

The identified SPOC will arrange and Chair a review panel meeting where previous actions will be considered and recommendations will be provided. The Review Panel must formulate an action plan, details of which will be sent to the applicant. This must take place within 10 working days of the information requests being received.

Step 5: Decision Letter to Applicant

If the Review Panel determines that all agencies have taken appropriate action and that no further resolutions can be offered, a letter advising of the determination and providing details for decision will be sent to victim, along with details of the appeals process if they are dissatisfied with the outcome. Decision letter is to be sent within 10 working days.

If the Review Panel determines that further action can be taken, a letter will sent to the victim advising of the action plan detailing next steps and advising of anticipated timescales for delivery. This decision letter will provide details of the appeals process if they remain dissatisfied with the outcome. Decision letter is to be sent within 10 working days.

Step 6: Response to Trigger

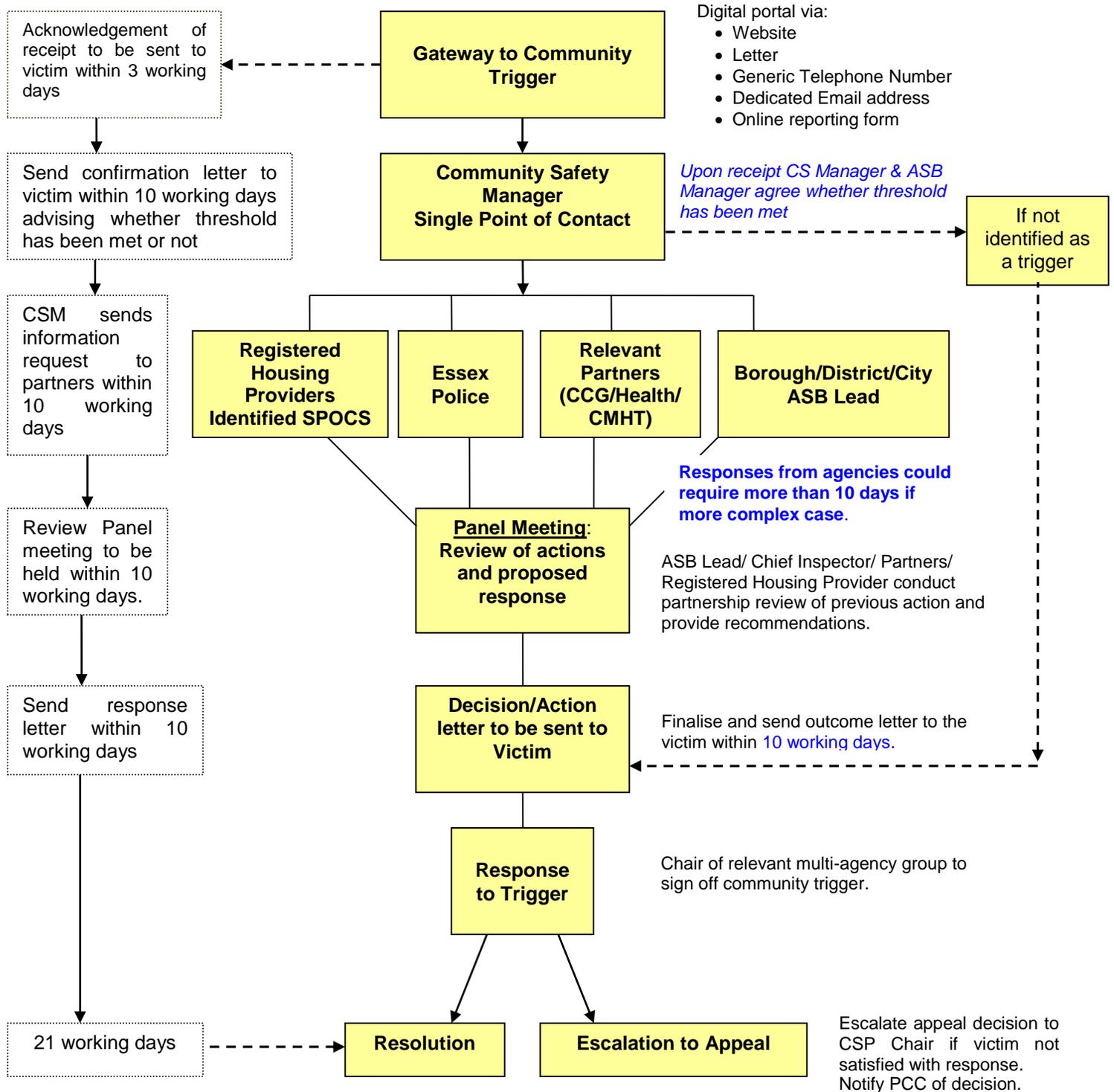
The Chair of the Community Safety Partnership (or other identified partnership) will sign off the ASB Case Review and the method for achieving this will be determined locally.

Step 7: Escalation to Appeal

If the applicant remains dissatisfied with the outcome they have a right to appeal the decision and the case will be escalated to the CSP Chair (or other identified person) who will review the details of the case and consider if the grounds for appeal. The CSP Chair will notify the PCC of decision.

ESSEX ASB CASE REVIEW GUIDANCE

ESSEX ASB CASE REVIEW MODEL



ACKNOWLEDGEMENT LETTER

Dear

**ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014
ANTI-SOCIAL BEHAVIOUR (ASB) CASE REVIEW**

I write to confirm receipt of your request for an Anti-Social Behaviour Case Review to be conducted in respect of the anti-social behaviour you are experiencing where you deem no action has been taken.

The ASB Case review threshold is defined as follows:-

- Three incidents of ASB reported within the last six months where the victim considers no action has been taken
- One incident of Hate Crime nature reported in the last six months where the victim considers no action has been taken.

XXXXX will be contacting you within 10 working days to confirm whether your request has met the threshold.

If you wish to report any further incidents of Anti-Social Behaviour these can be reported by either contacting Essex Police on 101 or the (insert name of Council) Anti-Social Behaviour team on XXXXXXXXXXXXX or in an emergency always dial 999.

Yours sincerely

SPOC name and title

TRESHOLD NOT MET

Dear

**ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014
SECTION 7: ANTI-SOCIAL BEHAVIOUR (ASB) CASE REVIEW**

Thank you for your recent request dated (insert DATE) to have your anti-social behaviour case considered for an ASB Case Review.

As previously identified the threshold for the ASB Case Review is defined as follows:-

- Three incidents of ASB reported within the last six months where the victim considers no action has been taken
- One incident of a Hate Crime nature reported in the last six months where the victim considers no action has been taken.

Having reviewed the details of the case we do not feel that your request meets the threshold for the ASB Case Review for the following reasons:

- Outline reasons here –

If you are dissatisfied with this outcome you have the right to appeal to (insert name of CSP Chair) within 21 days of the date of this letter. A copy of this process is included with this letter.

If you wish to report any further incidents of Anti-Social Behaviour these can be reported by either contacting Essex Police on 101 or the (insert name of Council) Anti-Social Behaviour team on XXXXXXXXXXXXX, in an emergency always dial 999.

Yours sincerely

Insert name of SPOC and title

THRESHOLD MET

Dear

**ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014
ANTI-SOCIAL BEHAVIOUR (ASB) CASE REVIEW**

Thank you for your recent request dated (insert DATE) to have your anti-social behaviour case considered for an ASB Case Review.

I can confirm that having considered the details of your case it does meet with the previously determined threshold, and as such the ASB Case Review process has commenced.

Further information will now be sought from relevant partners and other agencies in regard to their involvement in your case to enable us to undertake a full review. It may be necessary for us to contact you again in order to clarify information or obtain further details.

An ASB Case Review Panel Meeting will be scheduled to review the information where representatives from agencies or partners that have been involved in your case will be present, in order to discuss the case fully. The purpose of this meeting is to also identify any further actions that can be taken, if deemed necessary, to ensure that a positive resolution is reached for you.

Once this has been completed you will receive a letter advising you of the outcome of the review along with details of any recommendations that have been made. It is anticipated that the review process will take 21 working days in total, although in more complex cases this may be longer, in which circumstances you will be notified.

In the meantime if you have any further queries please do not hesitate to contact XXXX (insert NAME and TELEPHONE NO.) direct on XXXXXX.

If you wish to report any further incidents of Anti-Social Behaviour these can be reported by either contacting Essex Police on 101 or the (insert name of Council) Anti-Social Behaviour team on XXXXXXXXXXXXX, in an emergency always dial 999.

Yours sincerely

Insert SPOC name and title

REVIEW PANEL OUTCOME LETTER – FURTHER ACTION

Dear

**ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014
ANTI-SOCIAL BEHAVIOUR (ASB) CASE REVIEW**

I refer to my previous correspondence confirming to you that your ASB case had met the threshold to activate the ASB Case Review Process.

I write to advise you that details of your case were reviewed by the ASB Case Review Panel at the meeting held on (insert DATE) XXX, resulting in the following action plan being agreed by the agencies involved:

- insert DETAILS here -

You will soon be contacted directly by the agencies responsible for delivering the action plan to provide you with an update on progress and reassurance that activity is taking place with a view to bringing this matter to a resolution.

This review will be concluded once the action plan has been fully implemented and in doing so it is hoped that this will bring a positive resolution to the anti-social behaviour you have been experiencing.

I trust this clarifies the situation, however, should you have any further queries please do not hesitate to contact me directly on (insert TELEPHONE NO.) XXXXX.

If you wish to report any further incidents of Anti-Social Behaviour these can be reported by either contacting Essex Police on 101 or the (insert name of Council) Anti-Social Behaviour team on XXXXXXXXXXXX, in an emergency always dial 999.

Yours sincerely

Insert (NAME AND TITLE)

REVIEW PANEL OUTCOME LETTER – NO FURTHER ACTION

Dear

**ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014
ANTI-SOCIAL BEHAVIOUR (ASB) CASE REVIEW**

I refer to my previous correspondence confirming to you that your ASB case had met the threshold to activate the ASB Case Review Process.

I write to advise you that details of your case were reviewed by the ASB Case Review Panel at their meeting held on (insert DATE) XXX. Having reviewed all of the information available to the Panel it was felt that relevant agencies had taken appropriate action to resolve the ant-social behaviour you were experiencing as follows:

- provide a brief overview of action taken –

The Review Panel have therefore concluded that no further action would be taken in relation to this case.

I trust this clarifies the situation, however, should you have any further queries please do not hesitate to contact me directly on (insert TELEPHONE NO.) XXXXX.

If you are dissatisfied with this outcome you have the right to appeal to (insert name of CSP Chair) within 21 days of the date of this letter. A copy of this process is included with this letter.

If you wish to report any further incidents of Anti-Social Behaviour these can be reported by either contacting Essex Police on 101 or the (insert name of Council) Anti-Social Behaviour team on XXXXXXXXXXXX, in an emergency always dial 999.

Yours sincerely

Insert (NAME AND TITLE)

APPEAL LETTER TO PCC

Dear insert (NAME OF PCC)

**ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014
ANTI-SOCIAL BEHAVIOUR (ASB) CASE REVIEW – NOTIFICATION OF APPEAL**

I write with reference to the above and to advise you that Basildon Borough Council received a request from insert (NAME, ADDRESS) XXXXX for their ASB case to be reviewed. This request was received on insert (DATE) XXXX.

You will be aware that the threshold for the Essex ASB Case Review is defined as follows:-

- Three incidents of ASB reported within the last six months where the victim considers no action has been taken
- One incident of Hate Crime nature reported in the last six months where the victim considers no action has been taken.

Having considered the details of the case it was felt that the request did not meet the threshold to commence an ASB Case Review for the following reasons:

- Outline reasons here –

Unfortunately, insert (NAME) was dissatisfied with the response and as such wishes to appeal against this decision.

As the Chair of the Community Safety Partnership I will review this decision and notify you in due course of the outcome.

Should you have any further queries please do not hesitate to contact me directly on insert (TELEPHONE NO.) XXXXX.

Yours sincerely

Insert (CSP CHAIR NAME AND TITLE)

ASB Case Review Online Reporting Form

ASB Case Review Threshold

- Three incidents of ASB reported within the last 6 months where the victim considers no action has been taken.
- 1 incident of Hate Crime nature reported in the last 6 months where the victim considers no action has been taken.

Date Reported

Have you reported this issue before? (Please specify as much detail as possible including crime reference number)

Can you confirm that the incidents you have reported are in relation to

Anti-social behaviour

Do you think the incidents/concerns are because of

<input type="checkbox"/> a. Ethnicity	<input type="checkbox"/> d. Sexual orientation
<input type="checkbox"/> b. Religion or Faith	<input type="checkbox"/> e. Being transgender
<input type="checkbox"/> c. Disability	<input type="checkbox"/> f. None of the above

Who have you reported this issue to

<input type="checkbox"/> a. Police	<input type="checkbox"/> f. Community Safety
<input type="checkbox"/> b. Environmental Health	<input type="checkbox"/> g. School
<input type="checkbox"/> c. Social Services	<input type="checkbox"/> h. GP
<input type="checkbox"/> d. CMHT	<input type="checkbox"/> i. Other (please specify below)
<input type="checkbox"/> e. Voluntary Agencies	

Does this issue affect more than one household of business premises?

Please specify where these incidents have happened

Please specify who was involved in the incident/problem

Please specify what has happened

Has anyone else witnessed this?

How are the incidents affecting you?

--

Can you confirm that (as far as you know) no action has been taken?

- a. Yes
- b. No

If action has been taken please tick the correct box below

<input type="checkbox"/> a. Verbal Warning	<input type="checkbox"/> f. Notice of Seeking Possession
<input type="checkbox"/> b. Written Warning	<input type="checkbox"/> g. Notice to Quit
<input type="checkbox"/> c. Mediation	<input type="checkbox"/> h. Possession Order
<input type="checkbox"/> d. Acceptable Behaviour Contract	<input type="checkbox"/> i. Injunction
<input type="checkbox"/> e. Good Neighbourhood Agreement	<input type="checkbox"/> j. Other (please specify below)

--

Your contact details

Please provide your details so that we can contact you. If you are completing this form on behalf of a friend/relative/client of your service, please provide details of the person affected by this situation. We will use this to ask you any further questions or provide feedback on your referral if necessary.

Name
Address (including postcode)
Home phone number

<i>Mobile phone number</i>
<i>Email address</i>

Which of the following describes you best

<input type="checkbox"/> Council Tenant	<input type="checkbox"/> Owner occupier
<input type="checkbox"/> Leaseholder	<input type="checkbox"/> Housing Association
<input type="checkbox"/> Private Tenant	<input type="checkbox"/> Other

Please provide your landlord's name or the name of your contact officer

Landlord's Name
Landlord's Address (including postcode)
Landlord's Contact Number

Please provide contact details of your Managing Agent

Managing Agent's Name
Managing Agent's Address (including postcode)
Managing Agent's Contact Number

Equalities monitoring (optional questions)

Gender

<input type="checkbox"/> Male
<input type="checkbox"/> Female
<input type="checkbox"/> Transgender

Age

--

Sexual Orientation

- Heterosexual
- Homosexual
- Bisexual
- Other – Please state below

--

Religion – Please State

--

Please give details of any disability

--

Ethnicity – Please State

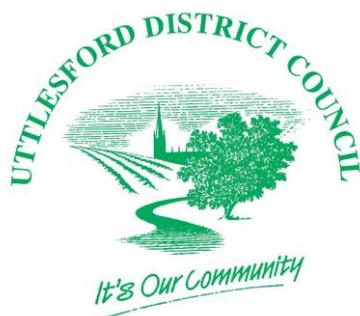
--

Keeping you informed

We will keep you informed about the progress of your referral.
Our promise is to acknowledge receipt of your referral immediately.
An initial assessment of your referral will be carried out in 3 working days and you will be contacted.
If your referral meets the criteria an officer from an appropriate lead agency will review your situation and agree the appropriate actions within 28 days.

Information Request Form

TBA



Uttlesford District Council

Anti-social Behaviour Procedure

Version One – 2014

1. Scope and purpose of this procedure document

This document is one of two that tells you about Uttlesford District Council's anti-social behaviour (ASB) responsibilities and what we do to tackle ASB.

This is the **procedure** document. It tells you how you can expect us to deal with your case should you report an ASB problem to the Council.

The ASB **policy document** tells you what we mean by 'anti-social behaviour' and sets out our responsibilities and objectives for the council's ASB services. It says what we want our services to achieve for people experiencing ASB, and details the kind of service level and quality we aim to provide. It also explains the broad approach we have agreed to adopt in order to support and advance these objectives.

As explained in the policy document, the council's responsibilities to tackle ASB arise from three distinct roles which are:

1. Our landlord role.
2. Our role as a key member of the Uttlesford Community Safety Partnership.
3. Our environmental protection role.

While these are distinct roles, there are very strong linkages between all three and close working arrangements between the various departments that deliver the services. However, the procedures described in this document mainly concern our landlord and Community Safety Partnership roles and so tend to say more about the work of the council's Housing Department and the council's Community Safety Team. Environmental ASB is tackled by various departments within the council each of which works to its own set of policies and procedures.

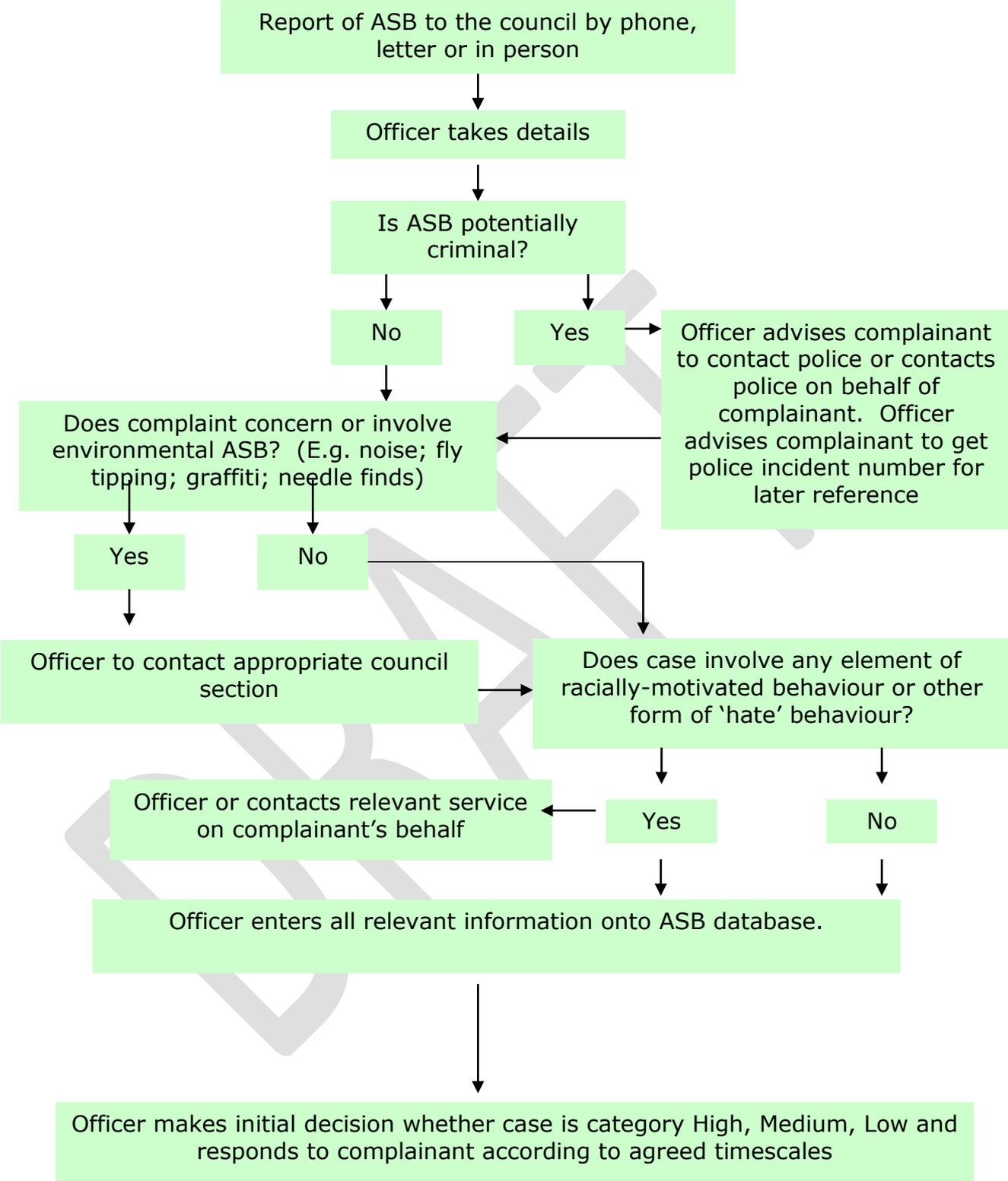
2. How we categorise cases

All complaints of anti-social behaviour made to the council are categorised according to their level of seriousness. Incidents reported to the council are categorised as explained in the following table. How a case is rated is an important judgement which may affect how quickly we deal with a case, although we will always keep an open mind and change the rating of a case if we feel it has become more or less serious.

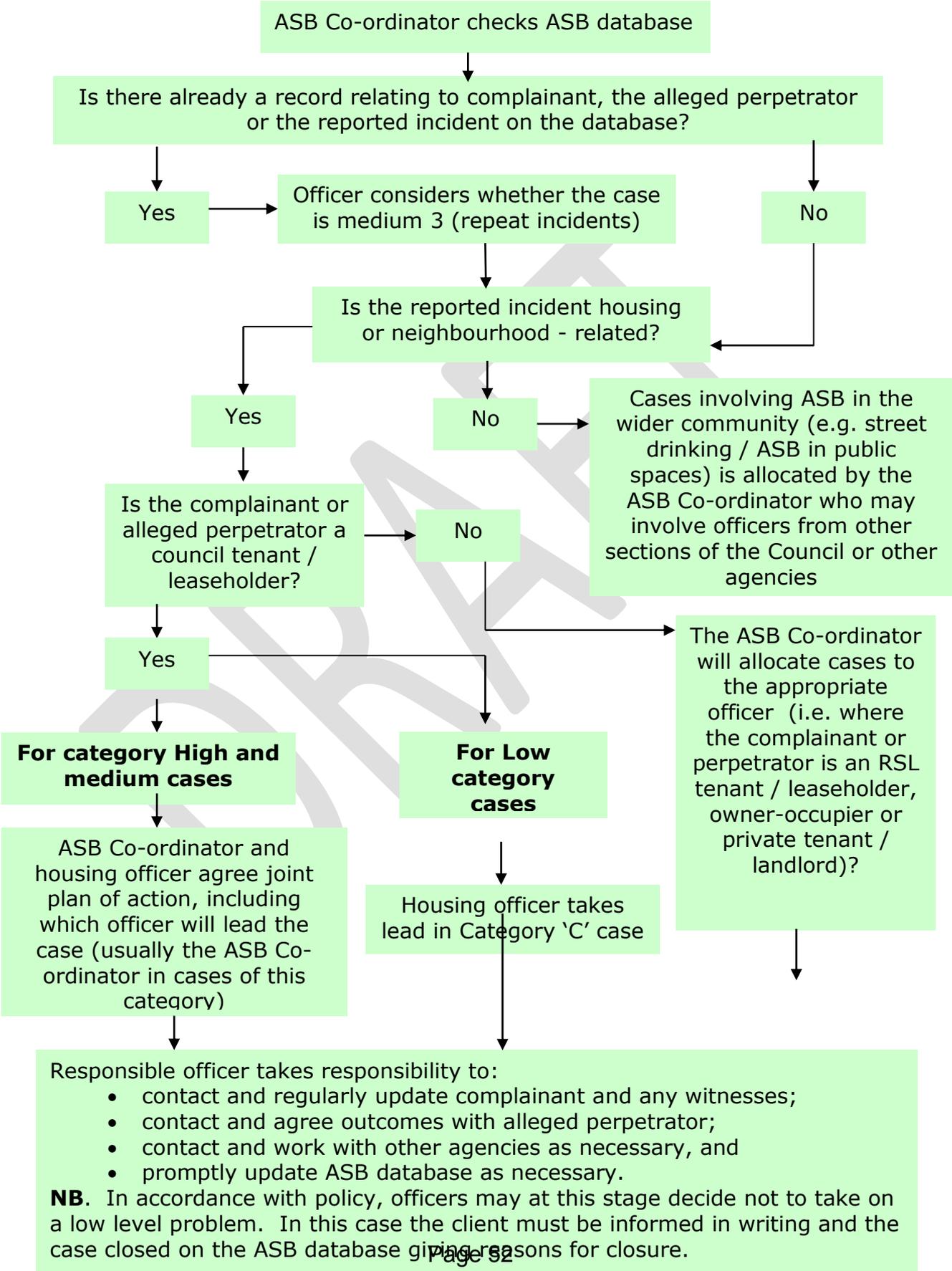
Category	Definition	Target time for first response
High	<ol style="list-style-type: none"> 1. Behaviour that is a serious risk to individuals or the peace of the neighbourhood and which may include violence, serious threats of violence or other criminal activity. 2. Any complaint (including those that would otherwise be classed Medium) where the complainant or perpetrator is a “vulnerable adult” as defined by s.59 of the Safeguarding Vulnerable Groups Act 2006. 3. Any complaint that would otherwise be classed ‘medium but where there have been previous incidents and it appears to the officer that, taking these together, a more serious position has developed or may be developing. 	1 Day
Medium	Unreasonable, prolonged disturbance such as verbal abuse or persistent noise nuisance.	2 – 7 Days
Low	Disputes between neighbours such as disagreements about parking, minor noise issues, children, pets and minor lifestyle differences.	No more than 7 Days

Note on the definition of “vulnerability”: S. 59 of the Safeguarding Vulnerable Groups Act provides a comprehensive definition of “vulnerable adult”. For most practical purposes, the summary definition provided by Department of Health and Home Office publication *No Secrets* is sufficient. This defines a vulnerable adult as a person age 18 years or over “who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation”

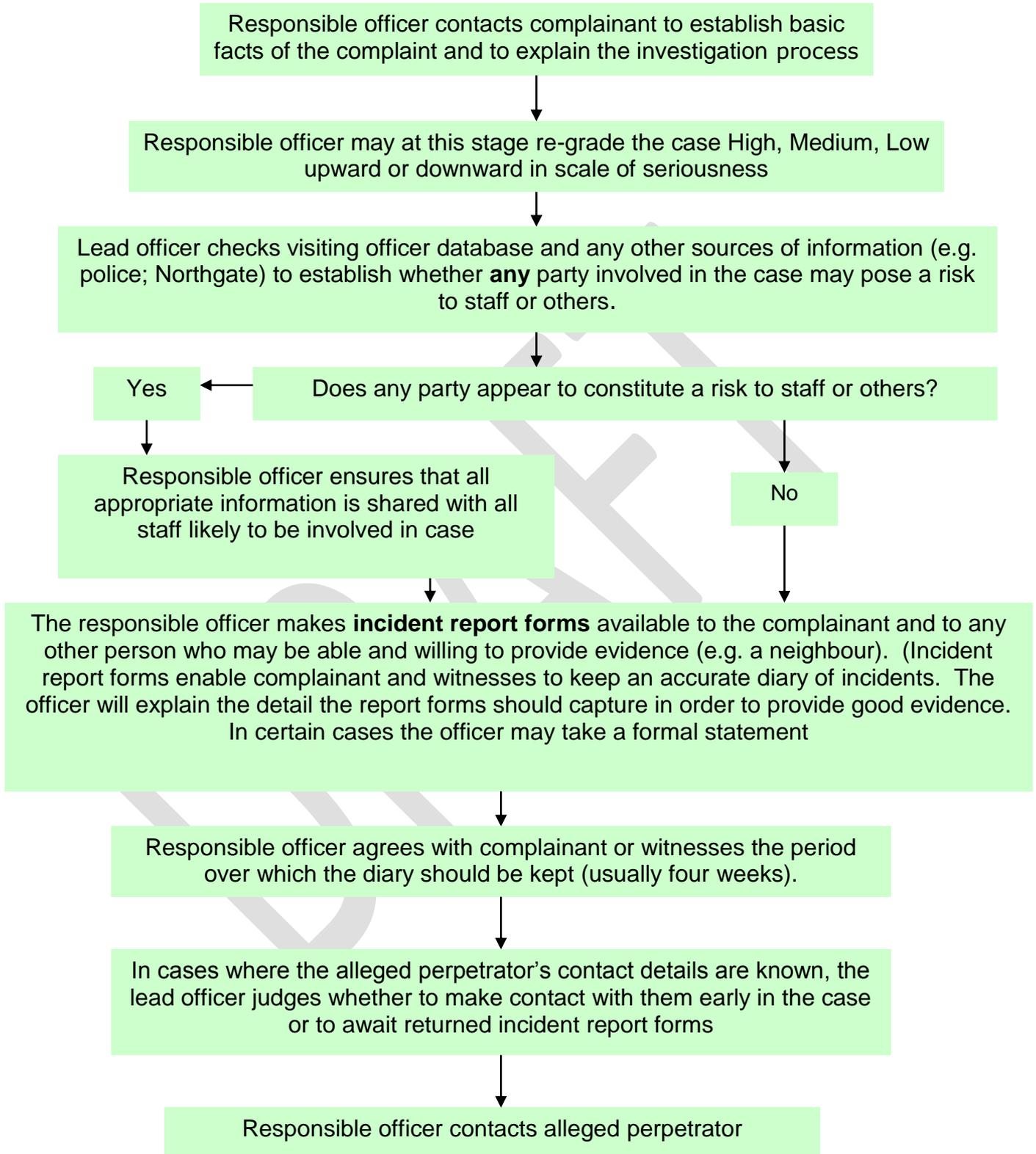
3. Flowchart: Referring and grading cases reported to the council



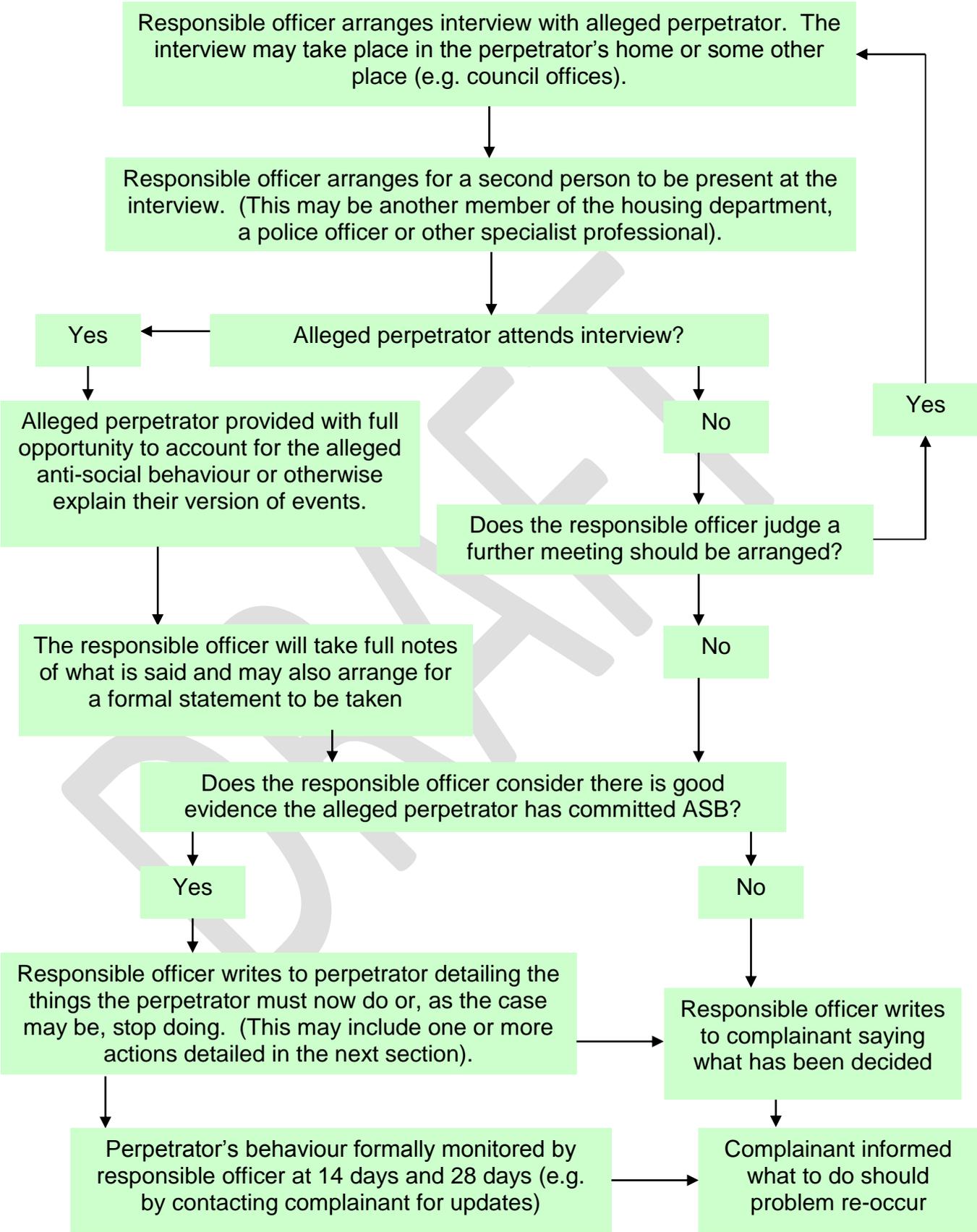
4. Flowchart: Allocating a Responsible officer



5. Flowchart: Processing a case and gathering evidence



6. Flowchart: How a case is processed – dealing with the alleged perpetrator



7. What we can do to deal with ASB

Our ASB policy commits us to trying to reach a fair and lasting solution to ASB problems as quickly as possible. In most non-serious cases we will start with low-level action and then, if this does not stop the problem or reduce it to a reasonable level, start to take increasingly stronger measures which may include a referral to mediation.

The council (on its own or in partnership with other agencies like the police) can deal with anti-social behaviour problems in a variety of ways. The approach we will take in any individual case will depend on a large number of things, in particular whether the problem is housing-related, whether it is ASB in the wider community (which may require a “strategic” or project-based approach) or whether it is environmental ASB.

Council policy commits us to using any of the tools and powers available to us under the law and council policy, according to our best professional judgement. However, legal remedies will usually take time. Officers will explain this to victims of ASB and also explain that if a case goes to court **it will be the Court and not the council** that will decide whether an action like an injunction or eviction, is justified.

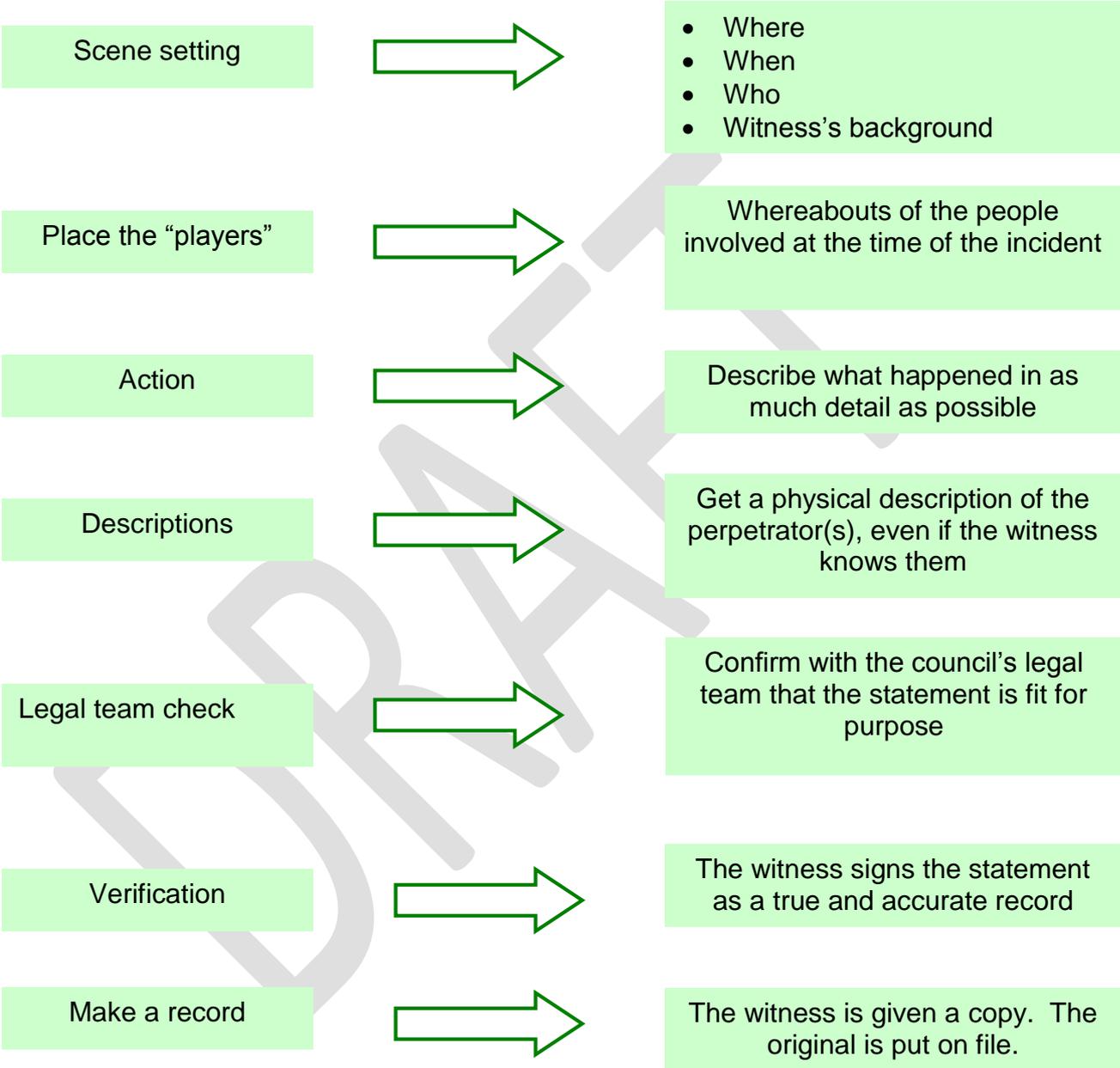
Following changes to the Anti-Social Behaviour Crime and Policing Act 2014, a new range of powers are available for authorities to use to tackle ASB.

8. Evidence

If there is a likelihood that a case may go to court the responsible officer will need to gather good-quality evidence. Officers will record the time, the date, and the place and from whom the evidence was collected. This information will need to be recorded on the ASB database and the ASB diary.

Witness Statements can be taken from any person over the age of 10 years, but for anyone under 19 or with a mental or physical impairment an appropriate representative must be present.

8.1 Witness statement procedure



8.2 Ways of getting evidence

Council officers may also gather evidence using:

- incident report forms;
- letter drops to neighbours asking non-leading questions;
- photographs (of fouling; fly-tipping; illegal parking and so on);
- professional witnesses (in situations of harassment, threat or intimidation);

9. ASB in the wider community

The Council's duty to help deal with ASB in the wider community arises from each of its three roles (i.e. that of landlord, environmental protection agency and under its statutory obligation arising from the Crime and Disorder Act 1998). Officers from all three areas of responsibility will frequently work together both on agreed projects and on specific cases as these arise.

The kind of ASB in the wider community will often have a housing-related element (perhaps involving the relevant registered social landlord (RSL), privately-rented or owner-occupied housing), but it may also involve non-housing issues. Good examples of these are public space issues like illegal and anti-social parking, street drinking, and public rowdiness.

With regard to our ASB procedures, it is important for officers to be aware that the council does have this wider duty to deal with ASB in the community (on its own or in partnership with other agencies as a member of the Uttlesford Community Safety Partnership). This duty derives mainly from the Crime and Disorder Act 1998.

10. Victims, witnesses and others

To tackle ASB effectively, victims and witnesses must feel able to provide evidence in confidence and without fear. Information about protecting and supporting victims and witnesses can be found in our leaflet which can be found on our website.

10.1 Impact on witnesses

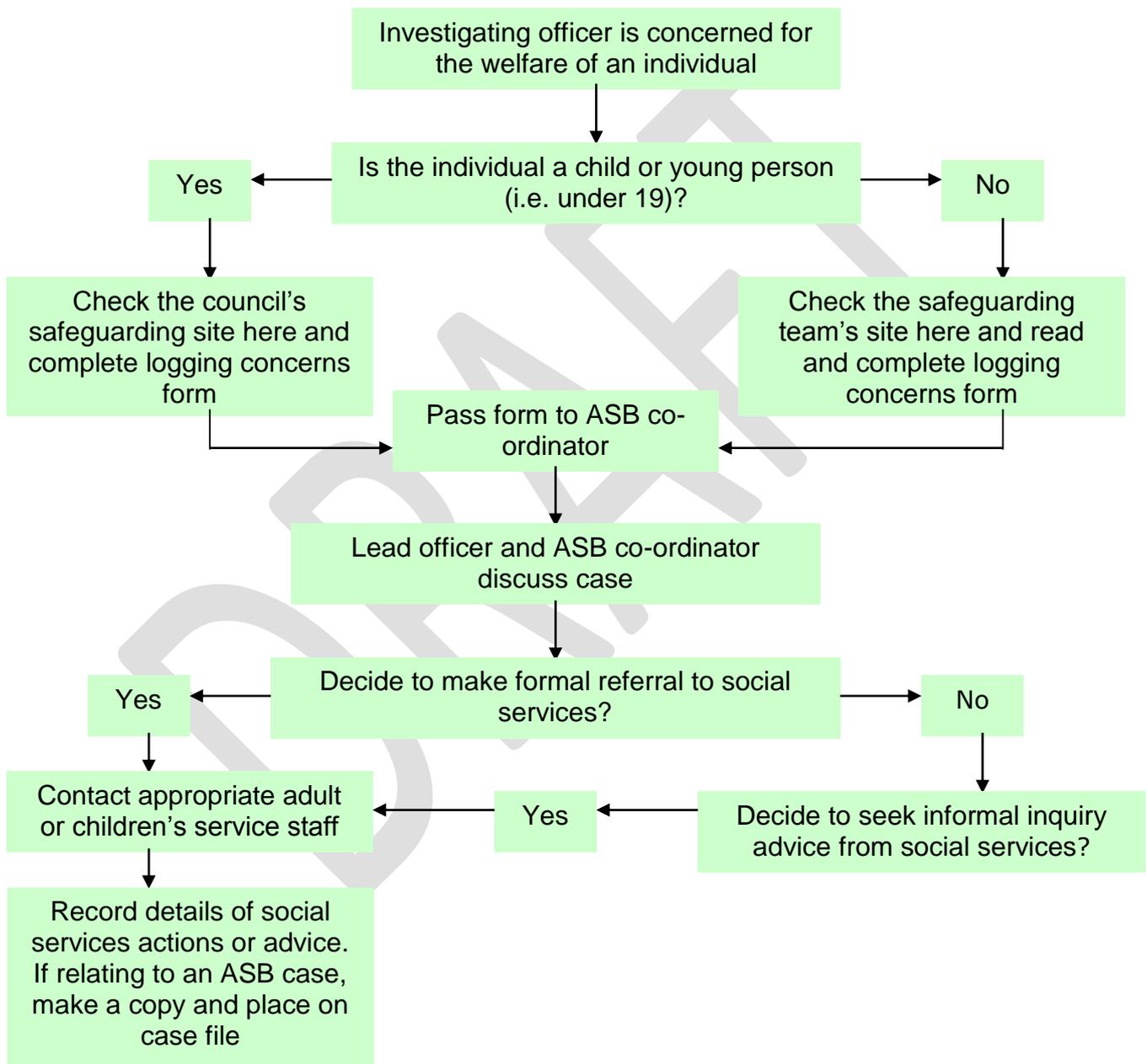
In serious cases, especially those which may end up in court, the responsible officer will always consider compiling a "witness impact statement" detailing the effects of the perpetrator's behaviour on the witness's life. This should be written to a standard that will allow it to be used as evidence in court.

Officers will always advise complainants of the final outcome of cases and of any measures aimed at preventing problems from recurring.

11. Logging concerns for children, young people or vulnerable adults

In the course of an investigation an officer may come across a person whose welfare may raise concerns. Such people may have no direct connection to the case under investigation, but it remains a duty for officers to ensure that these concerns are properly logged and passed to social services. The procedure is as follows:

Flowchart: logging concerns for children, young people or vulnerable adults



12 Monitoring the service

Uttlesford District Council is committed to delivering a good quality anti-social behaviour service. Our aim is to continually improve the way we work and to acknowledge, and try to learn from the occasions when the service fails to meet expectations.

One way in which we monitor the quality of the service is to ask people who have used it to tell us about their experience. We monitor each returned satisfaction survey form for what it can tell about how the individual case was dealt with, and we monitor forms collectively for trends in the provision of the service. Our satisfaction results are published quarterly

13. Complaints about the service

We aim to provide a good service and so we always want to know when we have fallen short of the standards you have a right to expect from us. Responding to reasonable complaints is an important and welcome part of our service improvement process.

We will try to resolve any complaint about the ASB service as quickly as possible at officer level. If this isn't possible, or if the complaint is very serious, it will be investigated at management or senior management level. If the complaint still remains unresolved it can then be taken to the Local Government Ombudsman.

14. Information Sharing

Where appropriate, Uttlesford District Council will share information with the Police and other key agencies under joint information exchange protocols so that all agencies can carry out their functions and duties in accordance with the Crime and Disorder Act 1998. The District Council will also work to ensure that residents of the District are encouraged and are able to report incidents confident in the knowledge that they will be recorded and investigated where appropriate.

The District Council will work within the Data Protection Act which provides a background for the sharing of information and the need for confidentiality and privacy.

15. Discretion

This procedure commits us to dealing with ASB in Uttlesford in a way that will always be fair and, in all important respects, consistent across cases of a similar kind. However, our services are constantly evolving and each ASB case we deal with is likely to be unique in some or other aspect. This means that we may occasionally use our discretion to vary our approach from that described in this document. We may do this in any individual case, following appropriate consultation, or we may make any change of approach apply in all subsequent cases, in which case we will formally amend our policy and procedure.

The next formal review of this document will be 2 years after the date of publication.

Name:

Address:

Case No:

This scorecard is designed to help you identify vulnerable victims, witnesses, and complainants. It should be used as a guide, and in combination with your own judgement (and that of the ASB Co-ordinator) to help ascertain what support and protection is required in any given situation. All action taken as a result of your assessment should be discussed with the witness to ensure it meets their needs.

History	1. Other than this occasion - how often do you have problems?	3 2 1 0	Daily Most days Most weeks Most months Only occasionally
	2. Do you think the current incident is linked to previous incidents? If so why?	2 0	Yes No
	3. Do you think that incidents are happening more often and/or are getting worse?	2 0	Yes No
	4. Do you know the offender/s?	2 1 0	They know each other well They are known to each other They do not know each other
	5. Does the perpetrator (or their associates) have a history of or reputation for intimidation or harassment?	6 4 2 0	Perpetrator or their associates are currently harassing the complainant Perpetrator or their associates have harassed the complainant in the past Perpetrator or their associates have not harassed the complainant, but have a history or reputation for harassment or violent behaviour Perpetrator or their associates have no history or reputation for harassment or intimidation
	6. Have you informed any other agencies about what has happened? If yes, are you happy for us to discuss this problem with them? Details:	0 1	Yes No
Vulnerability	7. Which of the following do you think that this incident deliberately targeted? Specify	4 3 1 0	You Your family Your community None
	8. Do you feel that this incident is associated with your faith, nationality, ethnicity, sexuality, gender or disability? Details:	3 0	Yes No
	9. In addition to what has happened, do you feel that there is anything that is increasing you or your household's personal risk (e.g. because of personal circumstances)? Details:	3 0	Yes No
	10. How affected do you feel by what has happened? Details:	0 1 2 3 5	Not at all Affected a little Moderately affected Affected a lot Extremely affected
Support	11. Has yours or anyone's health been affected as a result of this and any previous incidents? Details:	3 3	Physical health Mental health
	12. Do you have a social worker, health visitor or any other type of professional support? Can we speak to them about this? Details:	0 1	No Yes
	13. Do you have any friends and family to support you?	3 3 1 0	Complainant lives alone and is isolated The complainant is isolated from people who can offer support The complainant has a few people to draw on for support The complainant has a close network of people to draw on for support
	14. Apart from any effect on you, do you think anyone else has been affected by what has happened? Details:	1 3	Your family Local community Other
TOTAL SCORE:			

Based on these factors and your own judgement, adjust the scoring accordingly

Low 0 4 8 12 16 20 22 24 26 28 30 High

Medium

The agencies are there as a guide, and should be used in combination with other local resources, and your own judgement of what support and protection are required in any given situation. All action taken as a result of your assessment should be discussed with the witness to ensure it meets their needs.

34

32

HIGH

28

POLICE

HOUSING TEAM / A SB / ENVIRONMENTAL HEALTH

SOCIAL CARE / MENTAL HEALTH TEAM

VICTIM SUPPORT / OTHER SUPPORT SERVICES

26

24

MEDIUM

POLICE

HOUSING TEAM / A SB / ENVIRONMENTAL HEALTH

SOCIAL CARE / MENTAL HEALTH TEAM

VICTIM SUPPORT / OTHER SUPPORT SERVICES

22

20

18

16

8

LOW

POLICE

HOUSING TEAM / A SB / ENVIRONMENTAL HEALTH

SOCIAL CARE / MENTAL HEALTH TEAMS

VICTIM SUPPORT / VICTIM WITNESS CHAMPION / OTHER SUPPORT SERVICES

4

0

CONSENT TO INFORMATION SHARING

I consent to agencies obtaining and sharing information as part of the multi-agency work to help and secure my safety and that of my family.

If there are child protection or vulnerable adult concerns, information will be shared regardless of whether this form is signed.

Signature: _____

Date: _____

PRINT NAME: _____

Committee: Housing Board

Agenda Item

Date: 22 July 2014

8

Title: Sheltered Housing Asset Management Review- Reynolds Court, Newport

Portfolio Holder: Doug Malins – Housing Development Manager

Key decision: Yes

Summary

1. This report provides the Housing Board with a detailed development appraisal for the sheltered scheme at Reynolds Court, Newport. There are two options for the scheme (to redevelop or to remodel), which are detailed in this report.
2. The Sheltered Housing Asset Management Review identified this scheme as being the worst performing in terms of physical attributes and high void levels. This review recommended Reynolds Court to be given the highest priority for investment to address the issues of low demand and fitness for purpose.

Recommendations

3. That the Housing Board:
 - a. Recommends to Cabinet which of the two options is to be progressed.
 - b. Recommends to Cabinet that site is progressed to the planning application stage. Depending on which of the two options are to be progressed, it is estimated that fees of between **£80,000 and £161,000** will need to be expended in order to secure this permission, and this amount has been allocated in the HRA Business Plan.

Financial Implications

4. Financial provision for the development of new Council owned homes is included within the Housing Revenue Account.
5. The Indicative cost for each option has been calculated, but will be subject to value management as proposals are developed in greater detail. These indicative costs will therefore be updated as the proposals are developed towards the submission of a planning application. The final cost will be known following the tender process for the selection of a building contractor.

Background Papers

6. The following papers were referred to by the author in the preparation of this report and are available for inspection from the author of the report.

Sheltered Housing Asset Management Housing Board Report – 4th Nov 2013
Henry Riley Feasibility Cost Plan No. 1 – 4th July 2014

7.

Communication/Consultation	Existing tenants, local residents, Parish Council and external agencies
Community Safety	N/A
Equalities	N/A
Health and Safety	Works will be carried out with some tenants still in occupation. Detailed method statements will be required to ensure Health and Safety requirements are met.
Human Rights/Legal Implications	Tenants will be eligible to Homeless payments, as well as assistance with disturbance.
Sustainability	The redevelopment option will provide an opportunity to construct new thermally efficient homes for people in housing need.
Ward-specific impacts	Newport
Workforce/Workplace	Housing and Environmental Services

Situation

8. The scheme consists of 31 units, including the 3 bedroom flat that was previously occupied by the resident warden. Of these 31 units, 22 comprise bedsit accommodation. These bedsit units are clearly an outdated form of accommodation, and are therefore regularly refused and are considered hard to let. Long term void units have contributed to substantial levels of rent loss for the scheme. Rental income records from August 1998 indicate an average annual rent loss of £20,935.
9. The scheme also has other poor physical attributes that add to its unsuitability for modern life. There are no lifts; the communal kitchen is too small; the hairdressing salon is small and unappealing; there is no reception area; there is no scooters store/charging point. The existing building is generally in need of modernisation.
10. However, the scheme is in an excellent location within Newport, close to good transport links and other facilities. Therefore investment to make this scheme fit for purpose would increase demand for the accommodation.
11. At an early stage in the review, tenants of the scheme were informed that the Local Authority was considering options for Reynolds Court. Officers have attended their

weekly coffee morning to speak to the tenants to find out what they like and dislike about the current scheme.

12. On the 16th April 2014, tenants from Reynolds Court, along with staff and Members from UDC visited two sheltered schemes in the locality. Also present was the Clerk to the Parish Council. The first scheme to be visited was Nichols Court, Linton. This is a new build scheme owned and managed by Sanctuary Housing Association (this is an extra care scheme, but would still give a good indication of what could be achieved with a new build). The second scheme visited was a remodelled scheme in the ownership of UDC at Vicarage Mead, Thaxted. Feedback from the tenants at the time was whilst they liked the accommodation provided at Vicarage Mead, they were more impressed by the new build facilities at Nichols Court. In particular, tenants were impressed with the size of the flats and the presence of balconies/Juliette balconies. They also liked the quality and extent of the communal facilities.
13. Following on from these site visits, Saunders Boston Architects have been appointed to develop concept drawings for both the new build and remodelling options. These were presented to tenants on the 15th May, where there was an opportunity for them to ask questions. All tenants received a hardcopy of the proposals, along with a feedback form. The presentation boards were also left on display at the scheme for a further two weeks. Officers have also attended subsequent coffee mornings to answer any further questions and to visit tenants in their homes on a 1-2-1 basis, where requested.
14. There are currently 11 void properties within the scheme, leaving only 20 flats occupied. General needs tenants are currently living in the former warden's flat, and UDC are looking to find them suitable alternative accommodation off-site. Of the 19 existing sheltered tenants still living in the scheme, 14 are in favour of the new build option, 2 would like to see nothing change at all and 3 have not yet responded despite officers efforts.
15. Tenants have been informed that the proposals will now be considered by Members at Housing Board and Cabinet. Following on from these meetings, officers will return to inform tenants of the Members decision and provide some detail as to the next stage, including indicative timescales.
16. The initial architect's concept drawings have been refined, and preliminary cost estimates prepared. These are very much estimates at this stage, and will become more refined as the proposals are developed in detail, which will include an element of value management. At this stage, the budget costs also include an allowance for risk items which will also be firmed up as the project progresses. The two options are as follows:-
17. Option 1 is the **Remodelled** proposal (plans attached in Appendix A). This proposal reduces the total number of units within the scheme from 31 to 21, but does change all of the bedsit flats into either 1 or 2 bedroom flats. The proposal would retain the 3 bedroom flat as existing. This option would leave all communal areas in their current layout, and would not provide solutions to the other physical issues previously referred to in this report. The remodelled proposal would still cause significant disruption for the tenants. The estimated build cost for this option is **£1,568,000**. As this is a remodel of the existing building, VAT will be chargeable,

although current advice is that this VAT amount will be recovered by the Council.
This estimated build cost has been included and budgeted for, in the HRA Business Plan.

18. Option 2 the **New Build** proposal (plans attached in Appendix B). This proposal increases the total number of units to 43, located over 3 storeys (37 x 1 bedroom apartments and 6 x 2 bedroom apartments). The proposal would be to construct a thermally efficient building with reduced running costs. The following facilities would be provided:
 - i. New entrance lobby overlook by warden's office.
 - ii. Large scooter store with recharging points
 - iii. Hair and beauty salon
 - iv. Large communal lounge with kitchen area
 - v. 2 lifts
 - vi. Courtyard garden area, with pavilion seating area
 - vii. Informal sitting areas
 - viii. Well-being suite
 - ix. Fully fitted 1 and 2 bedroom apartments with either full balconies, or Juliette balconies
19. The currently proposed 3 storey building would have a barrel roof construction, with a Sedum finish. The design ethos is to take reference from the local vernacular, but to provide a contemporary looking building.
20. The estimated build cost for this new build scheme is **£7,374,110**. This allows for build costs plus all design fees, all fit out costs, a 2 phased development and a large contingency to take account of identified risk elements. As the scheme is progressed, the risk elements will either be firmed up or eliminated. Furthermore, the detailed design process will include value management processes to ensure that the Council achieves value for money. There is also the potential that some of the new units could be sold to owner-occupiers to bring in an element of mixed tenure within the scheme, and also to cross-subsidise the capital costs. **Funding for this project will need to be found within the HRA Business Plan.**
21. Whilst the estimated cost difference between the two options is dramatic, the remodelled option only deals with removing the bedsit flats and producing newly fitted out 1 and 2 bedroom flats. However, the fabric and the layout of the building remain unchanged and will continue to be a compromise in terms of its lifespan, thermal efficiency and fitness of purpose. The remodelled option will also considerably reduce the number of units provided, and not provide many of the facilities detailed above.

Risk Analysis

22.

Risk	Likelihood	Impact	Mitigating actions
Not achieving planning permission	1 Planners supportive	4 Development not possible	Pre-planning discussions with planners
Tenants not supportive	1 Tenants fully engaged	3 Tenants not satisfied	Continuous engagement
High construction costs	3 New build option has high costs	3 Scheme unviable	Value management to be undertaken throughout design process

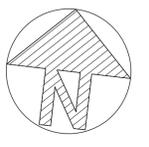
1 = Little or no risk or impact

2 = Some risk or impact – action may be necessary.

3 = Significant risk or impact – action required

4 = Near certainty of risk occurring, catastrophic effect or failure of project.

- No. Notes:
- All dimensions to be verified on site by GENERAL CONTRACTOR and any discrepancies to be brought to the attention of the Architect prior to commencing work or setting out or preparing shop drawings.
 - Drawings not to be scaled. Work to figured dimensions only.
 - © copyright SAUNDERS BOSTON LIMITED. All rights reserved. This drawing remains the property of SAUNDERS BOSTON LIMITED at all times and may not be reproduced or copied in whole or in part without their prior written consent.
 - This drawing and related specifications are for use only in the stated location.
 - This drawing is to be read in conjunction with all other Consultants drawings and specifications.
 - Drainage has not been surveyed and all pipe locations and below ground drainage runs are indicative

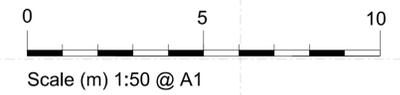


No.	Revision	Date	Chk	Auth
C	Flat roof over draft lobby introduced and additional balcony to 2 bed flat incorporated. South stairs reversed	02.07.14	LG	DH
B	Drawing generally updated	27.06.14	LG	DH
A	Laundry and Store Added / Balcony on street front removed. Fire Doors Added	25.06.14	VAH	DH

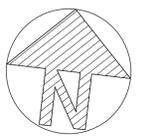
FOR DISCUSSION


 Chartered Architects
 119 Newmarket Road
 Cambridge
 CB5 9NA
 Tel: (01223) 367733
 Email: office@saundersboston.co.uk

Client Uttlesford District Council	
Job Reynolds Court Sheltered Housing	
Drawing Proposed First Floor Plan	
Scales 1:100 @ A1 1:200 @ A3	Date 02-07-2014
Number 1345_SK_102	Checked LG Authorised DH Revision C



- No. Notes:
- All dimensions to be verified on site by GENERAL CONTRACTOR and any discrepancies to be brought to the attention of the Architect prior to commencing work or setting out or preparing shop drawings.
 - Drawings not to be scaled. Work to figured dimensions only.
 - © copyright SAUNDERS BOSTON LIMITED. All rights reserved. This drawing remains the property of SAUNDERS BOSTON LIMITED at all times and may not be reproduced or copied in whole or in part without their prior written consent.
 - This drawing and related specifications are for use only in the stated location.
 - This drawing is to be read in conjunction with all other Consultants drawings and specifications.
 - Drainage has not been surveyed and all pipe locations and below ground drainage runs are indicative

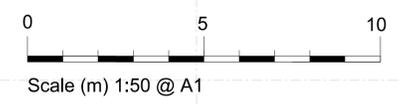


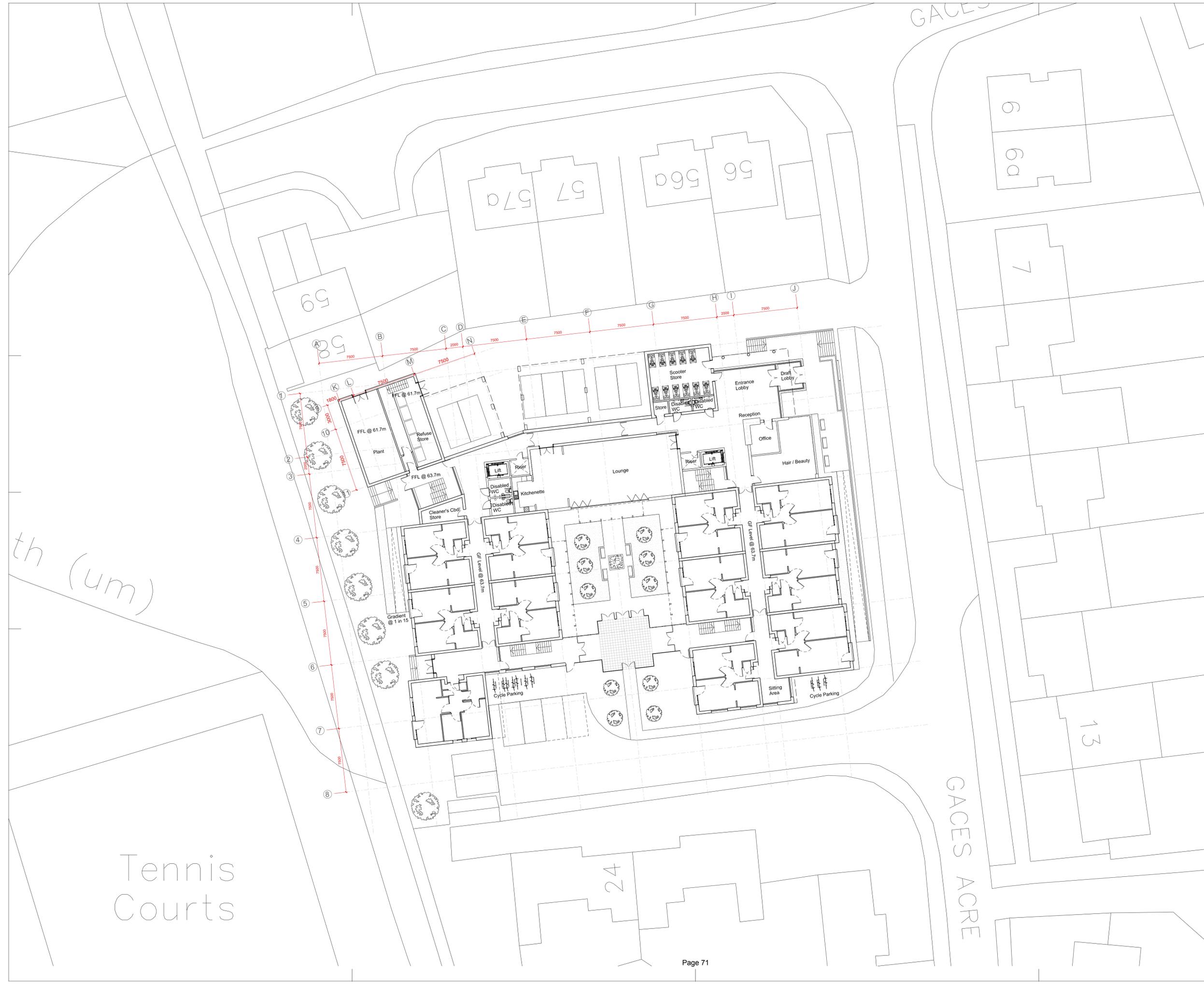
No.	Revision	Date	Chk	Auth
C	Flat roof over draft lobby shown. Roof over entrance set back. South stairs revised.	27.06.14	LG	DH
B	General Revisions	27.06.14	LG	DH
A	Communal Bathroom name revised. Fire doors added	25.06.14	VAH	DH

FOR DISCUSSION


 Chartered Architects
 119 Newmarket Road
 Cambridge
 CB5 9BA
 Tel: (01223) 367733
 Email: office@saundersboston.co.uk

Client Uttlesford District Council	
Job Reynolds Court Sheltered Housing	
Drawing Proposed Second Floor Plan	
Scales 1:100 @ A1 1:200 @ A3	Date 02-07-2014
Number 1345_SK_103	Checked LG
	Authorised NDMG
	Revision C





- No. Notes:
- All dimensions to be verified on site by GENERAL CONTRACTOR and any discrepancies to be brought to the attention of the Architect prior to commencing work or setting out or preparing shop drawings.
 - Drawings not to be scaled. Work to figured dimensions only.
 - © copyright SAUNDERS BOSTON LIMITED. All rights reserved. This drawing remains the property of SAUNDERS BOSTON LIMITED at all times and may not be reproduced or copied in whole or in part without their prior written consent.
 - This drawing and related specifications are for use only in the stated location.
 - This drawing is to be read in conjunction with all other Consultants drawings and specifications.
 - Drainage has not been surveyed and all pipe locations and and below ground drainage runs are indicative



0 5 10
Scale 1:200 @ A1

th (um)

Tennis Courts

GACES

GACES ACRE

C	Plan updated to revised Ground Floor Plan	02.07.14	LG	DH
B	Drawing generally updated	27.06.14	LG	DH
A	Access to Bin store and rear garden updated.	25.06.14	VAH	DH
No.	Revision	Date	Chk	Auth

FOR DISCUSSION

Chartered Architects

 119 Newmarket Road
 Cambridge
 CB5 9HA
 Tel: (01223) 367733
 E-mail: office@saundersboston.co.uk

Saunders Boston

Client:
Uttlesford District Council

Job:
Reynolds Court Sheltered Housing

Drawing:
Proposed Site Plan

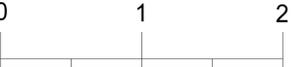
Scales 1:200 @ A1 1:400 @ A3	Date 02-07-2014
Number 1345_SK_100	Checked LG Authorised DH Revision C

Type1 (1 Bedroom 2 Person Flat)

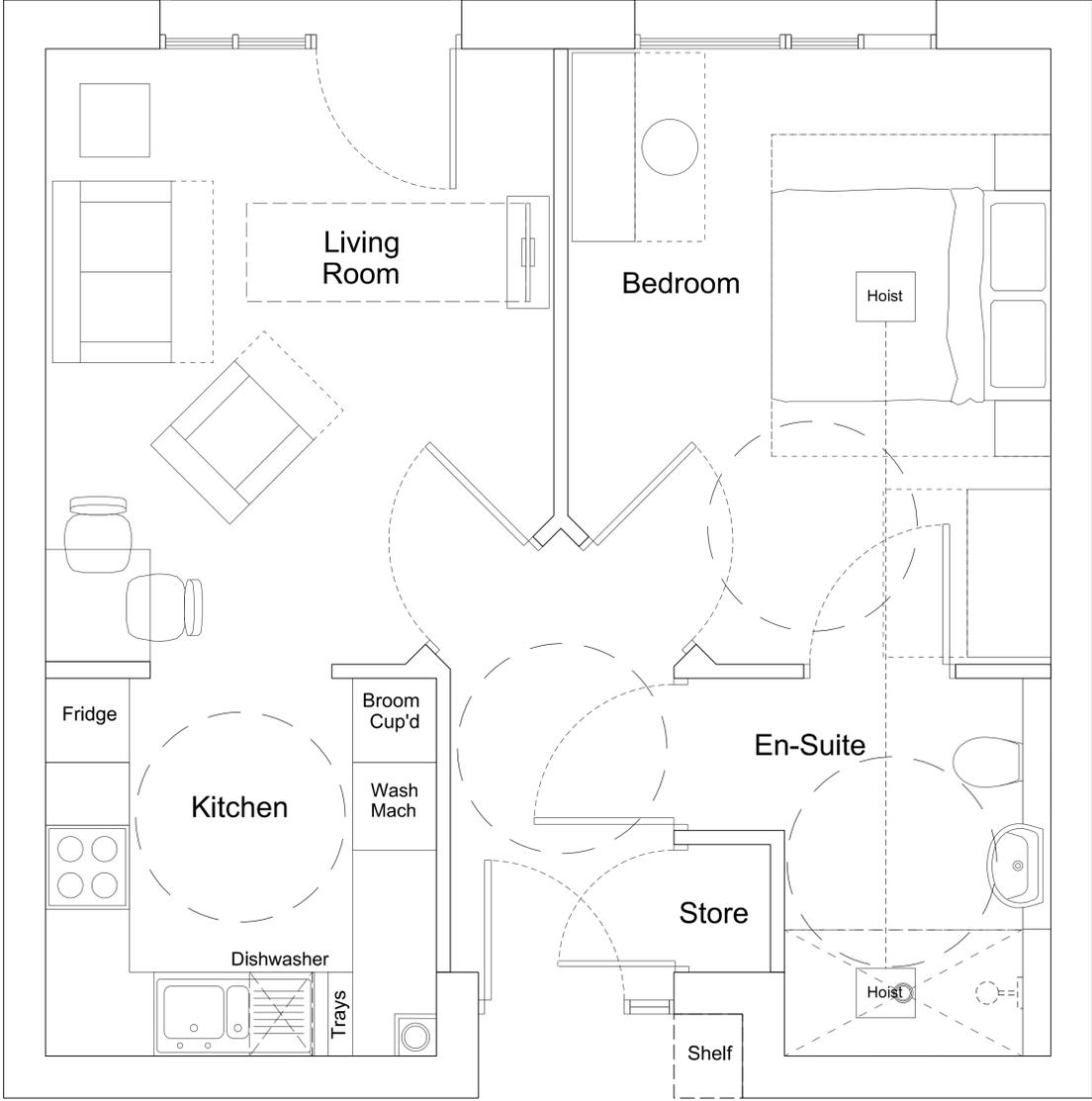
Area - 50.2 sq m

(31 Number)

- No. Notes:
- All dimensions to be verified on site by GENERAL CONTRACTOR and any discrepancies to be brought to the attention of the Architect prior to commencing work or setting out or preparing shop drawings.
 - Drawings not to be scaled. Work to figured dimensions only.
 - © copyright SAUNDERS BOSTON LIMITED. All rights reserved. This drawing remains the property of SAUNDERS BOSTON LIMITED at all times and may not be reproduced or copied in whole or in part without their prior written consent.
 - This drawing and related specifications are for use only in the stated location.
 - This drawing is to be read in conjunction with all other Consultants drawings and specifications.
 - Drainage has not been surveyed and all pipe locations and and below ground drainage runs are indicative



Scale 1:25 @ A1
Scale 1:50 @ A3



No.	Revision	Date	Chk	Auth

FOR DISCUSSION

Chartered Architects
 119 Newmarket Road
 Cambridge
 CB5 9JH
 Tel: (0)1223 367733
 E-mail: office@saundersboston.co.uk

Saunders Boston

Client: **Uttlesford District Council**

Job: **Reynolds Court Sheltered Housing**

Drawing: **Proposed Type 1 (1Bedroom 2 Person Flat)**

Scales: 1:25 @ A1
1:50 @ A3

Date: **01-07-2014**

Checked: **BH** Authorised: **NDMG**

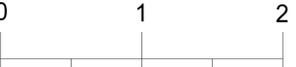
Number: **1345_SK_008**

Type 1 - 2 Bedroom 3 Person Flat

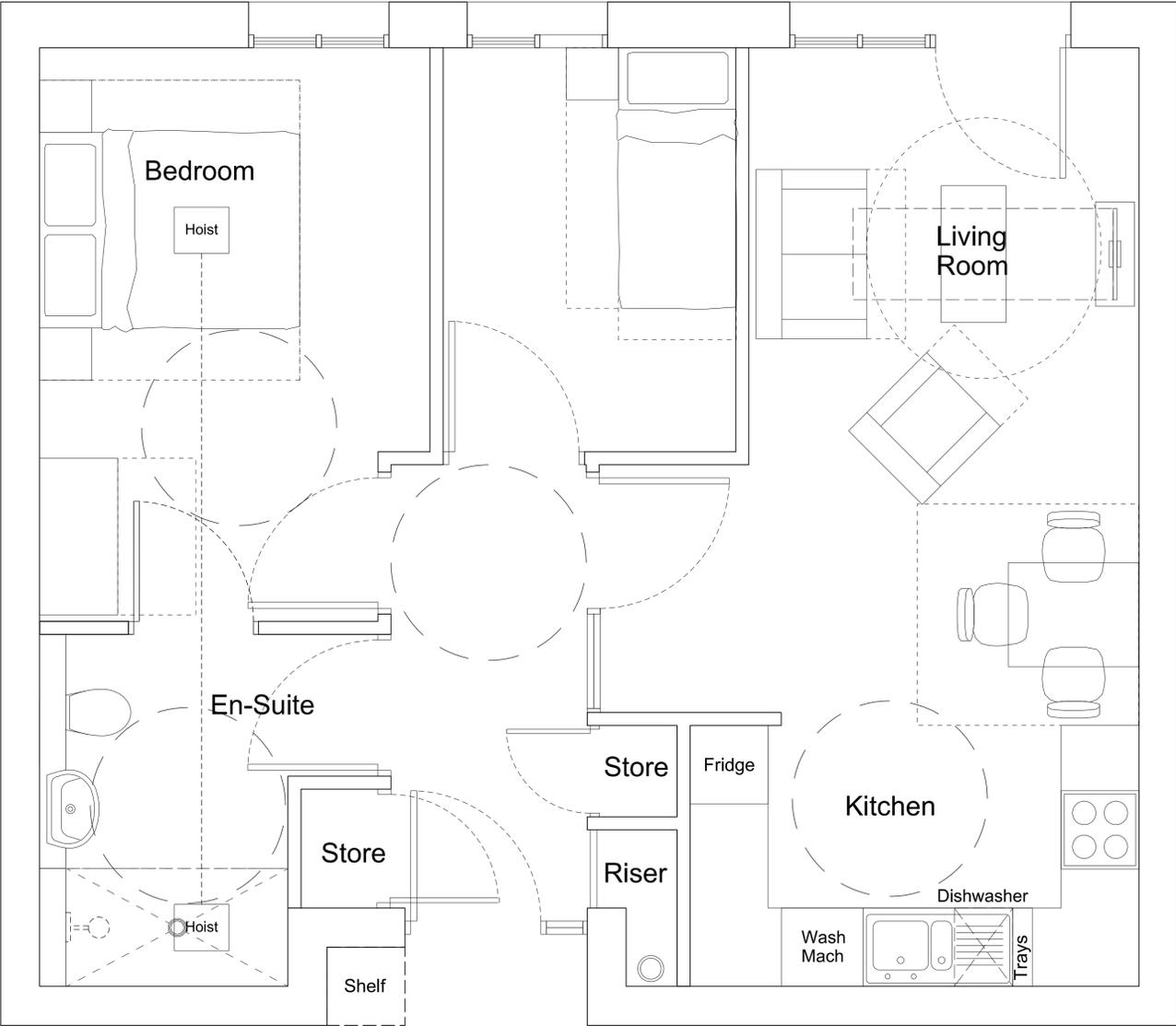
Area - 59 sq m

6 Number

- No. Notes
- All dimensions to be verified on site by GENERAL CONTRACTOR and any discrepancies to be brought to the attention of the Architect prior to commencing work or setting out or preparing shop drawings.
 - Drawings not to be scaled. Work to figured dimensions only.
 - © copyright SAUNDERS BOSTON LIMITED. All rights reserved. This drawing remains the property of SAUNDERS BOSTON LIMITED at all times and may not be reproduced or copied in whole or in part without their prior written consent.
 - This drawing and related specifications are for use only in the stated location.
 - This drawing is to be read in conjunction with all other Consultants drawings and specifications.
 - Drainage has not been surveyed and all pipe locations and and below ground drainage runs are indicative



Scale 1:25 @ A1
Scale 1:50 @ A3



No.	Revision	Date	Chk	Auth

FOR DISCUSSION


 Chartered Architects
 119 Newmarket Road
 Cambridge
 CB5 9JH
 Tel: (0)1223 367733
 E-mail: office@saundersboston.co.uk

Saunders Boston

Client: **Uttlesford District Council**

Job: **Reynolds Court Sheltered Housing**

Drawing: **Proposed Type 1 (2 Bedroom 3 Person Flat)**

Scales: 1:25 @ A1
1:50 @ A3

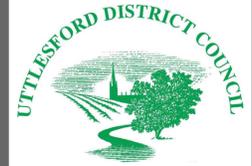
Date: **01-07-2014**

Checked: **BH** Authorised: **NDMG**

Number: **1345_SK_008**

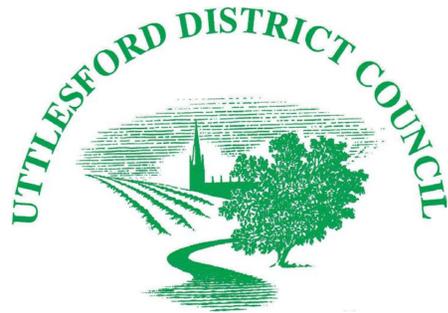
REMODEL OPTION

REYNOLDS COURT
Gaces Acre
Newport
Essex

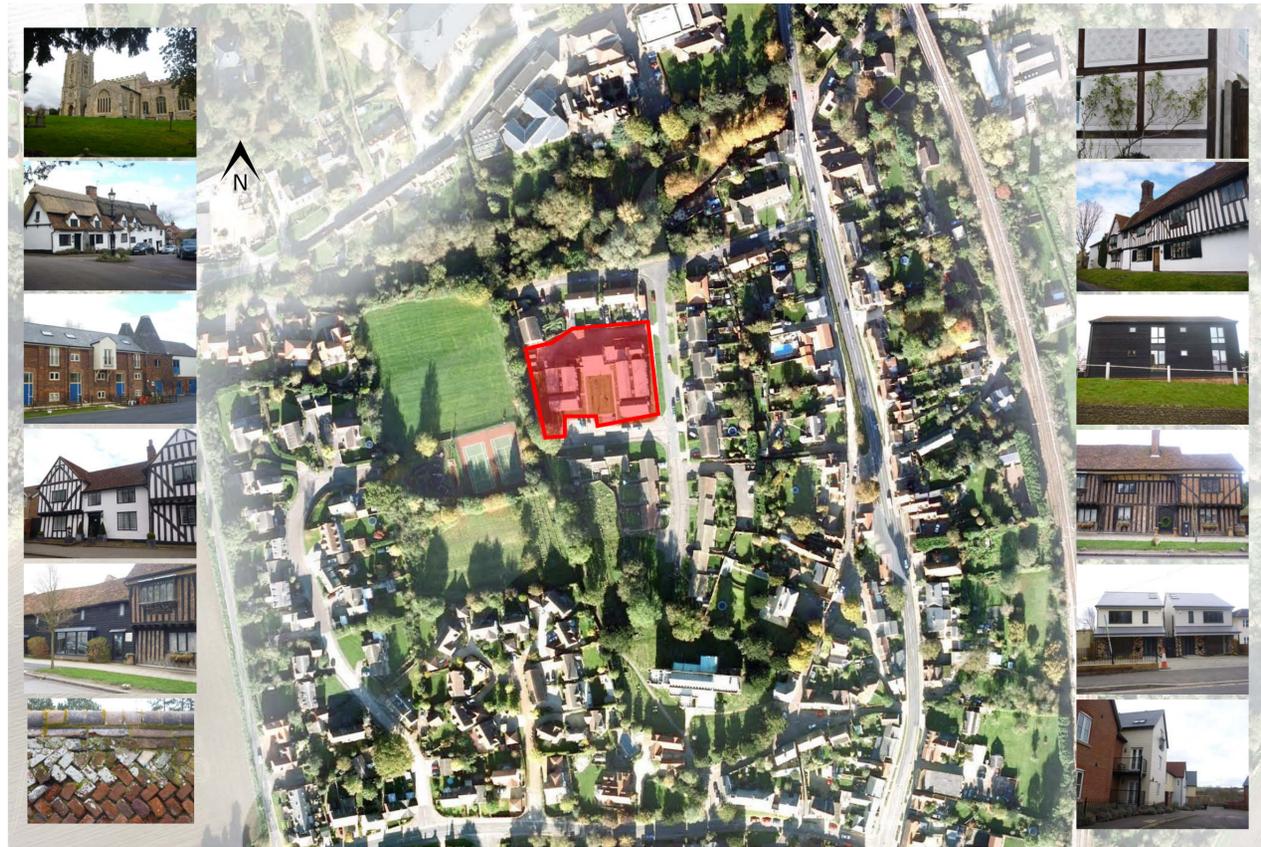


SAUNDERS BOSTON

RESIDENTS CONSULTATION:
15th May 2014
for:



Site Analysis - Local Context



REMODEL OPTION

Existing Ground Floor Plan

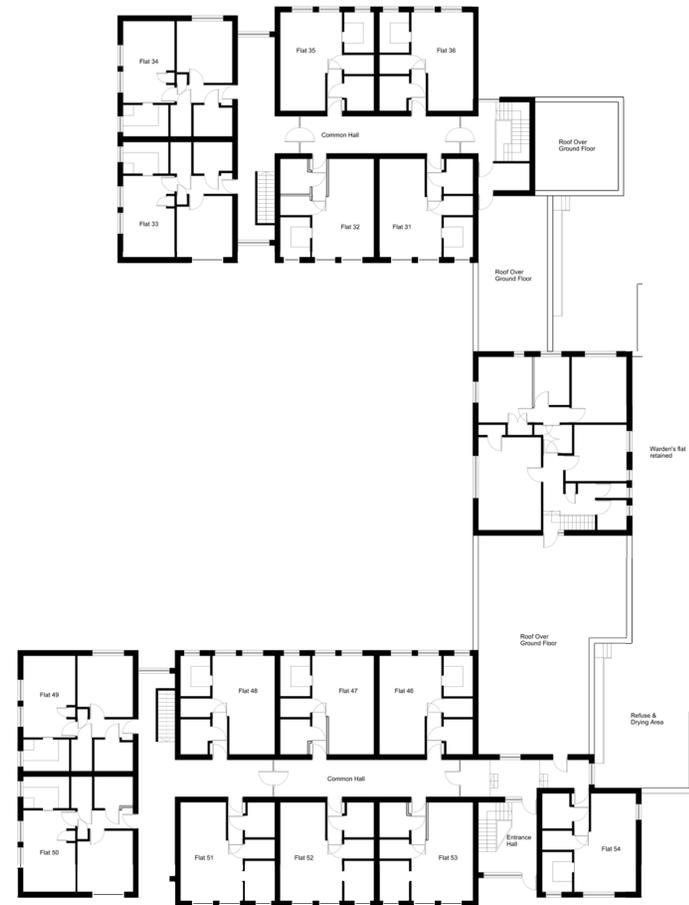


Ground Floor Plan - Remodel



REMODEL OPTION

Existing First Floor Plan



First Floor Plan - Remodel



--- New Element
Figures based on 1 resident to 1 bedroom flat and 2 residents to 2 bedroom flat

Schedule of Accommodation				
Existing Flats	SB Proposed Flats	Key	Existing Residents	Proposed Residents
30	8	Small 1 Bed Flat (< 45 sq m)	30	8
0	8	Large 1 Bed Flat (45 - 55 sq m)	0	8
0	4	2 Bed Flat (> 56 sq m)	0	8
Total	20		30	24

REMODEL OPTION

Typical Refurbished 2 Bedroom Flat

Area - 61 sq m



Typical Refurbished Small 1 Bedroom Flat

Area - 40.5 sq m



Typical Refurbished Large 1 Bedroom Flat

Area - 45 sq m



— New Element



- No. Notes
- All dimensions to be verified on site by GENERAL CONTRACTOR and any discrepancies to be brought to the attention of the Architect prior to commencing work or setting out or preparing shop drawings.
 - Drawings not to be scaled. Work to figured dimensions only.
 - © copyright SAUNDERS BOSTON LIMITED. All rights reserved. This drawing remains the property of SAUNDERS BOSTON LIMITED at all times and may not be reproduced or copied in whole or in part without their prior written consent.
 - This drawing and related specifications are for use only in the stated location.
 - This drawing is to be read in conjunction with all other Consultants drawings and specifications.
 - Drainage has not been surveyed and all pipe locations and below ground drainage runs are indicative



Ground Floor Plan 1:500

South Elevation

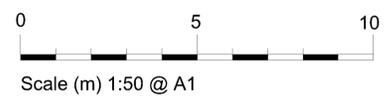
East Elevation



South Elevation



East Elevation



No.	Revision	Date	Chk	Auth
B	Drawing generally updated	02.07.14	BH	DH
A	Updates to South and East elevations. Changed from brick cores to curtain walling. Order of cladding and render changed on East elevation. Ramp extended.	27.06.14	VAH	DH

FOR DISCUSSION

Chartered Architects
 119 Newmarket Road
 Cambridge
 CB5 9BA
 Tel: (0)1223 367733
 E-mail: office@saundersboston.co.uk

Saunders Boston

Client
Uttlesford District Council

Job
Reynolds Court Sheltered Housing

Drawing
South & East Elevations

Scales 1:100 @ A1 1:200 @ A3	Date 02-07-2014
Number 1345_SK_201	Checked BH
	Authorised DH
	Revision B

Committee: Housing Board

Agenda Item

Date: 22 July 2014

8

Title: Sheltered Housing Asset Management Review - Hatherley Court, Saffron Walden

Portfolio Holder: Doug Malins – Housing Development Manager

Key decision: **Yes**

Summary

1. This report provides the Housing Board with a detailed development appraisal for the sheltered scheme at Hatherley Court, Saffron Walden.

The Sheltered Housing Asset Management Review identified this scheme as being poor performing in terms of physical attributes relating to the individual flats. This review recommended Hatherley Court to be given the highest priority for investment to modify and remodel the existing accommodation.

2. That the Housing Board:
 - a. Recommends to Cabinet that the proposals to remodel Hatherley Court are progressed to the planning application stage. It is estimated that fees of **£78,900** will need to be expended in order to secure this permission, and this amount has been allocated in the HRA Business Plan.

Financial Implications

3. Financial provision for the development of new Council owned homes is included within the Housing Revenue Account.
4. The Indicative cost has been calculated, but will be subject to value management as proposals are developed in greater detail. These indicative costs will therefore be updated as the proposals are developed towards the submission of a planning application. The final cost will be known following the tender process for the selection of a building contractor.

Background Papers

5. The following papers were referred to by the author in the preparation of this report and are available for inspection from the author of the report.

Sheltered Housing Asset Management Housing Board Report – 4th Nov 2013
Oxbury and Company Cost Estimate - 8th July 2014

6.

Communication/Consultation	Existing tenants, local residents, Town Council and external agencies
Community Safety	N/A
Equalities	N/A
Health and Safety	Works will be carried out with tenants still in occupation. Detailed method statements will be required to ensure Health and Safety requirements are met.
Human Rights/Legal Implications	Tenants will be given assistance with disturbance.
Sustainability	The redevelopment will provide an opportunity to improve the thermal efficiency of the existing building.
Ward-specific impacts	Saffron Walden
Workforce/Workplace	Housing Development

Situation

7. The scheme consists of 26 units, all of which are 1 bedroom in size. There are 5 different flat types throughout the building, with 18 of them providing very poorly sized bedroom facilities. All of the flats have very small, poorly designed kitchen areas.
8. The scheme also has other poor physical attributes that add to its unsuitability for modern life. The common room is located on the second floor, with very poor natural light; there is no reception area or easily identifiable entrance to the scheme; there is no purpose built scooters store/charging point.
9. However, the scheme is in an excellent location close to the centre of Saffron Walden, and with level access into town. The scheme is also located within the Conservation Area with views across the Common. The fabric of the building, built in 1991, is of sound construction.
10. At an early stage in the review, tenants of the scheme were informed that the Local Authority was considering options for Hatherley Court. Officers have attended their weekly coffee mornings to speak to the tenants to find out what they like and dislike about the current scheme.

11. Following on from these discussions, Ingleton Wood Architects have been appointed to develop concept drawings for the scheme. These were presented to tenants on the 25th June, where there was an opportunity for them to ask questions. All tenants received a hardcopy of the proposals, along with a feedback form. The presentation boards were also left on display at the scheme for a further two weeks. Officers have also attended subsequent coffee mornings to answer any further questions and to visit tenants in their homes on a 1-2-1 basis, where requested.
12. Despite the fact that the proposals would cause disruption to the tenant's lives, with tenants needing to move from their flats for a period of time, feedback has been unanimously positive. All of the tenants would like to see the work carried out as they appreciate the difference it will make to the building and their individual flats.
13. Tenants have been informed that the proposals will now be considered by Members at Housing Board and Cabinet. Following on from these meetings, officers will return to inform tenants of the Members decision and provide some detail as to the next stage, including indicative timescales.
14. The initial architect's concept drawings have been refined, and a preliminary cost estimate prepared. This is very much an estimate at this stage, and will become more refined as the proposals are developed in detail, which will include an element of value management. At this stage, the budget costs also include an allowance for contingency, which will also be firmed up as the project progresses.
15. The plans for the remodelling of Hatherley Court are attached to this report. This proposal includes the following:-
 - i. Forming a new entrance lobby with canopy.
 - ii. Entrance lobby to be located in current refuse area.
 - iii. New external refuse area to be provided
 - iv. Removal of 1 ground floor flat to provide new communal lounge with conservatory and outside seating
 - v. New extension to provide 2 new flats, to provide a net gain of 1 flat in the scheme.
 - vi. All flats to be internally remodelled and extended to provide a larger living space, each with Juliette balconies.
 - vii. All flats to be fully refurbished including fitted kitchens and wet rooms.
 - viii. 2nd floor common room to have Juliette balconies and sun pipes to increase natural light.
 - ix. Scooters store and charging point to be provided.
 - x. All communal areas to be decorated throughout, including Warden's office and guest room.

16. The estimated build cost for this remodelled scheme is **£1,699,223**. This allows for build costs plus all design fees, all fit out costs, a many phased development and a contingency to take account of identified risk elements. As the scheme is progressed, the risk elements will either be firmed up or eliminated. Furthermore, the detailed design process will include value management processes to ensure that the Council achieves value for money.

17. This estimated build cost has been included and budgeted for, in the HRA Business Plan

Risk Analysis

18.

Risk	Likelihood	Impact	Mitigating actions
Not achieving planning permission	1 Planners supportive	4 Development not possible	Pre-planning discussions with planners
Tenants not supportive	1 Tenants fully engaged	3 Tenants not satisfied	Continuous engagement.
Asbestos present	2. Survey to be undertaken	3 Scheme costs increase	Any asbestos to be removed appropriately

1 = Little or no risk or impact

2 = Some risk or impact – action may be necessary.

3 = Significant risk or impact – action required

4 = Near certainty of risk occurring, catastrophic effect or failure of project.

Hatherley Court, Saffron Walden

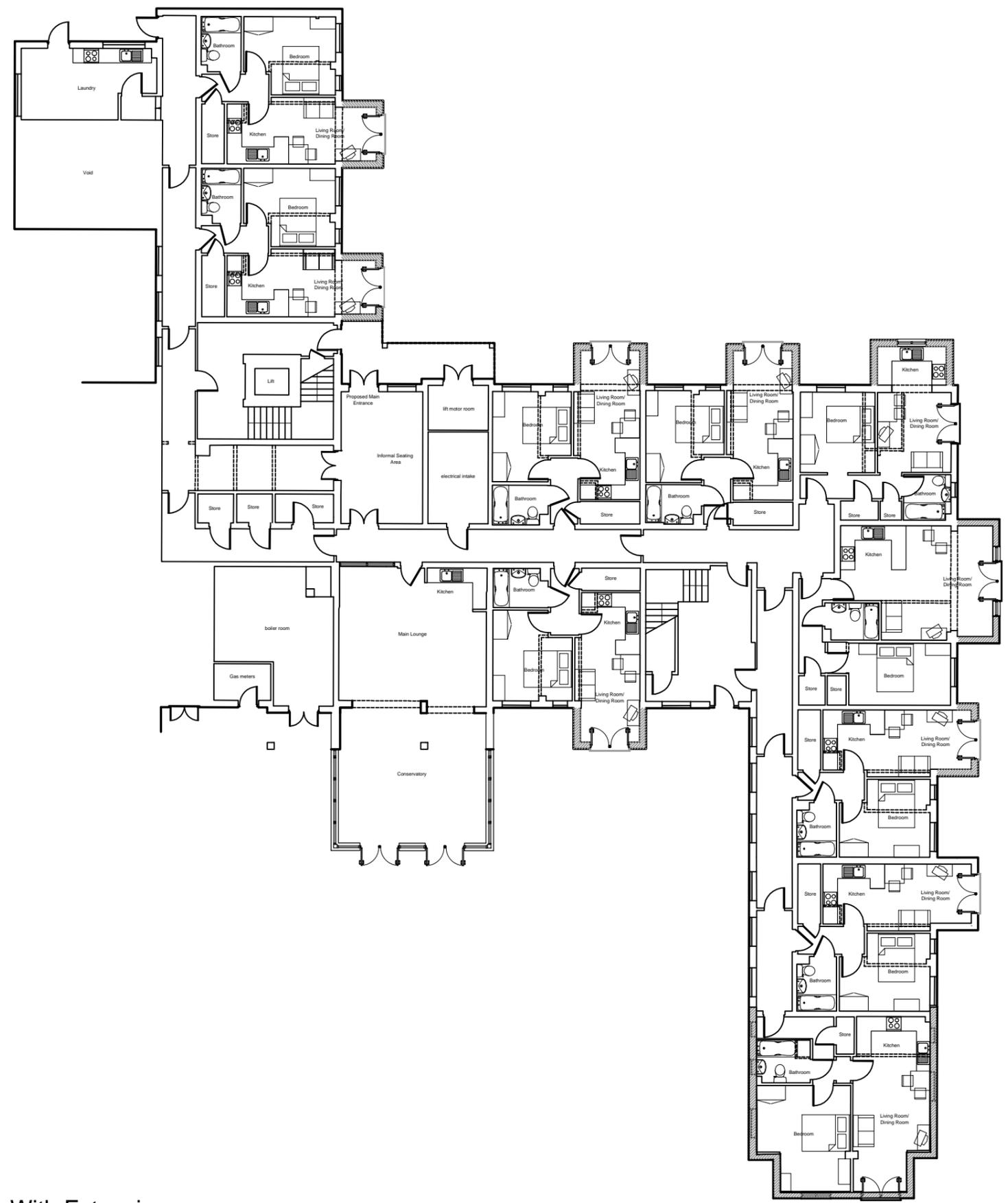
Proposed 3D Views



Proposed Front View



Proposed Rear View



Proposed Ground Floor Plan With Extension

Revision	Date	Description	Drw	Chk

Ingleton Wood
 Vision, form and function

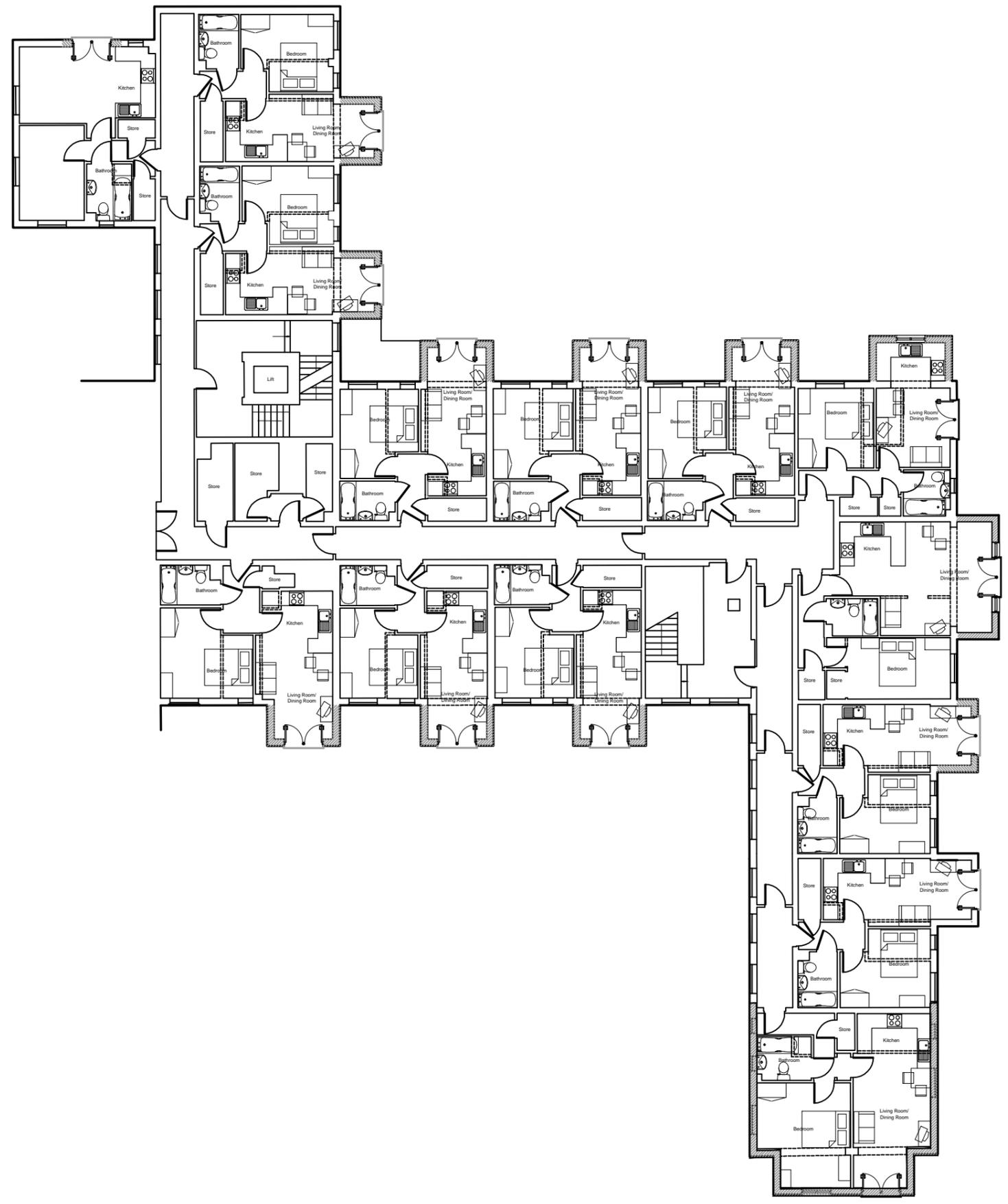
Colchester
 874 The Crescent
 Colchester Business Park
 Colchester CO4 9YQ
 T: 01206 224270
 F: 01206 843715
 www.ingletonwood.co.uk

Project: **Hatherley Court
 Safron Walden**

Drawing Title: **Feasibility Proposal
 Proposed Ground Floor Extension**

Client: **Uttlesford District Council**

Drawn	Checked	Date	Scale	Paper Size
KA	AC	22.05.14	1:200	A3
Job No.	Draw No.	Stage	Revision	
42568	013	Feasibility	-	



Proposed First Floor Plan With Extension

Revision	Date	Description	Drawn	Checked

Ingleton Wood
 Vision, form and function

Colchester
 874 The Crescent
 Colchester Business Park
 Colchester CO4 9YQ
 T: 01206 224270
 F: 01206 843715
 www.ingletonwood.co.uk

Project: **Hatherley Court
 Safron Walden**

Drawing Title: **Feasibility Proposal
 Proposed First Floor Extension**

Client: **Uttlesford District Council**

Drawn	Checked	Date	Scale	Paper Size
KA	AC	22.05.14	1:200	A3
Job No.	Draw No.	Stage	Revision	
42568	014	Feasibility	-	

sub-contractors.

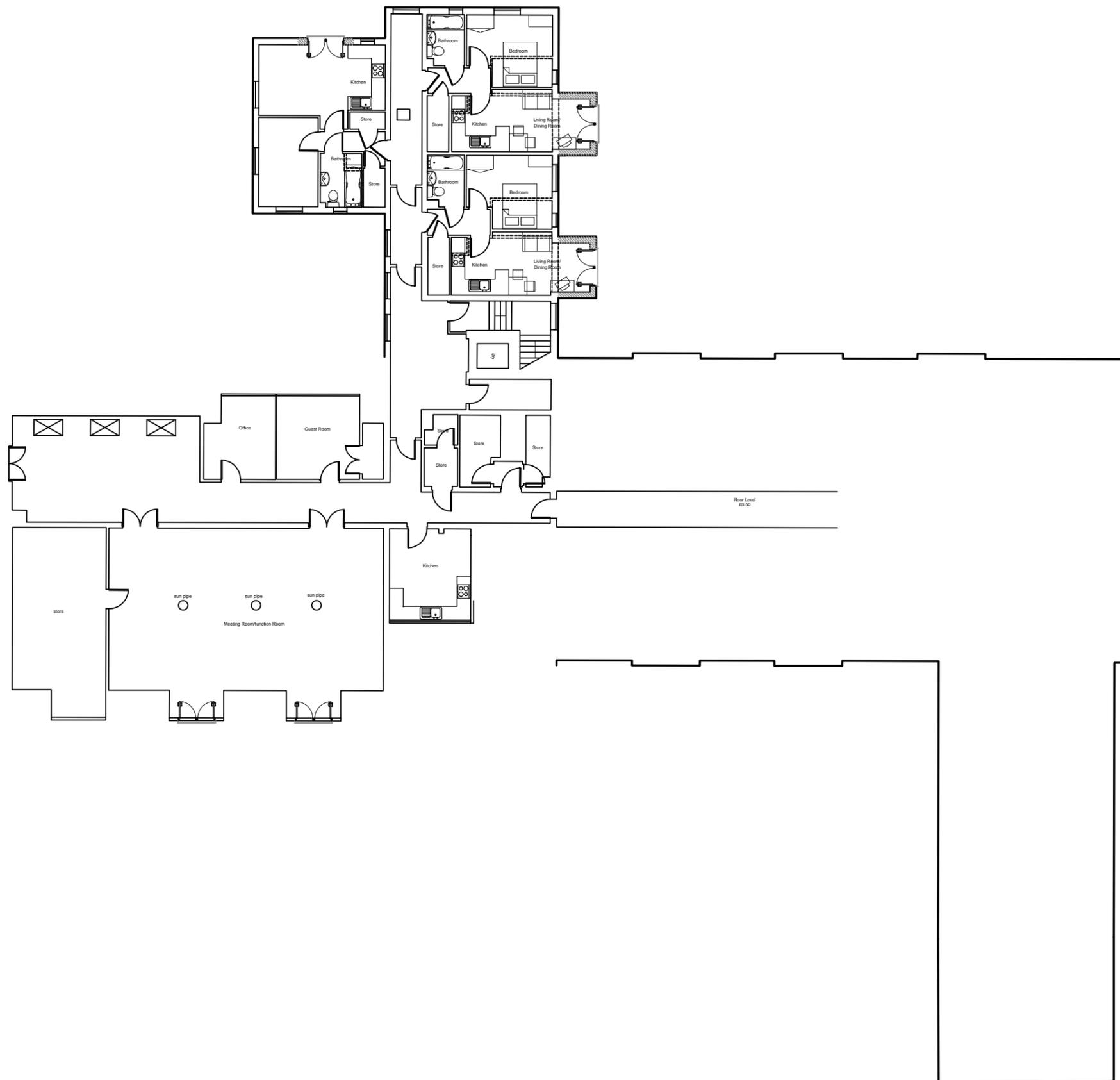
Report any discrepancies to the Contract Administrator at once.

This drawing is to be read with all relevant Architect's and Engineer's drawings and other relevant information.

© Ingleton Wood LLP

LEGEND:

DO NOT SCALE



Revision	Date	Description	Drawn	Checked

Ingleton Wood
Vision, form and function

Colchester
 874 The Crescent
 Colchester Business Park
 Colchester CO4 9YQ
 T: 01206 224270
 F: 01206 843715
 www.ingletonwood.co.uk

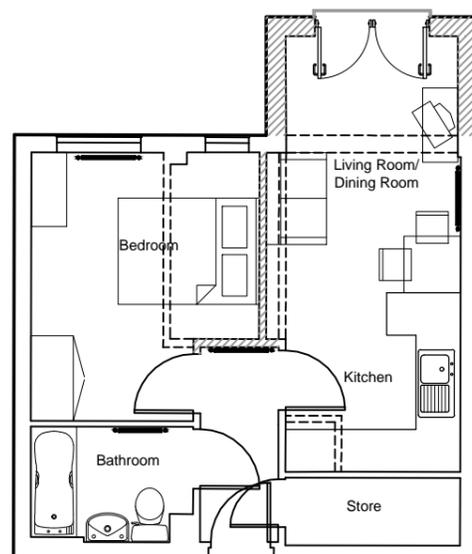
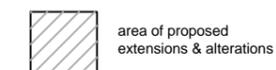
Project: **Hatherley Court
 Safron Walden**

Drawing Title: **Feasibility Proposal
 Proposed Second Floor Extension**

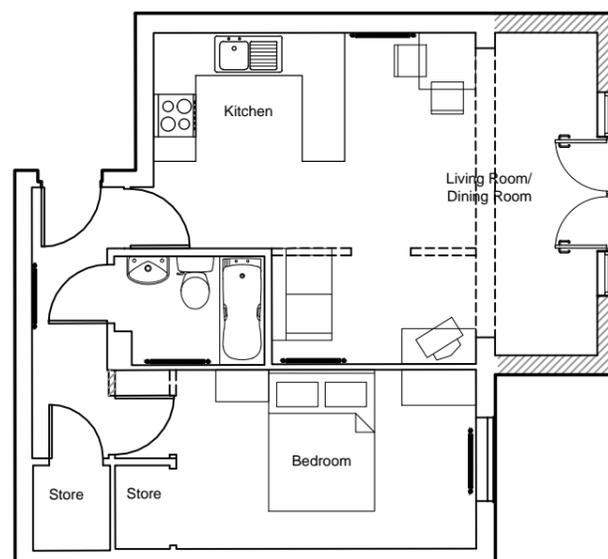
Client: **Uttlesford District Council**

Drawn	Checked	Date	Scale	Paper Size
KA	AC	22.05.14	1:200	A3
Job No.	Draw No.	Stage	Revision	
42568	015	Feasibility	-	

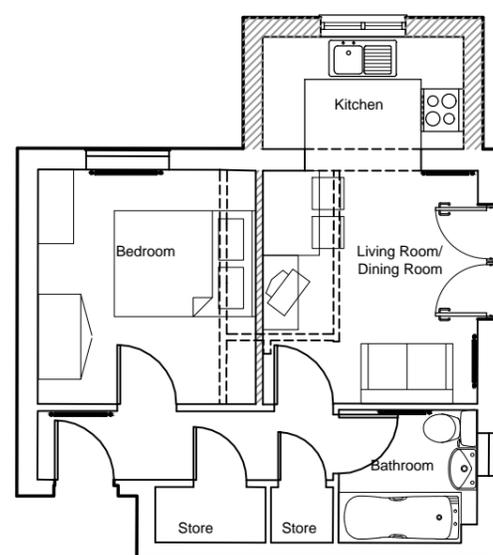
LEGEND: DO NOT SCALE



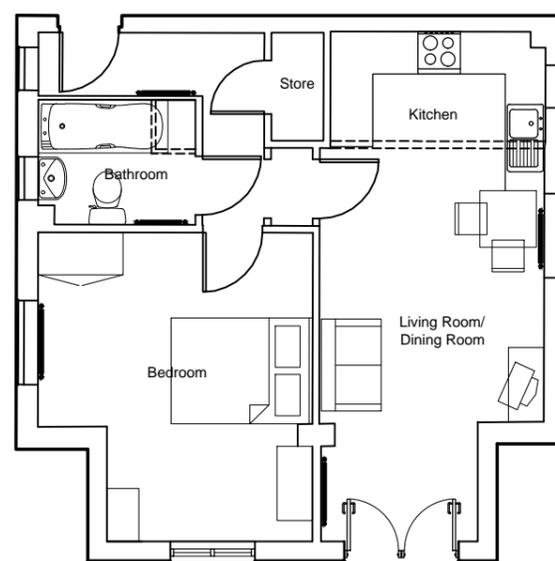
Flat Type A



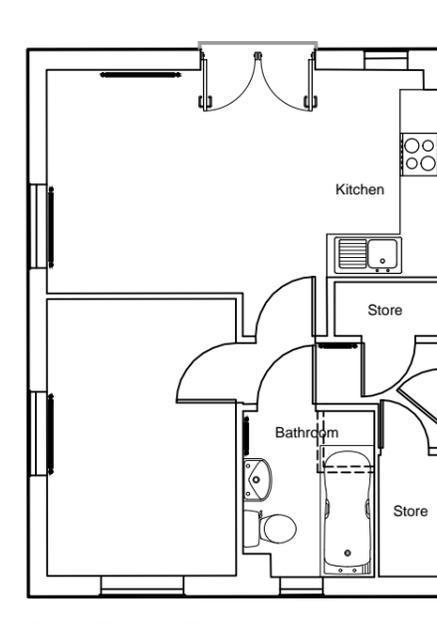
Flat Type B



Flat Type C



Flat Type D -
 new flat formed through proposed extension



Flat Type E

Revision	Date	Description	Drawn	CHK



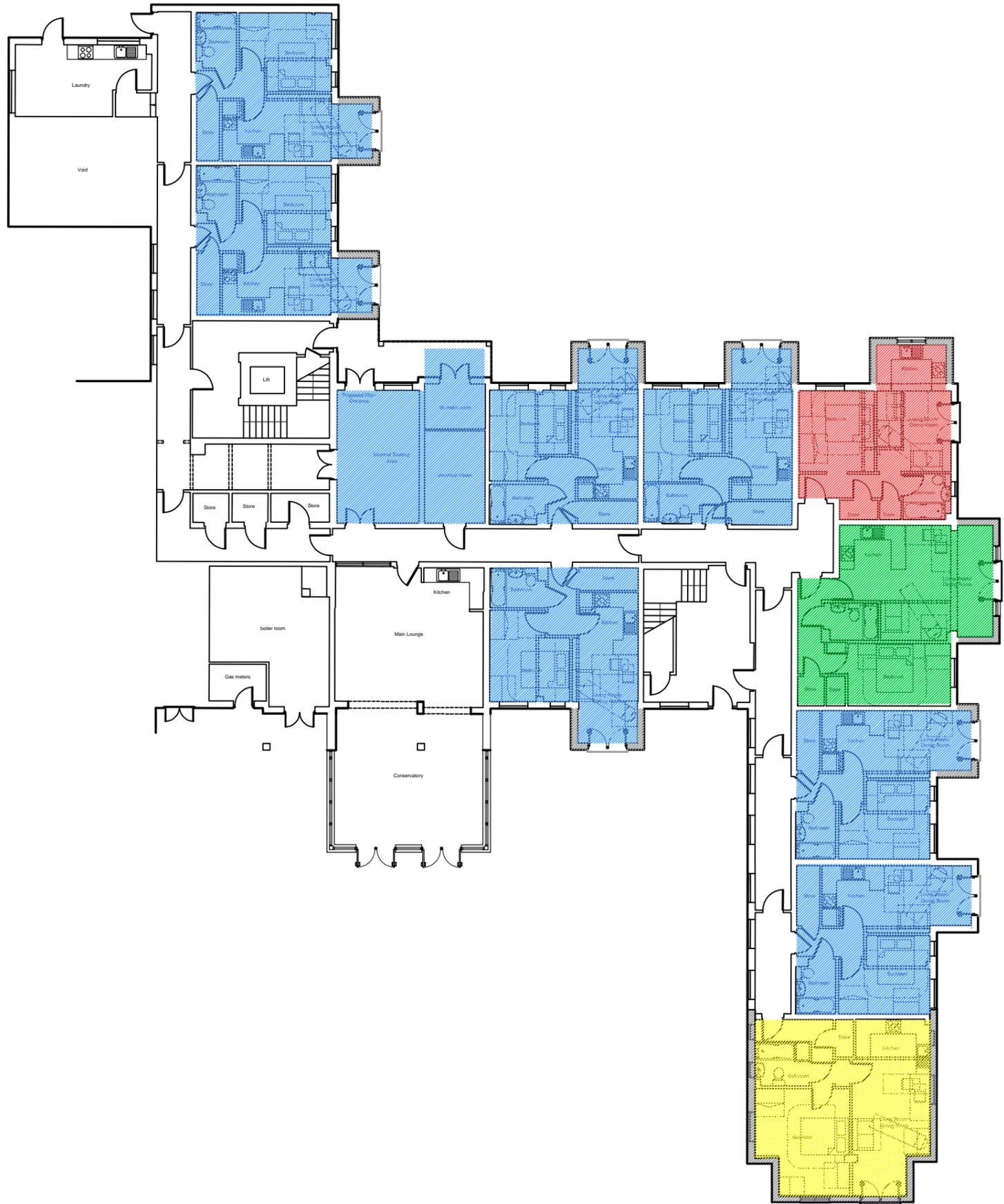
Colchester
 874 The Crescent
 Colchester Business Park
 Colchester CO4 9YQ
 T: 01206 224270
 F: 01206 843715
 www.ingletonwood.co.uk

Project: Hatherley Court
 Saffron Walden

Drawing Title: Feasibility Proposal
 Proposed Flat Types

Client: Uttlesford District Council

Drawn	Checked	Date	Scale	Paper Size
KA	AC	30.06.14	1:100	A3
Job No.	Draw No.	Stage	Revision	
42568	016	Feasibility	-	



sub-contractors.
 Report any discrepancies to the Contract Administrator at once.
 This drawing is to be read with all relevant Architect's and Engineer's drawings and other relevant information.
 © Ingleton Wood LLP

LEGEND: DO NOT SCALE

Flat Types

- Flat Type A ■
- Flat Type B ■
- Flat Type C ■
- Flat Type D ■

Revision	Date	Description	Drawn	Checked

Ingleton Wood
 Vision, form and function

Colchester
 874 The Crescent
 Colchester Business Park
 Colchester CO4 9YQ
 T: 01206 224270
 F: 01206 843715
 www.ingletonwood.co.uk

Project: **Hatherley Court
 Safron Walden**

Drawing Title: **Feasibility Proposal
 Ground Floor Plan With Extension**

Client: **Uttlesford District Council**

Drawn	Checked	Date	Scale	Paper Size
KA	AC	01.07.14	1:200	A3
Job No.	Draw No.	Stage	Revision	
42568	020	Feasibility	-	

Ground Floor Plan With Extension



sub-contractors.
 Report any discrepancies to the Contract Administrator at once.
 This drawing is to be read with all relevant Architect's and Engineer's drawings and other relevant information.
 © Ingleton Wood LLP

LEGEND: DO NOT SCALE

Flat Types

- Flat Type A ■
- Flat Type B ■
- Flat Type C ■
- Flat Type D ■

First Floor Plan With Extension

Revision	Date	Description	Drawn	Checked

Ingleton Wood
 Vision, form and function

Colchester
 874 The Crescent
 Colchester Business Park
 Colchester CO4 9YQ
 T: 01206 224270
 F: 01206 843715
 www.ingletonwood.co.uk

Project: **Hatherley Court
 Safron Walden**

Drawing Title: **Feasibility Proposal
 First Floor Plan With Extension**

Client: **Uttlesford District Council**

Drawn	Checked	Date	Scale	Paper Size
KA	AC	01.07.14	1:200	A3
Job No.	Draw No.	Stage	Revision	
42568	021	Feasibility	-	



Flat Types

- Flat Type A ■
- Flat Type B ■
- Flat Type C ■
- Flat Type D ■

Second Floor Plan With Extension

Revision	Date	Description	Drawn	Checked



Colchester
 874 The Crescent
 Colchester Business Park
 Colchester CO4 9YQ
 T: 01206 224270
 F: 01206 843715
 www.ingletonwood.co.uk

Project: **Hatherley Court
 Safron Walden**

Drawing Title: **Feasibility Proposal
 Second Floor Plan With Extension**

Client: **Uttlesford District Council**

Drawn	Checked	Date	Scale	Paper Size
KA	AC	01.07.14	1:200	A3
Job No.	Draw No.	Stage	Revision	
42568	022	Feasibility	-	

Hatherley Court, Saffron Walden

Proposed Site Plan



Proposed Accommodation:

- 26 fully refurbished self contained flats
- Proposed ground floor lounge with conservatory
- Proposed secure buggy store
- Proposed 2 Storey Extension containing 2 new Flats
- New entrance/reception area

Committee: Housing Board

Agenda Item

Date: 22 July

9

Title: Tenant Regulatory Panel Audit - Voids

Author: Roz Millership

Item for
information

Summary

1. Officers have considered the Tenant Regulatory Panel inspection report on voids and have developed an action plan to ensure recommendations are implemented.

Recommendations

2. The Housing Board notes the proposed action plan.

Financial Implications

3. At this time there are no cost implications, however there may be resource implications involved in implementing individual actions.

Background Papers

4. None.

Communication/Consultation	N/A
Community Safety	N/A
Equalities	N/A
Health and Safety	N/A
Human Rights/Legal Implications	N/A
Sustainability	N/A
Ward-specific impacts	N/A
Workforce/Workplace	Housing and Environmental Services

Situation

5. The Tenant Regulatory Panel recently undertook an inspection of the processes followed when a property becomes void.
6. Outcomes of the inspection were reported to Housing Board and officers agreed to consider recommendations made in the report and develop an action plan to bring to a further meeting (attached).
7. The advice and recommendations made by the TRP have been useful in identifying improvements in the void process and the action plan will ensure that recommendations made in the inspection report are implemented.

Risk Analysis

Risk	Likelihood	Impact	Mitigating actions
Recommendations made by the TRP are not implemented	unlikely	Failure to address weaknesses set out in the TRP inspection report may result in continued poor performance	ensure recommendations made in the TRP report are implemented where feasible

TEANT REGULATORY PANEL RECOMMENDATIONS
Identified in Tenant Regulatory Panel Voids Review Report – March 2014

R1 Current Weekly Voids Sheets				
Recommendation	Action we will take	Target date for completion	Progress	Responsibility
<p><i>It is suggested that a Voids Co-ordinator pulls together all relevant documents into a manageable report, which is updated on a regular basis with accurate information in co-ordination with all relevant Officers, contractors and the repairs department.</i></p>	<p>Introduce a Voids Administration Co-ordinator role. This role will ensure all relevant areas of Northgate are fully utilised to support the management of the voids process. Role will also include administration of Planned works so that the completion of both void and planned works can be integrated. Role will have responsibility for producing status and statistical reports and liaising with internal officers and external agencies for all matters relating to the voids process.</p>	<p>January 2015</p>	<p>Job Description to be drafted as part of Depot review project.</p>	<p>RM</p>
R2 Voids Cost Report				
<p><i>It is recommended that planned works are separated from other void works and that costs are aligned with the correct budget, and that it is updated on a regular basis. Work where possible is invoiced on a 30-day basis and recorded under the correct category and Northgate is updated in a timely manner. This process is to be managed by the Voids co-ordinator.</i></p>	<p>Agreed that planned works such as kitchen and bathroom upgrades identified at the void stage should be costed to the relevant planned codes and not the voids code. Voids work costs should only then identify a true cost of the void. Timeliness of invoiced voids works to be monitored by the Voids Administration Co-ordinator. Wherever possible annual inspections being completed by the Housing Management team will identify potential planned and voids works prior to the property becoming void.</p>	<p>2014/15 Budget management</p>		<p>PE</p>

R3 Availability of Properties				
<p><i>It is suggested that Choice Based Letting sheets are published weekly and updated on the UDC website as this would enable prospective tenants to access void properties on a more frequent basis, thus lowering the period of voids.</i></p>	<p>Officers feel that weekly advertising would currently be a costly exercise that would not necessarily reduce the void turn-around time at present. The proposal would be to increase the number of pre-void inspections that are completed by both the Housing Officers and Repairs Surveyors. Once a letter of notice has been received an inspection visit will be arranged within that 4 week period. A greater understanding of the anticipated works will then be obtained for realistic re-let timescales to then be determined. Officers to set up a trial of the revised process in a specific area and a full cost analysis to be completed. Once this 'front-end' of the process has improved there may be an opportunity to increase advertising cycles.</p>	<p>September 2014</p>		<p>JS</p>
R4 Dedicated Voids Team				
<p><i>It is recommended that a dedicated voids team is developed to be managed by a voids Project Co-ordinator, working in conjunction with the Landlord and Housing Services Manager. This individual could oversee all the activity of a void from the vacating of a property to re-let, with visits on site to check delays. It is also suggested that a dedicated work team are assigned to voids taking into consideration minor works as these are an on-going process.</i></p>	<p>Allocation of workload and skilling of operatives to be reviewed as part of Depot Review project. Consideration for a dedicated voids resource will be made. Resource needs to be managed to ensure voids works are prioritised to optimise cost and workforce efficiencies. Voids Administration Co-ordinator to support the voids process (as stated above). All major voids to be project managed with works completion times determined, communicated and monitored. Where works given to external contractors introduce penalty fees if deadlines are not met.</p>	<p>January 2015</p>	<p>Resource analysis to be completed as part of Depot review project.</p>	<p>RM</p>

R5 Regular Inspection of UDC Council Properties				
<p><i>The Housing Officer should attempt to visit all properties on a yearly basis. The Housing Officer would then be able to ascertain whether the property was being maintained to the UDC requirements, or if there needed to be any further support or consultation with the tenant to enable the tenant to keep the property up to UDC re-let standards therefore reducing the condition and cost of an eventual void.</i></p>	<p>Housing Officer Inspection schedule has already commenced. With current resources it is estimated that not all tenants will be able to be visited within the year. Inspection forms capturing property and tenant details are being collated and all relevant data uploaded onto Northgate. Stock Condition Surveyor now also employed.</p>	<p>On-going</p>	<p>Continuation of inspection visits.</p>	<p>JS/FG</p>
R6 Re-Chargeables				
<p><i>It is recommended that each property is inspected after the tenant has given notice but before they return the keys. This would ensure that the tenant was aware of repairs that would need to be carried out by themselves prior to vacating the property. The rechargeable process should be clear to all tenants and considered when moving a tenant into another UDC property. This revenue should be credited against the voids budget. However it is understood that this may not be able to be enforced if a tenant has died or is hospitalised. Officers could discuss with other Landlords who have experienced similar issues to see what procedures or policies they have put in place to help with this problem.</i></p>	<p>Inspections to be completed (as above). Housing Officer/Repairs Surveyor to identify rechargeable repairs and advise tenant that unless it is put right there will be a charge. Re-charge policy to be included in sign-up packs. Consideration to be given to change the process for administering re-chargeable repairs. Once re-charge identified works will not be completed until the tenant has made an advance payment. Full analysis to be completed on re-chargeable write-offs and numbers for last 2 years.</p>	<p>On-going</p>	<p>Continuation of inspection visits.</p>	<p>PE</p>

R7 Gifting				
<i>It is recommended that a form is prepared to be given to a tenant vacating the property for them to list gifted items and items to be removed, There is some lack of communication and consistency between Voids Surveyors and Housing Officers as to which items are to be removed and which items are to remain.</i>	Current 'gifting' process to be formalised. Items being left identified by previous tenant detailed on Voids Inspection form. Void Path to be updated to include gifted items. Voids standard needs to be followed. Annual inspection visits are now identifying authorised and unauthorised alterations to property which will be uploaded onto Northgate.	September 2014		DM/JS
R8 External Contractors				
<i>It is recommended that external contractors are used for Major Works or Planned Works and those works which are under current contract, and a dedicated voids work team are used for minor repairs.</i>	As per R4 above. Review of depot resources will aim to ensure as much of the voids work as possible is completed by UDC operatives therefore reducing external contractor costs.	January 2015	Resource analysis to be completed as part of Depot review project.	RM
R9 Re-Let Standards				
<i>It is suggested that new tenants moving into a property are supplied with a Re-let Form to verify that all works have been completed in accordance with UDC regulations. They are also supplied with an information pack with all the necessary forms supplied to keep their property up to the Re-let standard.</i>	Officers to implement a new agreement whereby details of all completed works are listed and tenant agrees to current condition of property on sign-up (satisfaction form?)	September 2014		JS

R10 Letter of Promise				
<p><i>It is recommended that there is a letter of promise produced for the new tenant whereby UDC records any outstanding works at the time of the tenant moving in with a relevant job number and a date of completion. This would result in tenants accepting properties that need minor works to be done if there is a promise of completion within an agreed time scale.</i></p>	<p>In conjunction with R9 above, the Voids Administration Co-ordinator could identify those works not completed during the void period with an estimated completion date formalised in a 'Letter of Intent'.</p>	<p>January 2014</p>		<p>JS</p>
R11 Property Records				
<p><i>It is suggested that an easily accessible record is introduced for each property, to record any alterations by the tenant, planned works and repairs by UDC, to ensure that work is not duplicated unnecessarily. A stock condition survey on a 5 year programme would help eliminate this problem.</i></p>	<p>Data for all properties is already held and updated on a regular basis. Records are held on the shared 'K' drive so that access can be gained by all officers as necessary. Stock Condition surveys now being completed by dedicated permanent resource. Housing Officer Inspection visit data will be uploaded to improve property information on Northgate.</p>	<p>On-going</p>		<p>BG</p>
R12 Housemark				
<p><i>It is suggested that all officers should utilise the Housemark performance indicators platform on a regular basis, to review where UDC stands against Landlords with similar stock levels. Therefore where UDC performance figures are low, contact could be made with the higher performing councils to see how or what they have changed to improve the particular service being reviewed.</i></p>	<p>Benchmark reporting and use of Housemark data to be improved. Business & Performance Manager to create awareness amongst officers of the voids performance data that is available. Officers to then ensure its use to manage the void process and identify process improvements where possible.</p>	<p>On-going</p>		<p>PE</p>

Committee: Housing Board

Agenda Item

Date: 22 July 2014

11

Title: HRA budgets/programmes of work outturn

Officer: Roz Millership

Key Decision: No

Summary

1. This report summarises the 2013/14 HRA/programmes of work outturn position.
2. All figures are subject to external audit and therefore may change before the final Statement of Accounts is produced in September.

Recommendations

3. The Housing Board note the outturn position.

Financial Implications

4. There are no direct financial implications arising from the recommendations.

Background Papers

5. None.

Impact

Communication/Consultation	The key issues in this report have been considered by CMT and discussed with the Finance Portfolio Holder
Community Safety	No specific issues
Equalities	No specific issues
Health and Safety	No specific issues
Human Rights/Legal Implications	No specific issues
Sustainability	No specific issues
Ward-specific impacts	No specific issues
Workforce/Workplace	No specific issues

Situation

6. 2013/14 was the second year of the new HRA Business Plan, introduced following the self-financing reforms.
7. The HRA outturn/programmes of work outturn are summarised in the tables below.

8.

HOUSING REVENUE ACCOUNT

£000	2012/13 Outturn	2013/14				
		Original Budget	Current Budget	Forecast Outturn (P9)	Final Outturn	Forecast Variance
Housing Revenue Account Income						
Dwelling Rents	-13,069	-13,520	-13,520	-14,000	-13,703	-183
Garage Rents	-209	-221	-221	-221	-201	20
Other Rents	-4	-3	-3	-3	-3	0
Charges for Services & Facilities	-771	-750	-750	-737	-763	-13
Contributions towards Expenditure	-1	0	0	-1	-3	-3
Investment Income	-31	-10	-10	-10	-22	-12
New Homes Bonus	-40	0	0	0	0	0
Other Income	0	0	0	-9	-9	-9
TOTAL INCOME	-14,125	-14,504	-14,504	-14,981	-14,704	-200
Housing Finance & Business Management						
Business & Performance Management	342	436	443	407	402	-41
Self Financing Loan Costs	2,625	2,632	2,632	2,625	2,626	-6
Rents, Rates & Other Property Charges	30	32	32	19	20	-12
	2,997	3,100	3,107	3,051	3,048	-59
Housing Maintenance & Repairs Service						
Common Service Flats	308	354	274	274	232	-42
Estate Maintenance	137	170	171	164	168	-3
Housing Repairs	1,809	2,174	2,175	1,989	2,178	3
Housing Sewerage	55	51	51	52	47	-4
Newport Depot	11	11	10	16	22	12
Property Services	322	343	346	388	382	36
	2,642	3,103	3,027	2,882	3,029	2
Housing Management & Homelessness						
Housing Services	258	257	260	251	245	-15
Sheltered Housing Services	536	577	578	558	544	-34
	794	834	838	809	789	-49
Total Service Expenditure	6,433	7,037	6,972	6,742	6,866	-106
Other Costs						
Depreciation - Land & Buildings	2,894	3,081	3,081	3,081	3,081	0
Depreciation - Other Assets	105	37	37	37	104	67
Bad Debt Provision	52	130	130	150	-32	-162
Supporting People	74	45	45	52	118	73
Recharge from General Fund	901	995	1,076	1,194	1,069	-7
HRA Share of Corporate Core	200	209	209	250	245	36
Pension Costs	83	86	86	86	96	10
Pay Award	0	20	4	0	0	-4
Right to Buy Admin Costs Allowance	0	0	0	-12	-23	-23
Total Non-Service Expenditure	4,309	4,603	4,668	4,838	4,658	-10
TOTAL EXPENDITURE	10,742	11,640	11,640	11,580	11,524	-116
OPERATING SURPLUS	-3,383	-2,864	-2,864	-3,401	-3,180	-316
Use of Reserves/Funding						
Funding of Action Plan Capital Items	868	2,620	2,620	1,584	839	-1,781
Funding of Capital from Revenue	200	762	762	1,253	2,023	1,261
Transfer to(+)/from(-) the Capital Projects Reserve	1,223	-600	-600	0	0	600
Transfer to(+)/from(-) the Change Management Reserve	200	-23	-23	-23	0	23
Transfer to(+)/from(-) the Potential Projects Reserve	800	0	0	0	0	0
Transfer to(+)/from(-) the Revenue Projects Reserve	60	-40	-40	-40	0	40
Transfer to(+)/from(-) the Sheltered Housing Projects Reserve	0	0	0	0	0	0
Transfer to(+)/from(-) HRA Working Balance	32	0	0	0	0	0
	3,383	2,719	2,719	2,774	2,862	143
SURPLUS	0	-145	-145	-627	-318	-173

HOUSING PROGRAMMES - REVENUE AND CAPITAL EXPENDITURE - 2013 TO 2014							
						FINAL	
	Notes	BUDGET CODE	DESCRIPTION OF WORKS	NO OF PROPERTIES	BUDGET £	OUTTURN £	
A. REVENUE EXPENDITURE	Ad Hoc	HRE001/2013	Response Repairs	-	830,000	1,006,147	
		HRE001/2013	Re-charges	-		267,510	
		Ad Hoc Works - Total				830,000	1,273,657
	Cyclical Maint	HRE001/2041	External and Internal Decorations			280,000	209,176
		HRE001/2014	Pre-paint Repairs			80,000	97,992
		Cyclical Maintenance/Decoration - Total				360,000	307,167
	Routine Maintenance	HRE001/2042	Service/Maintenance of Central Heating Boilers	All		280,000	209,176
		HRE001/2043	Service/Maintenance of Communal Boilers	All		44,500	58,881
		HSH001/2012	Service/Maintenance of Communal & Disabled Lifts	All		30,000	19,498
		HSH001/4012	Furniture Sheltered Schemes	All		17,500	23,398
		HSH001/4001	Sheltered Equipment	All		21,000	14,092
		HRE001/2044	Asbestos Management	All		80,000	138,539
		HRE001/2045	Legionella Management	All		55,000	61,401
		HHE001/2011	Estate Maintenance - Planned Repairs	All		120,000	119,519
		HHE001/2013	Estate Maintenance - Ad hoc Reapirs	All		10,500	9,063
	Routine Maintenance - Total				658,500	653,568	
	SUB TOTAL A : REVENUE REPAIRS & MAINTENANCE					1,848,500	2,234,393
	B. CAPITAL EXPENDITURE	Planned Works	CHR212/6812	Adaptations for Disabled (Major)	As per OT	220,000	207,306
			CHR202/6812	Adaptations for Disabled (Minor)	As per OT	10,000	10,813
CHR200/6812			Central Heating Boiler Replacement	253	570,000	640,605	
CHR205/6811			Energy Conservation/Plant Replacement	4 schemes	600,000	428,713	
CHR206/6812			Security Programme	all	15,000	11,837	
CHR214/6812			Bathroom/Kitchen Upgrade	104	450,000	503,538	
CHR211/6812			Re-wiring	484	600,000	595,626	
CHR215/6812			Re-windowing	52	70,000	66,023	
CHR203/6812			Environmental Improvements	all	90,000	125,257	
CHR201/6811			Sheltered Scheme Improvements	all	3,000	1,285	
CHR208/6811			Sewerage Plants	all	20,000	20,539	
CHR210/6812			Doors	323	270,000	211,967	
CHR204/6811			Chimneys	5	30,000	13,039	
CHR209/6811			Roof Works	11	85,000	104,024	
CHR207/6811			Structural Works	16	160,000	164,979	
CHR213/6811		Void Works	228	600,000	822,618		
Planned Works - Total				3,793,000	3,928,168		
Additional Works		CHR100/6801	Holloway Crescent	Phase 2	154,000	201,132	
		CHR103/6801	Newport Depot	n/a	80,000	112,973	
		CHR223/6812	UPVC facias/downpipes	23	200,000	40,458	
	CHR500/6841	Cash Incentive to move grant	20	50,000	41,570		
Additional Works - Total				484,000	396,133		
SUB TOTAL B : CAPITAL WORKS PROGRAMME					4,277,000	4,324,300	
C. HEADROOM UNDER SELF FINANCING	Business Plan Action Plan	CHR401/6824	IT - Planned Repairs/Service Charge Module etc	n/a	100,000	8,169	
		1 CHR301/6822	Energy Efficiency Works	119	595,000	595,912	
		CHR501/6841	Learning Difficulties Support Unit	n/a	100,000	0	
		CHR104/6801	Mead Court Development	n/a	1,743,000	539,186	
		2 CHR219/6812	Sheltered Housing Alarms Equipment	all	200,000	227,764	
		CHR221/6801	Internet Cafes	1	20,000	15,561	
SUB TOTAL C : HEADROOM UNDER SELF FINANCING				2,758,000	1,386,591		
TOTAL REVENUE & CAPITAL PROGRAMME : A+B+C					8,883,500	7,945,284	

10. It is proposed that the 2013/14 surplus of £318,000 be earmarked for Sheltered Housing improvements. Below is a summary of HRA reserves:

Reserve £000	Balance 01-Apr-13	Transfer HRA	Transfer to HRA	Transfer to Capital	Balance 31-Mar-14
Working Balance	680				680
Capital Projects Reserve	1,223		0		1,223
Change Management Reserve	200				200
Major Repairs Reserve	0	3,291		-3,200	91
Potential Projects Reserve	800				800
Revenue Projects Reserve	60				60
Sheltered Housing Projects Reserve	0	318			318
Total	2,963	3,609	0	-3,200	3,372

Risk Analysis

Risk	Likelihood	Impact	Mitigating actions
The reported outturn may change as a result of the external audit process	2 (no bottom adjustments identified in the last few years)	2 (adjustments may be needed to some of the figures in the accounts, with possible effect on reserves balances)	Close liaison with external auditors Report audit outcomes to Cabinet in September Statement of Accounts and the auditor's report to be received by the Performance & Audit Committee in September.

1 = Little or no risk or impact

2 = Some risk or impact – action may be necessary.

3 = Significant risk or impact – action required

4 = Near certainty of risk occurring, catastrophic effect or failure of project.