



**NEWARK &
SHERWOOD**
DISTRICT COUNCIL

*Kelham Hall
Newark
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Chairman: Councillor R.B. Laughton
Vice-Chairman: Councillor T. Wendels

Members of the Committee:

Councillor Mrs K. Arnold
Councillor Mrs B.M. Brooks
Councillor Mrs C. Brooks*
Councillor G. Brooks
Councillor Mrs I Brown

Councillor M. Buttery
Councillor K. Girling
Councillor Mrs S.M. Michael
Councillor D. Thompson
Councillor K. Walker

Substitutes:

Councillor D. Batey
Councillor Mrs G.E. Dawn
Councillor J. Lee
Councillor Mrs P. Rainbow
Councillor Mrs S. Soar

AGENDA

MEETING: Homes & Communities Committee

DATE: Monday, 15th June 2015 at 6.00pm

VENUE: Room G21, Kelham Hall

**You are hereby requested to attend the above Meeting to be held at the time/place
and on the date mentioned above for the purpose of transacting the
business on the Agenda as overleaf.**

If you have any queries please contact Helen Brandham on 01636 655248.

AGENDA

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1. Apologies for Absence
2. Declarations of Interest by Members and Officers and as to the Party Whip
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PART 1 – ITEMS FOR DECISION

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6. Severe Weather Grants 10 – 11
7. Newark and Sherwood Homes: Review of Tenant Influence and Integration in Decision Making 12 – 24
8. Annual Update from Appointed Representatives on Outside Bodies Verbal Discussion

Members to discuss how they wish to receive this information, including whether they wish to invite Members of the Newark and Sherwood Homes Board (format to follow that of feedback received from the Tenants' Panel Representatives).

PART 2 – ITEMS FOR INFORMATION

9. General Fund Budget Performance Report to 31st March 2015 25 – 28
10. Performance Monitoring: Newark and Sherwood Homes and the Housing Revenue Account 29 – 37
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CONFIDENTIAL AND EXEMPT ITEMS

None

NEWARK & SHERWOOD DISTRICT COUNCIL

Minutes of the **HOMES & COMMUNITIES COMMITTEE** held on Monday, 23rd March 2015 in Room G21, Kelham Hall at 5.30pm.

PRESENT: Councillor R.B. Laughton (Chairman)

Councillors: R.L. Bradbury, Mrs B.M. Brooks, G. Brooks, Mrs I. Brown, Mrs T. Gurney (Opposition Spokesperson), Mrs S.M. Michael, A.C. Roberts and B. Wells

ALSO IN ATTENDANCE: Councillor R. Shillito

39. APOLOGIES FOR ABSENCE

Apologies for absence were submitted for Councillors: G.S. Merry, J. Middleton and D. Thompson

40. DECLARATION OF INTEREST BY MEMBERS AND OFFICERS AND AS TO THE PARTY WHIP

NOTED: that the following Members declared an interest in the items shown below:

| <u>Member/Officer</u> | <u>Agenda Item No.</u> |
|--|---|
| Councillors Mrs T. Gurney and B. Wells | Agenda Item No. 9 – Homeless Prevention Strategy 2013/2018 (Annual Update Report) – Representatives on Sherwood & Newark CAB – Personal Interest. |

41. DECLARATION OF ANY INTENTION TO RECORD THE MEETING

NOTED: that there would be an audio recording of the meeting.

42. GENERAL FUND BUDGET PERFORMANCE REPORT TO 31ST JANUARY 2015

The Committee considered the report presented by an Accountant from Financial Services in relation to the net expenditure for the period ending 31st January 2015 with the profiled budget for the period. Contained within the report was performance commentary in relation to employee costs, supplies and services and major income streams.

In relation to the underspend identified on the Emergency Planning budget, Members queried whether this could have been used more effectively. Officers explained that the budget was a “reactionary” one to be drawn upon in the event of emergency incidents, which by their very nature, could not be forecast with any certainty. Therefore if there were none, or fewer emergency incidents occurring in any particular year, this budget was likely to be underspent. It was also acknowledged that the underspend had meant that it had been possible to allocate some of these funds support a flood alleviation scheme proposed for the Girton area.

It was noted that following the flooding on the Somerset Downs a national fund had been set up by the Government that enabled those affected to apply for monies to assist them. However, the take-up of this had been poor which had resulted in monies being made available to other local authorities who had areas that were subject to flooding. The District Council had made a bid for and had been successful in receiving funds via this scheme for residents within the district who had suffered flooding damage.

AGREED (unanimously) that:

- (a) the overall position of the Homes & Communities Committee net expenditure compared to budget at 31st January 2016 be approved; and
- (b) Officers continue to look for additional savings throughout the financial year.

43. DISABLED FACILITIES GRANT

The Committee considered the report presented by a Senior Environmental Health Officer in relation to a report which sought approval for a standalone policy covering the administration and distribution of Disabled Facilities Grants (DFG).

The report set out that in the past the Council's policy relating to DFG's had formed part of the Private Sector Renewal Policy but that since the withdrawal of funding the policy had become obsolete.

It was reported that DFGs were mandatory grants and were designed to provide adaptations to a property to allow a disabled person to continue to live in their home. Grants were subject to a means test with some applicants having to pay a contribution towards the cost of the work. Referrals for the grants came from the Occupational Therapy team of the County Council.

It was considered that the formulation of a policy would provide a transparent approach for service users so they could clearly see the circumstances that might apply to their need. Contained within the policy was information as to the mandatory disabled facilities grant; the discretionary disabled facilities grants; general requirements and grant conditions; grant conditions following completion; installation of equipment and maintenance; contractual relationships; and complaints.

Members debated the issues relating to children whose parents were separated and the problems this potentially created if the child resided with both parents. It was noted that the usual practice would be to adapt the primary carer's property fully and that the other parent's property would be adapted to a lesser degree. The Senior EHO advised that the Occupational Health Therapist would require for both properties to be fully adapted. Members were further advised that if this was to be adopted it would be necessary to cap the mandatory grant to £30,000 and that it would effect funding overall.

Members suggested that it may have been beneficial to receive more information on the issue prior to making a final decision, however, they were of the opinion that any delay would leave those wishing to make an application without an indication as to whether their application was likely to be successful.

Having debated the budget implications of awarding the mandatory and discretionary grants and adaptations to secondary properties and the costs thereof Members agreed on the amount to be awarded for adaptations on both one and two dwellings. It was also proposed that the time limit to be set on the repayment for adaptations undertaken to second properties (where that property was subsequently sold), be set at 10 years and that progress of the policy be reported back to committee after a period of 12 months.

AGREED (unanimously) that:

- (a) the draft Disabled Facilities Grant Policy and consultation comments received be noted;
- (b) the Disabled Facilities Grants Policy be approved, subject to the following amendments:
 - (i) adaptations to a single property be set at the mandatory maximum of £30,000 with a discretionary top up grant of £10,000 being available, if required;
 - (ii) adaptations to 2 properties be set at the mandatory maximum of £30,000 per property with no discretionary top up grant of £10,000 being available;
 - (iii) the time limit on the repayment for adaptations undertaken to a second property be set at a maximum of 10 years; and
- (c) progress of the implementation of the Disabled Facilities Grant Policy be reported back to the Homes & Communities Committee after a period of 12 months.

44. ALLOCATION SCHEME REVIEW

The Committee considered the report presented by the Business Manager – Housing Options, Energy & Home Support and the Business Manager – Strategic Housing in relation to feedback from the Council Member Workshop which took place in November 2014. The report also sought Members' views on how to progress the review of the Allocation Scheme.

The report set out the proposals for the 5 key areas discussed at the workshop, these being; managing access – extending restrictions; local connection; penalising refusals; direct offers for homeless; and changing places.

Members debated the implications of the proposed change to Section 14 – Suitability of Property Types, paragraph 14.2(d) thereby increasing the age of the dependent children of differing sex expected to share a room from 7 to 10 years of age.

Officers advised that Housing Benefit Regulations criteria stipulated the age of 10 but, at present, the Council's policy set the age at 7. This had the effect that tenants were then deemed to under occupy their properties and did not receive sufficient benefits to cover their rent. This led to the build-up of arrears putting the family at risk of eviction for non-payment of rent.

All Members agreed that the current policy and proposed amendment led to situations that were unacceptable. Members noted that often children, more often females, reached the age of puberty at an early age and having to share a room with a child of the opposite sex was not acceptable. However, it was also noted that not to increase the age of the child to 10 to match that of housing benefit criteria could potentially lead to families being made homeless. It was agreed that representations to this effect be made to the Department of Communities and Local Government.

- AGREED: (a) (unanimously) that the contents of the report be noted;
- (b) (unanimously) that a report be submitted to a future meeting of the Committee, following the elections in May 2015, setting out a project plan for a full review of the Council's Allocation Scheme;
- (c) (by 7 votes for with 2 against) that the minor amendment to Section 14, paragraph 14.2(d) as set out in paragraph 3.2 of the report be approved; and
- (d) (unanimously) that a letter be forwarded to the Department of Communities and Local Government setting out the Council's concerns in relation to Housing Benefit Regulations criteria and the age that different sex children are expected to share a bedroom up to the age of 10 years.

45. HOME ENERGY CONSERVATION ACT (HECA) REPORT

The Committee considered the report presented by the Business Manager – Housing Options, Energy & Home Support in relation to the proposed Home Energy Efficiency Act (HECA) progress report recommended for adoption by the Council and submission to the Secretary of State, by 31st March 2015 deadline.

The report provided information as to the national agenda for Home Energy Efficiency and also gave an explanation as to how the HECA report had been produced and written.

AGREED (unanimously) that:

- (a) the HECA progress report be noted; and
- (b) the HECA progress report be approved for submission to the Secretary of State by 31st March 2015.

46. HOMELESS PREVENTION STRATEGY 2013/2018 – ANNUAL UPDATE REPORT

The Committee considered the report presented by the Business Manager – Housing Options, Energy & Home Support in relation to an update on the delivery of the Homelessness Prevention Strategy Action Plan against its core objectives.

It was reported that the action plan formed the backbone of the Council's strategy and was a working document. Therefore, it was subject to change in order that the ever-changing needs of the district were reflected and that this enabled it to be aligned with legislation and government agendas.

Members agreed that the work of the Business Unit had resulted in fewer younger people becoming homeless and had led to a reduction in the amount of rough sleepers. It was also noted that some 112 households had been assisted to the point that homelessness had been prevented.

In relation to a query raised as to what actions were referred to in paragraph 5.2 of the report, the Business Manager advised that she would respond directly to the Member.

AGREED (unanimously) that:

- (a) the report and delivery of the Council's Homelessness Prevention Strategy and Action Plan 2013/2018 be noted; and
- (b) a written response in relation to the query raised about actions referred to in paragraph 5.2 of the report be forwarded directly to the Member of the Committee.

47. REVIEW OF NSDC EMERGENCY PLAN

The Committee considered the report presented by the Business Manager – Community Safety in relation to the reviewed NSDC Emergency Plan. The report set out the changes that had been made to the plan and provided an overarching summary of what the roles, responsibilities and actions for management and staff were within the Council.

Members noted the review undertaken and discussed, in particular, the support given by staff to the Flood Risk Communities to ensure greater resilience in the case of any future flood. It was noted that the take-up of the Flood Grant Scheme had been excellent. The Chairman commended the staff involved for all their hard work to ensure that the applications received were dealt with without delay.

AGREED (unanimously) that the report and actions be noted.

48. HEALTH & SAFETY – UPDATE REPORT

The Committee considered the report presented by the Business Manager – Community Safety in relation to the latest position regarding health and safety compliance within the Council. The report set out the work, projects and initiatives in relation to health and safety and provided a list of incidents. Also reported were the number of violent incidents for the period 1st January to 31st December 2014.

AGREED (unanimously) that the report be noted.

49. UPDATE PROVIDED BY CHAIRMAN

The Chairman advised the Committee that he had recently been invited to open the Scarborough Road, Bilsthorpe development with the local Member of Parliament for the Sherwood Constituency, Mark Spencer. Adjacent to this development was a garden area that had been named Armstrong Gardens in memory of the late Councillor Mrs Nora A. Armstrong. He further advised that Councillor Armstrong's family had been present at the opening and had expressed their pleasure at the name chosen for the gardens.

The meeting closed at 6.32 pm

Chairman

REDRESS SCHEME FOR LETTINGS AGENTS AND PROPERTY MANAGEMENT WORK

1.0 Purpose of Report

1.1 To advise the Committee of the introduction of a new legal requirement for letting agents and property management companies to belong to a recognised redress scheme. Committee are also asked to consider the level of monetary penalty to impose for non-compliance with the scheme.

2.0 Background Information

2.1 Whilst the majority of letting agents and property managers provide good service to their clients, there are a minority that offer a poor service and engage in unacceptable practices. The Order described below is the Government's response to these areas of poor practice.

2.3 On 1ST October 2014 the Redress Schemes for Lettings Agency Work and Property Management Work (Requirements to Belong to a Scheme etc.) (England) Order 2014 was introduced. This Order places a requirement on all letting agents and property managers in England to join one of the three Government approved redress scheme

2.3 In practice the legislation means that tenants and landlords who use letting agents in the private rented sector and leaseholders and freeholders that dealing with property managers in the residential sector will be able to complain to an independent person about the service they have received. It should stop disputes escalating.

3.0 Implementation

3.1 The legislation places a duty on district councils to enforce and allows them to impose a monetary penalty of up to £5,000 where an agent or property manager who should have joined a scheme has not done so.

3.2 Enforcement authorities will be able to ascertain whether an agent or property manager has joined a redress scheme by checking the membership list of the three schemes, as all three publish a list of their members on their website.

3.3 It is anticipated that concerns with regard to membership will be via consumer complaints.

3.4 The legislation will be enforced by staff from the Environmental Health Business Unit. The work will be undertaken using existing resources.

3.5 Where the local authority intends to impose a penalty it must give written notice of this intention, setting out:

- The reasons for the penalty
- The amount of the penalty
- That there is a 28 day period to make written representations or objections

This is known as a 'Notice of Intent'. At the end of the 28 day period the local authority must decide having taken account of any representations received whether to impose the fine. It must confirm this in writing and this will be 'the Final Notice'. There is a right of appeal to the First-tier Tribunal.

4.0 Proposals

4.1 The guidance issued in relation to this order states 'the expectation is that a £5,000 should be the norm and that a lower fine should only be charged if the enforcement authority is satisfied that there are extenuating circumstances. Unfortunately the guidance does not define, or give any examples, of what extenuating circumstances could be taken into account. The definition of 'property management' is complex and there is a possibility of a property management company not being member of a scheme due to this complexity. In practice each case will need to be considered on its merits and all any representation given due consideration.

4.2 It is proposed therefore that the monetary penalty for non-compliance shall be set at £5,000 except where there are identified extenuating circumstances when the level will be determined by the Director – Safety.

4.3 It is further proposed that the Business Manager – Environmental Health be authorised to serve both the 'Notice of Intent' and a 'Final Notice'

5.0 Impact on Budget/Policy Framework

5.1 Any monies received from the payment of penalties may be used by the authority for any of its functions. It is not anticipated that there will be significant or ongoing income from this legislation

6.0 RECOMMENDATIONS that

(a) the monetary penalty for non-compliance shall be set at £5,000 except where there are identified extenuating circumstances when the level will be determined by the Director – Safety; and

(b) the Business Manager – Environmental Health be authorised to serve A 'Notice of Intent' and a 'Final Notice'.

Reason for Recommendations

To implement the requirements of the Redress Schemes for Lettings Agency Work and Property Management Work (Requirements to Belong to a Scheme etc.) (England) Order 2014

Background Papers

Guidance for local Authorities on the Redress Schemes for Lettings Agency Work and Property Management Work (Requirements to Belong to a Scheme etc.) (England) Order 2014

For further information please contact Alan Batty- Business Manager – Environmental Health on 01636 655467.

Karen White
Director – Safety

SEVERE WEATHER GRANT

1.0 Purpose of Report

- 1.1 To advise Members of the DCLG Severe Weather Grant and seek approval of the allocation of the grant.

2.0 Background Information

- 2.1 As Members will be aware, in November 2014 the Government opened up their Flood Support Scheme to include properties that flooded from April 2013 to December 2013. This meant that the Support Scheme would provide funding for properties flooded in July 2013 and that Newark & Sherwood District Council then became responsible for the administration of the scheme.
- 2.2 As part of the Support Scheme, the Council were also eligible to apply for the Severe Weather Grant. An application was submitted and funding subsequently received. This paper will now outline this element of the scheme and suggest proposals for allocation of the funding.

3.0 Severe Weather Grant

- 3.1 The Severe Weather Grant was designed to help local authorities who had incurred costs as a result of the flooding in 2013. Initially, as Newark & Sherwood had not been eligible for the scheme and had not reached the level of costs required under the Bellwin Scheme whilst dealing with the flooding in July 2013, (for NSDC the level after which we can reclaim costs is £27k), it was unclear whether we could apply for this funding. However, DCLG made a telephone call to the Council in early January urging us to apply.
- 3.2 The criteria for receipt of the grant required that, as a result of dealing with the flooding the Council had incurred costs and that at least 10 houses had been affected (the full criteria document is attached at **Appendix A.**) The funding was then allocated using a formula based on the number of houses flooded.
- 3.3 Newark & Sherwood District Council completed the application, highlighting at that time the 262 houses and approximately 40 businesses, held on our records as victims of the floods at that time (it is now believed that the true figure may be higher than this.)
- 3.4 The Severe Weather Grant Application was accepted by DCLG and at the end of March 2015 the Council received £172,798 of grant funding.

4.0 Proposed Allocation of funding

- 4.1 As the funding has been issued to the Council to cover costs already incurred, there are no criteria around how the money should be spent. However, the Council had not anticipated this grant and therefore the costs incurred as a result of the flooding, which occurred nearly two years ago, were covered from within the Council's existing resources. Therefore we would propose that a sensible allocation of the funding would be as follows:

- £150,000 to be allocated towards supporting major flood alleviation schemes within our district. This would support the £250,000 set aside in reserves as part of the 2015/16 revenue budget in the March 2015 Full Council meeting.
- £22,798 to be put in a flood support fund within the Community Safety budget, which can be used under the following guidelines:
 - To support any costs incurred as a result of the flood grant scheme administration.
 - To be a fund to support emergency flooding situations (i.e. the purchase of sandbags and skips etc).
 - To fund small scale adhoc alleviation projects (as long as they have EA and NCC approval). An example of these would be minor works and investigations at Rolleston and Girton.
 - Any other flood related training or support (officer training, flood warden training etc).
 - **All spends from this would be agreed through either the Director - Safety or Director - Resources by the Business Manager - Community Safety**

5.0 Comments from the Director - Resources

5.1 The grant is not ring-fenced and can be used for either revenue or capital purposes.

5.2 The proposed use of the grant as set out in the report is sensible. The £150,000 allocation towards major flood alleviation schemes would be capital expenditure, and so the Policy and Finance Committee should be asked to include this in the resources available for the capital programme.

6.0 RECOMMENDATIONS that:

- (a) the Committee agree the allocation of funding as outlined in 4.1; and**
- (b) Policy & Finance Committee be asked to add the £150,000 allocation towards major flood alleviation schemes to the Council's Capital Programme.**

Reason for Recommendations

To ensure that the Severe Weather Grant is allocated within the context it was granted and ensure effective response and support for flood risk communities in the future

Background Papers

Nil

For further information please contact Lisa Lancaster on Extn. 5232.

Karen White
Director – Safety

NEWARK & SHERWOOD HOMES: REVIEW OF TENANT INFLUENCE AND INTEGRATION IN DECISION MAKING

1.0 Purpose of Report

1.1 This report presents Members of the Committee with the findings of the review Newark and Sherwood Homes (*the Company*) have undertaken on tenant influence and integration in decision making.

2.0 Background Information

2.1 At the meeting of the Committee on 13th January 2014 Members indicated that they were supportive of a review of the financial assistance given to Federation of Tenants and Residents Association. This was in response to a request raised by Councillor Dawn.

2.2 The Company were then tasked within its Delivery Plan for 2014/15 to undertake a review of the funding, role and performance of the Federation as part of a wider review of tenant engagement mechanisms.

2.3 This particular key task can be found at 4.3(i) of the Company's 2014/15 Delivery Plan, which states:

4.3 *Key tasks in the delivery of the services will be:*

i) *Undertake a review of tenant influence and integration in shaping service delivery and within that the role, funding and effectiveness of all current mechanisms such as monitoring groups, tenants and residents associations and the federation of tenants and residents associations.*

3.0 The Review of Tenant Influence and Integration in Shaping Service Delivery

3.1 In accordance with the key task set officers of the Company have now completed the review, with tenants being integral to this process. On the outcome of this review a detailed report was presented to the Company's Board at its meeting on 29th January 2015.

3.2 The report is at **Appendix A** and Members can see the processes and considerations undertaken to complete the review. A number of changes have been proposed to enhance the level of tenant engagement, through discussions with tenants this has resulted in a preference to reduce the formal structure and requirement for constitutions so to create a more flexible and responsive approach to maximise the opportunities for tenant engagement and involvement. The new structure will require direct support from the Company to each of the proposed tenant influence mechanisms, negating the need for grants as is the current practice.

3.3 For the Committee's reference and consideration the proposals put forward in the report at **Appendix A** are:

6.0 Proposals

6.1 *Taking into account the issues highlighted in section 4 and the elements of tenant influence that are required, the following proposals for tenant influence and integration in decision making have been developed.*

6.2 Tenant Influence Mechanisms

6.2.1 Tenant Directors of the Board

Tenant Directors of the Board remain a fundamental part of the tenant body's ability to influence and be integrated within the Company's decision making structures in line with the Company's Management Agreement. The Board is currently undertaking its annual review including consideration of the size of the Board, but it is clear that within this review equality of representation for tenants on the Board will be maintained.

6.2.2 Tenant Forum

The Tenant Forum would be an inclusive meeting to which all tenants who are members of other influence mechanisms detailed below would be invited to attend. It is envisaged that the forum would meet no more than 4 times per year and would consider matters highlighted through the Performance Monitoring Panel and Service Improvement Panel in addition to items identified by the forum itself.

6.2.3 Tenant Scrutiny Panel

The Tenant Scrutiny Panel would continue to operate as has been the case for the past 4 years. The Panel's role will be to review and scrutinise Newark and Sherwood Homes' delivery and performance against the Company's vision, corporate objectives, Business Plan and Local Service Standards and, secondly, to be the final stage in the Company's Complaints process by hearing any appeal against a decision of the Company.

6.2.4 Performance Monitoring Panel

The performance monitoring panel would replace the current monitoring group structure and give tenants the opportunity to monitor and review operational performance to determine whether agreed service standards are being achieved and, where appropriate, apply challenge to improve the quality, timeliness or value for money of the service.

6.2.5 Service Improvement Panel

The Service Improvement Panel will be predominantly concerned with finding improvements to address service delivery issues and identifying service developments which would improve the quality and/or value for money of the service delivered to customers. As a result of this the group will be required to work closely with the Performance Monitoring Panel and will also feed into the Company's improvement planning process.

6.2.6 Tenants and Residents Groups

Tenants and Residents Groups would be created from existing Tenants and Residents Associations as the commonly recognised vehicle through which tenants can come together in their locality to highlight and resolve issues. These groups also play an important role in providing the opportunity for tenants to interact socially and provide support to each other and the communities in which they live.

6.2.7 *To make Tenants and Residents Groups a more accessible and flexible vehicle, when compared to the current Tenant and Resident Associations, through which tenants would choose to become involved, the groups would be de-structured to allow membership to be transient with support being provided directly from Newark and Sherwood Homes rather than the groups having to be self-supporting and therefore have complicated and onerous constitutions.*

3.3 The Company's Board resolved to approve the report set out at **Appendix A**, with the following minute being recorded:

27. *CONFIDENTIAL ITEM – REVIEW OF TENANT INFLUENCE AND INTEGRATION IN SHAPING SERVICE DELIVERY*

The Directors of the Board considered the exempt item from the Director.

The Acting Chair introduced the report to consider the outputs of the review of tenant influence and integration in service delivery including proposals to be implemented in line with the Corporate Key Task included in the 2015/2016 Service Improvement Plan.

The Board discussed the report and the proposals to achieve the anticipated outcomes to the task; a 25% increase in the number of tenants involved in decision making and a reduction in the cost of tenants being involved in decision making in 2016/2017 from established baseline costs. The Board sought reassurance as to how the proposed mechanisms would achieve these outcomes. The Director advised that consultation with tenants had informed the proposals and the removal of bureaucracy and formal structure from involvement were seen as key in achieving this outcome.

AGREED (unanimously) that:

- a) the proposed tenant influence mechanisms be approved and provided to members of the Strategic Housing Liaison Panel for comment; and*
- b) the Director be given delegated authority to make any final amendments in consultation with the Chair of the Board and implement the final tenant influence mechanisms in line with the Corporate Key Task include in the 2015/2016 Service Improvement Plan.*

3.4 This matter was also presented to the Strategic Housing Liaison Panel at its meeting on 9th March 2015, which noted its content and that the report would be submitted to this Committee.

4.0 Proposals

4.1 The Committee consider the review undertaken by the Company on tenant influence and integration in decision making as set out in detail at **Appendix A** for approval.

4.2 Subject to the Committee's approval the Company will then develop an implementation plan with the anticipated delivery of the new mechanisms commencing from October 2015.

4.3 The Company has already added this activity into its 2015/16 Delivery Plan as approved by this Committee at its meeting on 26th January 2015:

4.4

✓ *Implement the outcomes from the review of tenant influence and report these to the Council*

5.0 Equalities Implications

5.1 The Company has fully considered the equalities implications of this review and stated that:

The review will aim to ensure that all tenants regardless of their individual protected characteristics have equal opportunity to become involved and influence the decision of the company. This will include, for example, holding meetings at a time convenient for the most tenants to attend and wherever possible providing information in the format most appropriate.

As part of the implementation of the tenant influence mechanisms an Equality Impact Assessment will be undertaken to identify any specific actions required to ensure that the diverse needs of tenants are considered.

6.0 Impact on Budget/Policy Framework

6.1 The Company has considered the resources required to implement the proposals to represent value for money, which will be managed within the annual Management Fee set by the Council.

7.0 RECOMMENDATION

That the Committee considers the findings of the review and approves the proposal for the new structure of tenant influence and integration in decision making as set out at 3.3.

Reason for Recommendation

To comply with the new management agreement between the Council and its housing company.

Background Papers

Management Agreement between the Council and Newark & Sherwood Homes (2013)

For further information please contact Rob Main on Ext 5930 or Karen White on Ext 5240

Karen White
Director – Safety

| BOARD REPORT SUMMARY | | | |
|-----------------------------|---|---------------------|-------------------------------|
| | | Meeting date | 29 th January 2015 |
| Report title | Review of Tenant Influence and Integration in Shaping Service Delivery | Agenda item | 12 |
| Report to | Board | Confidential | |
| Report from | Stephen Feast | Decision | |

| | |
|--------------------------------------|---|
| Report Purpose and Background | To enable the Board to consider the outputs of the review of tenant influence and integration in service delivery and approve the proposals to be implemented in line with the Corporate Key Task include in the 2015/2016 Service Improvement Plan. |
| Budget Implications | The changes arising from the review of tenant influence and integration in shaping service delivery, if approved, would be delivered within existing budget allocations. |
| Objectives and Vision | <ul style="list-style-type: none"> <input type="checkbox"/> To deliver high and improving performance in customer satisfaction and all areas of service provision <input type="checkbox"/> To provide efficient and effective investment and service solutions, targeted to meet local need and deliver sustainable Homes and Communities in the future <input type="checkbox"/> To maintain and manage a sustainable and viable financial business plan <input type="checkbox"/> To productively deliver growth to meet the Company's and Council's objectives |
| Risk | <p>This review of tenant influence and involvement in decision making proposes the adoption of new more flexible mechanisms to increase the ability of tenants to influence decisions and the number of tenants involved in influencing decisions.</p> <p>The emergent risk from this review is that tenants who are currently involved may feel devalued by the replacement of some existing structures with the new mechanisms as a result of this decision not to continue their involvement.</p> <p>Although it would be disappointing to lose any individual, the new structures have been developed to support greater levels of involvement in a more targeted and specific manner and will also provide further opportunity for involvement for all those tenants currently involved in influencing the Company's delivery. It is believed that these factors would mitigate the impact of a small number of tenants choosing to cease their involvement.</p> |
| Relevant Consultative Action | As detailed within the report consultation has been undertaken with a range of stakeholders impacted by the review of tenant influence and integration in shaping service delivery. This has included the Newark and Sherwood Federation of Tenants and Residents Associations and the members of the Tenants and Residents Associations which the Federation serves. In addition all tenants actively involved through the mechanisms of the Company's current resident involvement strategy have been invited to give their views. |

| | |
|--|---|
| | Other stakeholders including the Chairman of the Council’s Homes and Communities Committee and Council members who had previously highlighted concerns with regard to the role, funding and effectiveness of the current tenant involvement mechanisms, have also been consulted as part of this review. |
| Equality & Diversity Issues | <p>The review will aim to ensure that all tenants regardless of their individual protected characteristics have equal opportunity to become involved and influence the decision of the company. This will include, for example, holding meetings at a time convenient for the most tenants to attend and wherever possible providing information in the format most appropriate.</p> <p>As part of the implementation of the tenant influence mechanisms an Equality Impact Assessment will be undertaken to identify any specific actions required to ensure that the diverse needs of tenants are considered.</p> |
| Recommendations | <p>(a) the proposed tenant influence mechanisms be approved and provided to members of the Strategic Housing Liaison Panel for comment</p> <p>(b) the Director be given delegated authority to make any final amendments in consultation with the Chair of the Board and implement the final tenant influence mechanisms in line with the Corporate Key Task include in the 2015/2016 Service Improvement Plan</p> |

BOARD REPORT

1 Introduction

- 1.1 Newark and Sherwood Homes has a strong culture of placing tenants at the centre of its decision making processes and has a range of mechanisms to support this approach including Tenant Board Members, a Tenants’ Scrutiny Panel and a Federated body of Tenants and Residents Associations.
- 1.2 This reports presents the output of the Company’s review of tenant influence and integration in decision making to ensure that mechanisms employed are effective in both providing tenants with the opportunities to influence and shape service delivery and in representing value for money.
- 1.3 The report details the proposed changes to enhance the level of tenant influence and outlines the impact of these changes. Once approved an approach to make the transition from the current to the proposed mechanisms will be developed and implemented.

2 Background

- 2.1 From its peak in the early 1990s the level of tenant involvement in Newark and Sherwood within formal tenant and resident associations has gradually declined to its current levels where 9 Tenants and Residents Associations cover 63% of the tenant population and a group of approximately 65 extremely dedicated tenants actively participate in the company’s involvement mechanisms. The reasons cited by the Federation of Tenants and Residents Association and other involved tenants for this are improvements in the service provided to tenants, particularly with regard to property maintenance and property condition and the reluctance of young people to become involved.

- 2.2 The Federation of Tenants and Residents Associations has been concerned at the level of involvement for a period of years and has made changes to support and encourage greater inclusion such as the provision of local surgeries and revisions to the format of monitoring groups and Tenant and Residents Association meetings; but these attempts have largely been unsuccessful.
- 2.3 In light of the these concerns and those raised by local members through the Homes and Communities Committee the following task was included in both the Performance Management and Regulation and Finance sections of the 2014/2015 Delivery Plan:
- i. Undertake a review of tenant influence and integration in shaping service delivery and within that, the role, funding and effectiveness of all current mechanisms such as monitoring groups, tenants and residents associations and the Federation of Tenants and Residents Associations.
- 2.4 Pending the output of the review detailed above, a further task has been included in the 2015/2016 Delivery Plan:
- i. Implement the outcomes from the review of tenant influence and report these to the Council.
- 2.5 The anticipated outcomes of this task are:
- i. a 25% increase in the number of tenants involved in decision making;
 - ii. a reduction in the cost of tenants being involved in decision making in 2016/2017 from established baseline costs.

3 Mechanics of the Review

- 3.1 In completing the review, the importance of understanding the requirements and desired outcomes of the key stakeholders was recognised as a strong influencer. Meetings have therefore been held with the Chair of the Council's Homes and Community Committee and other members who had previously highlighted their views with regard to the role, funding and effectiveness of the current tenant involvement mechanisms.
- 3.2 The Newark and Sherwood Federation of Tenants and Residents Associations, as the federated body for tenant involvement in the district, have been regularly canvassed as to their thoughts and feelings on how tenants influence service delivery, as have the Newark and Sherwood Tenants Panel. All other tenants groups operating under the umbrella of the Company's Resident Involvement Strategy have also been contacted and their views sought. This culminated with a gathering of involved tenants in October 2014 to determine the consensus view as to preferences for tenant involvement.
- 3.3 The review also considered data received through internal surveys and through the annual, independently undertaken, STAR survey which presents tenants with the opportunity to express their opinion on the effectiveness of the Company's mechanisms in allowing tenants to make their views known to the Company and whether their views are listened to.

3.4 To gain a broader context and an understanding of best practice in tenant influence and involvement, conversations have been held with the Tenant Participation Advisory Service.

4 Issues Identified through the Review

4.1 The mechanisms employed as detailed above highlighted the following issues with regard to tenant influence and integration in shaping service delivery:

- i. Tenants want to have influence and be involved in making decisions about shaping service delivery. Tenants want to be involved to make a difference – either for the community in which they live or for tenants as a broader group of people. Tenants want to make sure they receive the services in line with agreed standards and where this is not the case work with Newark and Sherwood Homes to improve to deliver to the targets or standards set.
- ii. The membership of Tenants and Residents Associations, and subsequently the Federation of Tenants Associations, is not representative. Tenants recognise increased membership from a more diverse spread of tenants would improve the representation.
- iii. The opportunities to influence and shape service delivery are only taken by a limited group of tenants. Tenants need flexible mechanisms which can fit around their other commitments.
- iv. The rigid structure of Tenants and Residents Associations and the Federation of Tenants and Residents are a limiting factor in tenants becoming involved. More flexible ways of being involved which are not hampered by bureaucratic structures linked to funding availability are required.
- v. The independently undertaken STAR customer satisfaction survey completed in 2014 highlights that 68% of tenants feel that their views are listened to and that 67% of tenants feel they have the opportunity to make their view known.
- vi. Election processes do not appear democratic with only representative members of Tenants and Residents Associations able to appoint Federation Officers.
- vii. The outcomes delivered through the current influencing mechanisms are not visible to other audiences. The outputs and outcomes achieved by involved tenants need to be publicised and demonstrate value for money.

5 Elements of Tenant Influence

5.1 Through this review it has been established that there are a number of elements of tenant influence required. These elements are resultant from a range of influencers including the Company's Management Agreement, the regulatory requirement for social housing providers, best practice and tenants preferences. The elements of tenants influence are specifically:

- i. Governance and Scrutiny
- ii. Performance Monitoring and Challenge
- iii. Service Improvement and Development
- iv. Championing Local Issues
- v. Providing a Social and Support Network
- vi. Influencing Local and National Policy Agendas on Tenant Issues

5.2 Governance and Scrutiny

5.2.1 The Company's constitution details the requirement for tenant representation as a constituent part of the Board.

5.2.2 The Newark and Sherwood Tenants Panel was created in November 2010 to enhance tenant scrutiny of service performance and also to act as the third stage of the Company's Complaints process following changes in how the social housing sector was regulated and in particular the introduction of co-regulation. The need for this element of tenant influence remains consistent.

5.3 Performance Monitoring and Challenge

5.3.1 As the predominant recipients of the housing service it is appropriate that tenants have the ability to monitor performance against agreed service standards and, where appropriate, apply challenge to improve the quality, timeliness or value for money of the service.

5.4 Service Improvement and Development

5.4.1 Service Improvement and Development is distinct from Performance Monitoring and Challenge as it focusses on larger and broader improvements to service as opposed to addressing performance concerns, and also the development of new services or mechanisms of service delivery. It is clearly essential that tenants influence the improvement and development of services to ensure they meet their needs in addition to providing cost effective service solutions.

5.5 Championing Local Issues

5.5.1 A traditional element of tenant involvement is the ability to raise the profile and champion local issues; be they issues affecting an individual tenant, a group or tenants or a community as a whole. These issues would commonly be housing related but could also involve other public services or broader issues such as crime or road safety.

5.6 Providing a Social and Support Network

5.6.1 In addition to providing the opportunity to influence the services provided, a gathering of tenants also provides valuable social and support networks at both a local level and across the district. This can be in respect of enabling tenants to exchange their views and experiences which are supported in terms of future actions or purely social meetings which help avoid social isolation.

5.7 Influencing Local and National Policy Agendas on Tenant Issues

5.7.1 It is important that tenants have a representative voice that can influence local and/or national policy issues related to housing through interaction with local members and Members of Parliament, in addition to direct influence upon Newark and Sherwood Homes.

6 Proposals

6.1 Taking into account the issues highlighted in section 4 and the elements of tenant influence that are required, the following proposals for tenants influence and integration in decision making have been developed.

6.2 Tenant Influence Mechanisms

6.2.1 *Tenant Directors of the Board*

Tenant Directors of the Board remain a fundamental part of the tenant body's ability to influence and be integrated within the Company's decision making structures in line with the Company's Management Agreement. The Board is currently undertaking its annual review including consideration of the size of the Board, but it is clear that within this review equality of representation for tenants on the Board will be maintained.

6.2.2 *Tenant Forum*

The Tenant Forum would be an inclusive meeting to which all tenants who are members of other influence mechanisms detailed below would be invited to attend. It is envisaged that the forum would meet no more than 4 times per year and would consider matters highlighted through the Performance Monitoring Panel and Service Improvement Panel in addition to items identified by the forum itself.

6.2.3 *Tenant Scrutiny Panel*

The Tenant Scrutiny Panel would continue to operate as has been the case for the past 4 years. The Panel's role will be to review and scrutinise Newark and Sherwood Homes' delivery and performance against the Company's vision, corporate objectives, Business Plan and Local Service Standards and, secondly, to be the final stage in the Company's Complaints process by hearing any appeal against a decision of the Company.

6.2.4 *Performance Monitoring Panel*

The performance monitoring panel would replace the current monitoring group structure and give tenants the opportunity to monitor and review operational performance to determine whether agreed service standards are being achieved and, where appropriate, apply challenge to improve the quality, timeliness or value for money of the service.

6.2.5 *Service Improvement Panel*

The Service Improvement Panel will be predominantly concerned with finding improvements to address service delivery issues and identifying service developments which would improve the quality and/or value for money of the service delivered to customers. As a result of this the group will be required to work closely with the Performance Monitoring and will also feed into the Company's improvement planning process.

6.2.6 *Tenants and Residents Groups*

Tenants and Residents Groups would be created from existing Tenants and Residents Associations as the commonly recognised vehicle through which tenants can come together in their locality to highlight and resolve issues. These groups also play an important role in providing the opportunity for tenants to interact socially and provide support to each other and the communities in which they live.

6.2.7 To make Tenants and Residents Groups a more accessible and flexible vehicle, when compared to the current Tenant and Resident Associations, through which tenants would choose to become involved the groups would be de-structured to allow membership to be transient with support being provided directly from Newark and Sherwood Homes rather than the groups having to be self-supporting and therefore have complicated and onerous constitutions.

6.3 Tenant Influence Matrix

The matrix below highlights how each of the Tenant Influence Mechanisms would enable tenants to influence each of the elements identified in section 5 above.

| | Governance and Scrutiny | Performance Monitoring and Challenge | Service Improvement and Development | Providing a Social Support Network | Championing Local Issues | Influencing Local and National Policy Agendas |
|------------------------------------|--------------------------------|---|--|---|---------------------------------|--|
| Tenant Directors of the Board | Y | Y | Y | | | Y |
| Tenant Forum | Y | Y | Y | | Y | Y |
| Tenant Scrutiny Panel | Y | Y | Y | | | |
| Performance Monitoring Panel | | Y | | Y | | |
| Service Improvement Panel | | | Y | Y | | |
| Tenants and Residents Associations | | | | Y | Y | |

7 Resources

7.1 Each tenant influence mechanism will be allocated a specific support officer whose role will be to work with the group and the chair to ensure the delivery of the group's role.

7.2 Newark and Sherwood Homes will provide direct support to each of the of the tenant influence mechanisms including, for example and where appropriate and/or necessary, arranging meetings and meeting rooms, providing agendas, undertaking copying and issuing notices. This will negate the need for grants to be made to any of the influence mechanisms as is the current practice.

- 7.3 Should a member of an influence mechanism incur out of pocket expenses that have been authorised by Newark and Sherwood Homes they will be reimbursed in accordance with the Company's approved Reimbursement Scheme.

8 Terms of Reference/Governance

- 8.1 It is proposed that as part of the transition process from the current structures to the proposed tenant influence mechanisms, terms of reference will be created for each of the groups. These terms of reference will cover all or some of the items detailed below as required:

- i. Membership and Quorum
- ii. Co-optee's/Partnership Working
- iii. Meeting procedures
- iv. Election and Role of Chairs and Vice Chairs
- v. Group Remit
- vi. Agenda Formulation
- vii. Code of Conduct
- viii. Decision Making Processes

- 8.2 Once determined the terms of reference will be open documents available to all tenants.

9 Impacts

- 9.1 The impacts of the proposed changes to tenants opportunities to influence and be integrated in shaping services are significant as they involve the replacement of the current resident involvement mechanisms, including the Federation of Tenants and Residents Associations, with the new mechanisms as detailed in section 6 above. It is important to recognise that this will be a sensitive transition to manage as individuals who have devoted time and energy on a voluntary basis may feel devalued, despite opportunities for tenants to influence being strengthened through the adoption of new mechanisms.

- 9.2 The dissolution of the Federation of Tenants and Residents Associations and the current constitution based Tenants and Residents Associations will result in a step change in how tenant influence is funded and supported by Newark and Sherwood Homes as highlighted in section 7 above and will result in greater transparency and the ability to link outcomes to the costs incurred associated to tenant influence.

10 Next Steps

- 10.1 Following consideration of this matter the Board may consider it appropriate, given the sensitive nature and origins of this review, to present these proposals to the Strategic Housing Liaison Panel for comment.
- 10.2 Following the Board, and should it be desired the Panel's consideration, a detailed implementation plan will be developed and delivered to achieve the anticipated outcomes stated in the task included in the 2014/2015 Delivery Plan:

- i. a 25% increase in the number of tenants involved in decision making;
- ii. a reduction in the cost of tenants being involved in decision making in 2016/2017 from established baseline costs.

10.3 The implementation plan will also seek to effectively manage the impacts of a change from the current tenant involvement to the proposed tenant influence mechanisms.

10.4 The timescale for the implementation of the proposed tenant influence mechanisms is October 2015.

For enquiries or clarification on the content of the report please contact: Stephen
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or telephone 01636 655448

GENERAL FUND BUDGET PERFORMANCE REPORT TO 31ST MARCH 2015

1.0 Purpose of Report

- 1.1 This report compares the General Fund Homes & Communities Committee net expenditure for the period ending 31st March 2015 with the profiled budget for the period.

2.0 Background Information

- 2.1 The Council's Constitution states that the Section 151 Officer shall present to the Policy Committee, at least twice in each financial year, budgetary control statements showing performance against the approved estimates of revenue expenditure and income. The appropriate Chief Officer will report on any major variances from planned budget performance.
- 2.2 It also states that budget performance monitoring information shall be provided to the appropriate Committee on a quarterly basis.
- 2.3 Where it appears that the amount included under any head of the approved budget is likely to be exceeded or the budgeted amount of income under any head is unlikely to be reached then budget officers are required to find savings elsewhere in their budget. In circumstances where savings cannot be identified it will be necessary to consult with the Section 151 Officer and ultimately take a report to the Policy & Finance Committee.

3.0 Proposals

- 3.1 The attached appendices detail performance against budget for the period to 31st March 2015 for those budgets within the remit of the Homes & Communities Committee. This report considers the costs of providing services rather than 'below the line' costs such as borrowing costs and interest, contributions to and from reserves, government grants and income from Council Tax and retained Non Domestic Rates.
- 3.2 The format of the report identifies direct expenditure, i.e. employee costs and running expenses, both of which can be controlled by the budget officer, however central recharges and capital charges, are not reported as they are largely outside their control. Income is shown separately. A significant number of transactions take place 'below the line', i.e. shown in the General Fund account rather than identified to a particular service. This is in line with the CIPFA Code of Practice and includes such things as transfers to and from reserves.
- 3.3 Under the Accounting Code of Practice Local Authorities are required to show capital charges for the use of their assets based on the current market value. These amounts are included within the estimates to show the true cost of delivering local services however they are reversed 'below the line' in the overall cost of services therefore not impacting on the Council Tax payer. Variations on 'capital charges' are therefore not an area for concern.

- 3.4 The introduction of International Financial Reporting Standards (IFRS) for the financial year 2010/2011 has resulted in a change in the way the Council accounts for grants received from third parties. These changes mean that income and expenditure is charged direct to the service accounts and, at the year end, any under spend is transferred to reserves and any overspend is transferred from reserves.
- 3.5 Support services (e.g. HR, Financial Services) are charged to individual budget heads at the end of the financial year and are reported here for noting only. The direct costs of providing those services are scrutinised as part of the relevant Committee.
- 3.6 Capital charges are applied to accounts at the end of the financial year and are reversed 'below the line' so have no impact on the Council Tax payer. These are reported here for noting only.

4.0 Performance Comments

4.1 The total for direct service net expenditure shows an under spend of £193,539 against the profiled budget for the period to 31st March 2015. All managers are very aware of the current financial environment and challenges facing local government in the future and are ensuring that only essential expenditure is incurred. The detailed performance figures are shown at **Appendix A**.

4.2 Variations from the profiled budget to 31st March 2015 are itemised below:

4.2.1 Employee Costs –

- Staff vacancies have produced savings in the following areas, Strategic Housing (£8.4k), Licencing Admin (£7.5k), Energy and Home Support (£23.7k) and Anti-Social Behaviour (£12.85k).

4.2.2 Supplies and Services –

- Underspends amounting to £18k are held within the Housing Options budget. These relate to the delay in the recruitment of two posts that are funded from professional services. The underspend in the Government Grant Expenditure code allows for an element of flexibility to enable the Business Manager to respond to service pressures.
- The underspend of £10k in Communications is as a result of a reduction in the issues of the Voice published during the year and a reduction in the use of external professional services.
- Underspends in the CCTV budget £12.5k relate to the responsive nature of the repair budget and the new tender for CCTV staffing being lower than budgeted.
- There are also a large number of smaller underspends across other services reporting to the Homes and Communities Committee.

4.2.3 Transfer Payments -

- This is the surplus of income over expenditure for Private Sector Speech Call. The monitoring of the alarm service is provided by Newark and Sherwood Homes under the management agreement, therefore, the surplus is transferred at the year end. The HRA will show income of £62,850.

4.2.4 Income

- Private Sector Speech Call income is over achieved by £28k – this is due to insufficient information being available when the budget was set. The information has now been provided that can allow Strategic Housing to realistically estimate the income for 2015-16.
- CCTV income for 2014-15 was reduced as income from Car Parks Business Unit was not going to be received. However, it has been agreed that the contribution will be reinstated hence the over recovery of income. The income budget will increase by £13k for 2015-16.
- Additional income of £13k has been received from Nottinghamshire County Council (NCC) as Customer Services are currently delivering a number of face to face enquiries on behalf of NCC.
- Unbudgeted income of £6.8k has been received from the Clinical Commissioning Group (CCG) for a contribution to the publication and delivery of The Voice.
- Hostel rent income is £10.5k above budget. This is due to increased demand for temporary accommodation provision.
- Additional income of £3.2k has been received this financial year and relates to the new legal requirement for scrap metal collectors to be licenced.

4.3 The underspent expenditure budgets and over achieved income budgets will be reviewed as part of the budget process for 2016-17 and future years. If it is considered that ongoing savings can be achieved these will be removed for the 2015-16 budget to a central reserve and reflected in future years budgets.

5.0 **RECOMMENDATION**

That the overall position of the Homes & Communities Committee net expenditure compared to budget at 31st March 2015 be accepted.

Reason for Recommendation

To advise Members of the current net expenditure compared to service budgets for the period ending 31st March 2015.

Background Papers

Nil

For further information please contact Robin Clay on Ext 5332.

David Dickinson
Director - Resources

PERFORMANCE REPORT FOR THE PERIOD ENDING 31ST MARCH 2015

| | <u>Base Budget 2014/15</u> | <u>Profile Budget 31-Mar-15</u> | <u>Actual Expenditure 31-Mar-15</u> | <u>Variance</u> | <u>Budget Officer Comments</u> |
|-----------------------------------|------------------------------------|---|---|------------------|--|
| EMPLOYEES | 1,770,750 | 1,793,317 | 1,734,541 | (58,777) | Mainly due to vacancies in Strategic Housing (£8.4k), Licensing Admin (£7.5k), Energy and home Support (£23.7k) and Anti Social Behaviour Officer (£12.8k). |
| PREMISES | 31,200 | 28,494 | 28,432 | (62) | |
| <i>General</i> | 29,720 | 27,014 | 26,653 | (361) | |
| <i>Electricity</i> | 650 | 650 | 1,268 | 618 | |
| <i>Gas</i> | 830 | 830 | 511 | (319) | |
| TRANSPORT | 17,870 | 18,640 | 12,897 | (5,743) | |
| SUPPLIES AND SERVICES | 1,005,180 | 1,046,372 | 981,250 | (65,122) | Underspends amounting to £18k show in Housing Options, these relate to a delay in the recruitment of two posts that are funded from professional services and the underspend in government grant expenditure within Housing Options allows for an element of flexibility to enable the Business Manager to respond to service pressures. The underspend of £10k in Communications is as a result of a reduction in the issues of The Voice published during the year and a reduction in the use of external professional services. Underspends in the CCTV budget (£12.5k) relate to the adhoc nature of the repair budget and the new tender for CCTV staffing being lower than budgeted. This element will result in a reduction in spend in 2015-16. There are a large number of smaller underspends across other services reporting to Homes and Communities Committee. |
| TRANSFER PAYMENTS | 39,870 | 39,870 | 62,850 | 22,980 | This is the surplus of monitoring income over expenditure for Private Sector Speech Call. The monitoring of the alarm service is provided by NSH under the management agreement therefore the surplus is transferred to the HRA at the year end. The HRA will show an income of £62,850. |
| TOTAL EXPENDITURE | 2,864,870 | 2,926,693 | 2,819,969 | (106,724) | |
| INCOME | (826,330) | (814,884) | (901,699) | (86,815) | |
| <i>General</i> | (666,250) | (654,804) | (731,935) | (77,131) | Private Sector Speech call income has over achieved by £28k this is due to insufficient information being available when the budget was set. The information has now been provided that can allow Strategic Housing to realistically estimate the income in 2015/16. CCTV income for 2014-15 was reduced as Car Parks were no longer paying towards the cameras. However, it has been agreed that this contribution will be reinstated hence the over recovery of income. The budget for 2015-16 will increase by £13k. Additional income of £13k has been received from Nottinghamshire County Council as Customer Services now deliver a number of face to face enquiries on their behalf. Within the Communications budget £6.8k of unbudgeted income has been received from CCG for a contribution to The Voice. Increased demand and homeless households requiring temporary accommodation provision has resulted in increased rental income of £10.5k from the general fund hostels. |
| <i>Licensing</i> | (160,080) | (160,080) | (169,764) | (9,684) | The legal requirement for Scrap Metal Collectors to be licenced has resulted in additional income of £3.2k. |
| TOTAL INCOME | (826,330) | (814,884) | (901,699) | (86,815) | |
| NET EXPENDITURE | 2,038,540 | 2,111,809 | 1,918,270 | (193,539) | |
| MEMORANDUM ITEMS | | | | | |
| <i>Support</i> | 719,090 | 719,090 | 696,668 | (22,422) | Support services are charged to budget heads at the end of the financial year. The direct costs of providing central services are scrutinised in the relevant portfolio. |
| <i>Capital</i> | 405,370 | 405,370 | 511,850 | 106,480 | Capital charges are applied to accounts at the end of the financial year and reversed 'below the line' so have no impact on the Council Tax payer. |
| <i>Recharged Support Services</i> | (1,457,470) | (1,457,470) | (1,520,610) | (63,140) | Central support services are recharged in full to service budgets. |
| <i>Grants</i> | | 48,031 | 48,516 | 484 | Grant funded expenditure has previously been reported outside the budget. Grants can be received in advance of the scheme they are funding being commenced, or once the scheme is completed. |
| TOTAL PER BUDGET BOOK | 1,705,530 | 1,826,830 | 1,654,693 | (172,136) | |

PERFORMANCE MONITORING: NEWARK AND SHERWOOD HOMES

1.0 Purpose of Report

- 1.1 To provide the Committee with performance information relating to the operations of Newark and Sherwood Homes (NSH) in accordance with the Management Agreement and Annual Delivery Plan.

2.0 Background Information

- 2.1 During the process to formulate the new Management Agreement with NSH, the Policy Committee at its meeting on 19th September 2013 resolved that the Homes & Communities Committee have the remit to '*undertake scrutiny of the operational performance of the Council's wholly owned housing management company*', with the Policy Committee taking responsibility for the determination of the Key Performance Indicators (KPI's) for NSH.
- 2.2 In establishing the suite of KPI's there was a need to ensure that the Council has in place a robust performance framework that includes a core set of strategic KPI's covering the expectations of the new management agreement (including the service specification) and to sustain the viability of the Council's Housing Revenue Account (HRA) Business Plan. Set alongside this was the need to avoid duplication between the respective monitoring roles and responsibilities of the Company's Board and the Council in order to make the best use of resources and to ensure a consistent and transparent framework is adopted.
- 2.3 The Board already consider and scrutinise a comprehensive range of performance information covering housing management & maintenance, the housing capital programme, rents, governance, diversity, staffing, risks, costs/finance, income, management costs, satisfaction, complaints and health & safety compliance. This is so the Board can robustly challenge the operations of the Company to ensure it functions properly and meets its vision "to deliver excellent Housing Services".
- 2.4 Policy Committee considered the above points and agreed to the strategic KPI's as set out at **Appendix A**, which the Council will monitor and scrutinise through the remit of this Committee.
- 2.5 The report that was presented to the Policy Committee at its meeting on 19th September 2013 advised that the set of KPI's be presented to Members bi-annually and by exception where a red indicator appeared within a set of tolerance levels for each KPI. A quarterly finance statement would still be reported covering HRA income.
- 2.6 To compliment the KPI'S and ensure ongoing scrutiny of NSH, the management agreement stipulates that the Company provides in consultation with the Council the following documents annually:

- a) Delivery Plan
Along with setting the Company's main activities, targets or standards under the provisions of the management agreement for each financial year, it also records the KPI's, benchmarking information and work of the Tenants Panel.

The Committee approved the Company's 2015/16 Delivery Plan at its meeting on 26th January 2015 and the benchmarking information for 2014/15 will be presented at a future Committee meeting.

- b) Asset Management Programme
- c) Tenant Panel Feedback/Work Programme
Tenant Panel representatives presented the Panels Annual Report to the Committee at its meeting on 26th January 2015. It was noted that the review of the repairs function was still to be finalised and the Committee invited the Panel to present their findings once completed. In this respect the Panel are now looking to finalise their report imminently for consideration by the Company's Board, which will then be followed by a report to this Committee.
- d) Assurance Report (covering financial affairs & governance)
- e) Details of formal complaints (outcome)
- f) List of let contracts
- g) Procurement Plan
- h) Management Fee

2.7 The majority of the above matters have to be approved by the Policy & Finance Committee, prior to which consultation is undertaken with the Strategic Housing Liaison Panel.

2.8 All the KPI's are recorded and monitored on the Council's Performance Management System, Covalent. Senior officers of the Council and Company meet on a regular basis to review the workings of the management agreement, discuss progress to deliver the Annual Delivery Plan and how the Council's strategic objectives are being met to ensure both parties obligations under the management agreement are being scrutinised and reviewed.

3.0 Newark and Sherwood Homes Performance

3.1 An overview of NSH annual performance for the financial year 2014/15 is provided at **Appendix B**, which shows a positive picture with the majority of KPI's meeting or exceeding the target set and in line with the current assumptions set for the HRA Business Plan. The paragraphs below will provide narrative to some key areas of focus.

Customer

3.2 Members should note that under the 'Customer' heading at **Appendix B** the KPI's relating to the annual survey of Tenants and Residents (*Star Survey*) for 2014/15 have not as yet been reported to NSH Board. The survey results indicate that there has been a decline in satisfaction with the repairs service, therefore to allow the Board time to scrutinise the results and formulate any necessary interventions a report on this matter will be submitted to a future Committee meeting.

Welfare Reform

- 3.3 Under the 'Welfare Reform' heading there has been an increase in the '% of general needs tenants under occupying and in arrears' and NSH report that due to welfare reform changes work is increasing to sustain tenancies and maximise income levels, with their priority focused on minimising the financial impact of escalating rent arrears. At present NSH is managing 317 households impacted by the spare room subsidy, these cases are complex in nature due to affordability factors and limited alternative housing stock available.
- 3.4 Members also need to be aware of the pending implementation of *Universal Credit in 2015 and ongoing welfare reforms that will be introduced over the term of this government. (**Universal credit brings together a range of working age benefits (including housing benefit) into a single payment.*)
- 3.5 These matters could have an adverse impact on income collection, with the need to maintain a viable HRA Account Business Plan. In this respect NSH are assessing the resources that will be required to maintain a programme of preventative measures that sustain tenancies and maximise income levels.

Housing Revenue Account (HRA) Performance

- 3.6 At the next meeting of the Committee information will be provided on the year end (2014/15) performance of the HRA for noting and consideration.

4.0 Proposals

- 4.1 The Committee note the performance information supplied in relation to the activities of Newark & Sherwood Homes, set against the requirements of the Management Agreement, and make any observations as appropriate.

5.0 Equalities Implications

- 5.1 The KPI's set to monitor the activities of NSH include an assessment of tenant satisfaction for the core housing services provided by NSH. Here further interrogation could be made where satisfaction levels decline and adversely impact on equality and diversity issues for tenants.

6.0 Impact on Budget/Policy Framework

- 6.1 The establishment of a robust housing performance framework to monitor the activities of NSH is critical to ensure delivery of the core principles of the management agreement, to sustain a viable HRA Business Plan and to measure delivery of the wider strategic housing priorities.

7.0 RECOMMENDATION

That the strategic performance information supplied in relation to the activities of Newark and Sherwood Homes is noted with the Committee making any observations as appropriate.

Reason for Recommendation

To ensure a robust performance framework is put in place to monitor the strategic performance activities of Newark & Sherwood Homes in accordance with the management agreement and to sustain a viable HRA Business Plan.

Background Papers

Nil

For further information please contact Rob Main, Strategic Housing on ext: 5930.

Karen White
Director – Safety

NEWARK & SHERWOOD HOMES- KEY PERFORMANCE INDICATORS

| Performance Indicators | Frequency |
|---|------------------|
| Income | |
| % of rent collected from current tenants as a % of rent owed | Quarterly |
| Amount of current arrears as a % of annual rent debit | Quarterly |
| % of rent loss through dwelling being vacant | Quarterly |
| Former tenant arrears as a % of annual rent debit | Quarterly |
| % of current leaseholder arrears | Quarterly |
| % of rent arrears written off | Quarterly |
| % of supported housing tenants in support charge arrears | Quarterly |
| Right to Buy | |
| Number of RTB sales | Quarterly |
| Average RTB value | Quarterly |
| Average RTB discount | Quarterly |
| Asset Management | |
| % of properties meeting the Decent Homes standard | Quarterly |
| % split between responsive repairs (revenue) and Asset Investment Programme (capital) | Annual Statement |
| Welfare Reform | |
| % of general needs tenants under occupying | Quarterly |
| % of general needs tenants under occupying and in arrears | Quarterly |
| % of tenancies paying by Direct Debit | Quarterly |
| Number of general needs tenants in receipt of housing benefit (Universal Credit) | Quarterly |
| Number of supported housing tenants in receipt of housing benefit (Universal Credit) | Quarterly |

| Performance Indicators | Frequency |
|---|---|
| Customer | |
| % of general needs tenants satisfied with the quality of their home | Annual Statement |
| % of supported housing tenants satisfied with the quality of their home | Annual Statement |
| % of general needs tenants satisfied with the responsive repairs service | Annual Statement |
| % of supported housing tenants satisfied with the responsive repairs service | Annual Statement |
| % of customer satisfaction with responsive repairs | Quarterly <i>(Recording to commence 2015/16)</i> |
| % of tenants satisfied with supported housing services | Annual Statement |
| % of general needs tenants satisfied with landlord/overall service | Annual Statement |
| % of supported housing tenants satisfied with landlord/overall service | Annual Statement |
| % of general needs tenants satisfied with the neighbourhood | Annual Statement |
| % of supported housing tenants satisfied with the neighbourhood | Annual Statement |
| % of properties in low demand | Quarterly |
| Complaints received referred to Tenant Panel and/or Housing Ombudsman | Quarterly |
| Sustainability | |
| Inward investment achieved | Annual Statement |
| Efficiency delivery achieved (as specified in the Management Agreement) | Annual Statement |
| Revenue spend for management and maintenance costs against budget | Annual Statement |
| Level of reserves | Annual Statement |
| Finance available for growth (e.g. use of RTB receipts, reserves (year-end position), debt cap) | Annual Statement |
| Change in Stock Size | Annual Statement |

NEWARK & SHERWOOD HOMES ACTUAL PERFORMANCE 2014/15

| Performance Indicators | | Performance 2014/15 | 2014/15 Annual Target | Performance 2013/14 |
|--|--|--|-----------------------|---------------------|
| Income | | | | |
| % of rent collected from current tenants as a % of rent owed. | | 98.75% | 96.25% | 98.73% |
| Amount of current arrears as a % of annual rent debit (measure of bad debt). | | 1.46% | 6.50% | 1.54% |
| % of rent loss through dwellings being vacant | | 0.60% | 2% | 0.73% |
| Former tenant arrears as a % of annual rent debit | | 0.98% | 0.50% | 0.74% |
| % of current leaseholder arrears | | 0.01% | 0.25% | NEW |
| % of rent arrears written off | | 0.28% | 0.65% | 0.13% |
| % of supported housing tenants in support charge arrears | | 17.82% | 29% | NEW |
| Right to Buy | | | | |
| Number of RTB sales | | 24 | 30 Data Indicator | 27 |
| Average RTB value | | £90,781 | Data Indicator | £109,407 |
| Average RTB discount | | £44,758 | Data Indicator | £55,201 |
| Average Sale Price | | £46,022 | Data Indicator | £54,207 |
| Asset Management | | | | |
| % of properties meeting the Decent Homes standard | | 100% | 100% | 100% |
| % split between responsive repairs (Revenue) and Asset Investment Programme (Capital) | | 35.38% (R)/64.62% (C) | 30% (R)/70% (C) | 35% (R)/65% (C) |
| Welfare Reform | | | | |
| % of general needs tenants under occupying who are impacted upon by the spare room subsidy | | 15% | Data Indicator | New |
| % of general needs tenants under occupying and in arrears | | 11.02% | 8.5% | NEW |
| % of tenancies paying by Direct Debit | | 39.97% | 60% | 36% |
| | | NSH have set an ambitious target for this KPI to ensure all options for income collection are maximised. NSH promote the benefits of Direct Debit with tenants especially at tenancy sign up, for those tenants in arrears and having investment work completed in their home. | | |
| Number of general needs tenants in receipt of housing benefit (Universal Credit) | | 1609 @ March 2015 | Data Indicator | New |

| Performance Indicators | | Performance 2014/15 | 2014/15 Annual Target | Performance 2013/14 |
|--|--|---|-----------------------|------------------------------------|
| Number of supported housing tenants in receipt of housing benefit (Universal Credit) | | 1531 @ March 2015 | Data Indicator | New |
| Customer | | | | |
| % of general needs tenants satisfied with the quality of their home - Survey of Tenants and Residents (<i>Star Survey</i>) | | | 88.50% | 84.5% |
| % of supported housing tenants satisfied with the quality of their home (<i>Star Survey</i>) | | | 88.50% | 92.70% |
| % of general needs tenants satisfied with the responsive repairs service (<i>Star Survey</i>) | | | 99% | 76% |
| % of supported housing tenants satisfied with the responsive repairs service (<i>Star Survey</i>) | | | 99% | 91% |
| % of tenants satisfied with supported housing services (<i>Star Survey</i>) | | | 91% | 90% |
| % of general needs tenants satisfied with landlord/ overall service (<i>Star Survey</i>) | | | 91% | 85% |
| % of supported housing tenants satisfied with landlord/overall service (<i>Star Survey</i>) | | | 91% | 90% |
| % of general needs tenants satisfied with the neighbourhood (<i>Star Survey</i>) | | | 88.20% | 80.3% |
| % of supported housing tenants satisfied with the neighbourhood (<i>Star Survey</i>) | | | 88.20% | 90.8% |
| % of customer satisfaction with responsive repairs (Collated from returned tenant satisfaction surveys on completion of a responsive repair). | | <i>Recording of this KPI is to commence 2015/16</i> | <i>New</i> | <i>New</i> |
| % of properties in low demand | | 4% | 8% | New |
| Complaints received referred to Tenant Panel and/or Housing Ombudsman | | 1 | 4 | New |
| Sustainability | | | | |
| NSH - Inward investment achieved | | £722,350 | £400,000 | £413,000 |
| | | The £722,350 primarily relates to NSH securing additional government grant funding to install energy efficiency measures into the housing stock and through additional project management fees, e.g. for the Council new build housing schemes. | | |
| NSH – Management fee efficiency delivery achieved (as specified in the Management Agreement) | | Baseline Management fee 2014/15: £7,637,600 Approved Management Fee 2015/16: £7,674,500 | 3% | Management Fee 2013/14: £7,893,596 |

| Performance Indicators | | Performance 2014/15 | 2014/15 Annual Target | Performance 2013/14 |
|--|--|---|-----------------------|---------------------|
| | | <p>In the first year of the Management Agreement (2014/15) a 'base line' Management Fee has been set. This is set for 3 years (subject to taking into account external factors including inflation and other aspects which are out of the control of the Company). For years 2 (2015/16) and 3 (2016/17) of the first three year period an efficiency target of 3% has been set for each year. At the end of year 3 there will be a further base line exercise carried out, against the agreed framework which sets out the fee elements. This will determine the Management fee for the next 3 year period, as well as efficiency targets for the second and third years within that second three year period and so on, etc.</p> <p>The Company submitted a request for additional payments to be included in the 2015/16 management fee in early October 2014, which were subject to discussions between the Company and the Council over a number of weeks.</p> | | |
| NSH - Revenue spend for management and maintenance costs against budget | | <i>Awaiting Year End Validation</i> | £7,637,600 | New |
| Level of HRA reserves | | £2,000,000 | £2,000,000 | £5,400,991 |
| | | A prudent level of reserves for the HRA Business Plan is set at £2m any additional finance is now transferred into the HRA Major Repairs Reserve which for 2014/15 stood at £5,979,949. | | |
| HRA Finance available for housing growth (i.e. RTB receipts, reserves (year end position), borrowing headroom, NSH reserves) | | £11,460,180 | Data Indicator | New |
| Change in Council Housing Stock Size | | 5439 | Data Indicator | 5438 |

EQUALITIES UPDATE

1.0 Purpose of the Report

1.1 To advise Members of the progress made over the last year towards the Council's corporate equalities objectives and ongoing work with regard to compliance with the Equalities duties as set out within the Equality Act 2010.

2.0 Background

2.1 In 2013, the Council adopted a new Equality & Diversity Strategy that updated our procedures and objectives and also took into account changes in legislative requirements following implementation of the Equality Act 2010. The Act defines 9 protected characteristics and specific duties for public authorities as outlined below in section 3 of this report. The Council's Strategy identifies the following 5 corporate equality objectives:

Equality Objective 1: To improve our services by being better informed about the needs and diversity of our customers and employees

Equality Objective 2: To advance equal opportunity for persons accessing Council services

Equality Objective 3: To develop engagement with our communities in respect of equality issues

Equality Objective 4: To develop equality through our commissioning activities

Equality Objective 5: To create a working environment without barriers to advancement for all our employees

2.2 The Council has agreed that equalities be part of the audit regime for 2015/16 and we hope this will show considerable progress in the Council's commitment to mainstreaming equality duties within the Council.

3.0 The Equalities Act 2010

3.1 As a public authority, the Council is required to have due regard to the need to:

Eliminate unlawful discrimination, harassment and victimisation;

Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and

Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

3.2 The Equality duty replaced the 3 previous public sector equality duties – for race, disability and gender. The Equality duty covers the following protected characteristics:

- Age
- Disability
- Gender re-assignment
- Pregnancy and maternity
- Race – this includes ethnic or national origins, colour or nationality

- Religion or belief – this includes lack of belief
- Sex
- Sexual orientation

3.3 It also applies to marriage and civil partnership, but only in respect of the requirement to have due regard to the need to eliminate discrimination.

3.4 Having **due regard** means consciously thinking about the 3 aims of the Equality Duty as part of the process of decision-making. This means that consideration of equality issues must influence the decisions reached such as in:

- how we act as an employer;
- how we develop, evaluate and review policy;
- how we design, deliver and evaluate services; and
- how we commission and procure from others.

3.5 Having due regard to the need to **advance equality of opportunity** involves considering the need to:

- Remove or minimise disadvantages suffered by people due to their protected characteristics;
- Meet the needs of people with protected characteristics; and
- Encourage people with protected characteristics to participate in public life or in other activities where their participation is low.

Fostering good relations involves tackling prejudice and promoting understanding between people who share a protected characteristic and others.

3.6 As a local authority we also have a duty to collect and publish information on service users and our communities with regards to the protected characteristics, considering the impact of the decisions that we make on people with protected characteristics.

4.0 What the Council is Doing:

4.1 The Council has a number of projects, initiatives and work streams that contribute to the Equalities strategy, which are managed through a corporate equalities training group. (The actions from the Equalities Working Group are attached at appendix A.) The NSDC Equalities Strategy is also due to be reviewed over the next 12 months and work is starting on this already. The intention will be to use the LGA Equalities Framework as a benchmark to assist the Council with the re-write of the policy.

4.2 A summary of some of the keys pieces of work that has taken place over the last 12 months are as follows:

- **Training report to Councillors**

A training report was issued to all councillors in November 2014 to remind them of their duty with regards to assessing the impact on equalities when making decisions. This was in relation to ensuring adequate consideration and assessments of equalities impacts of recommendations had been carried out and that information was provided to assist Members making decisions. This paper also advised Members of good practice with regards to Equalities their role as a Public official and also outlined some judicial reviews which other councils had been through as a result of not correctly assessing the impact on equalities.

- **Training to CMT on Equalities**

This included reminding CMT of the necessity of Equality Impact Assessments and also considered some of the issues the Council may face in the coming months, around the new build, the leisure centre, taxi licensing and car parking devolution.

- **Promotion of Specific Equality Based Days**

The Council has supported Gypsy & Traveller week and IdahoBiT Day (International day against Homophobia, Bisexuals and Transgender) by providing information and displays in Kelham and within the leisure centres, as well on its website. A calendar of further days will be promoted over the next 12 months.

- **Increase of Equalities Monitoring**

Over the last 12 months, Revenues & Benefits have begun recording equalities data from their customers, which will allow them to better understand their customers and tailor services in the future. Building Control and the ASB team also now collate such information, as does democratic services. Further work to increase this over the next 12 months will be carried out.

5.0 Summary of Work Planned Over the Next 12 Months.

5.1 To ensure ongoing compliance with the Equalities Act and understanding of how our services meet the Act, Equalities work will continue to be actioned and reviewed. Along with the review of the current documentation, below is a summary of some of the major pieces of work planned.

- **Internal Audit Of Equalities**

The Equalities Working Group have requested that an audit is undertaken to help inform the future work including the writing of the next Equality Strategy. It is due to take place over the summer period.

- **Review of Equalities Strategy with Benchmarking Against the LGA Equalities Framework**

This will be undertaken by the Equalities officer in conjunction with the Equalities Working Group and is due to be completed for early 2016.

- **Staff training to Wider Council Employees**

Training is currently being investigated for staff equality training. Previously equality training has been widely well received, using an approach of bringing in representatives from diverse groups to discuss impacts and issues they have had. This will be planned for late 2015 / early 2016

- **Member training, specifically targeting new members**

This will be part of the wider induction program.

- **Further promotion of equalities data collection**

This will be encouraged through housing, licensing and waste collection and will allow managers to ensure that they are meeting the needs of all their customers.

6.0 Conclusion

6.1 The Council has moved on considerably in relation to Equality and Diversity since the last policy was written in 2013. At the same time the government has also taken steps to reduce the burden some aspects of the Equality Act used to place on Local Authorities, specifically around procurement. However it is anticipated that further improvements can still be made and it is hoped that by undertaking an internal audit and by using the LGA Framework as a benchmark, NSDC will be able to enhance its commitment to Equality and Diversity in the next 12/24 months.

7.0 RECOMMENDATION

That the Committee notes the content of the report and the progress made against the Council's corporate equality objectives and endorses the actions as described above.

Background Papers

NSDC Equality Strategy

For further information please contact Lisa Lancaster, Business Manager - Community Safety on Ext. 5232

Karen White
Director - Safety

NSDC EQUALITY & DIVERSITY ACTION PLAN

| Name | No. | Priority | Action | Date to be completed | Status | Response | Persons responsible |
|-----------------------------------|-----|----------|--|----------------------|--------|--|---|
| NSDC Equality and Diversity 14/15 | 10 | Medium | Develop corporate collection format for Equalities information and data | 30/09/2015 | | Some sections already collecting data. Work to be carried out to expand data collection. | Director Safety, BM Community Safety, Access & Equalities Officer. Jill Baker, David Clarke |
| NSDC Equality and Diversity 14/15 | 11 | Medium | Deliver equalities training session to CMT/Directors/Members | 16/12/2014 | | CMT training carried out 17.6.14. Member training 24.11.14. | Director Safety, BM HR & Legal, BM Community Safety, Access & Equalities Officer |
| NSDC Equality and Diversity 14/15 | 12 | Medium | Deliver training for Business Units and Business Managers with regard to delivery of Business Plans and Link to Equality Objectives | 31/03/2015 | | BMs reminded by BM Community Safety at BM meeting regarding equality requirements. BM Policy & Commissioning monitoring business plans for equality objectives | BM HR & Legal, BM Community Safety, Access & Equalities Officer, BM Policy & Commissioning |
| NSDC Equality and Diversity 14/15 | 13 | Medium | Deliver follow on training on Equalities for staff within Business Unit Teams | 01/11/2015 | | Training officer to work with Equalities group to identify training package | BM HR & Legal, BM Community Safety, Access & Equalities Officer |
| NSDC Equality and Diversity 14/15 | 14 | Medium | Facilitate Equalities eLearning Certificate in Equality and Diversity/The Skills Network | 02/12/2014 | | Training Officer to include in corporate training. Action cancelled. | BM HR & Legal |
| NSDC Equality and Diversity 14/15 | 15 | Medium | Develop and incorporate an updated Procurement Tender Equalities statement | 01/06/2014 | | Completed | Director Safety, BM Community Safety, Legal, Access & Equalities Officer, Procurement Manager |
| NSDC Equality and Diversity 14/15 | 16 | Medium | Develop guidance for Business Managers regarding equalities inclusion within tender documents and contracts | 01/06/2014 | | Completed. Implementation by BMs to be undertaken | BM Community Safety, Access & Equalities Officer, Procurement Manager |
| NSDC Equality and Diversity 14/15 | 17 | Medium | Review and update online equalities website information data | Mar-16 | | Completed for 2015 | BM HR & Legal, Access & Equalities Officer |
| NSDC Equality and Diversity 14/15 | 18 | Medium | Business Unit equality targets and objectives to be completed and imported into Covalent - To be re-reviewed for 2015 / 16 | 01/08/2015 | | Performance template designed, data inputting from Business Plans undertaken | Director Safety, BM Community Safety, Access & Equalities Officer, Performance Business Manager |
| NSDC Equality and Diversity 14/15 | 19 | Medium | Equality Impact Assessments to be undertaken as appropriate. Following on from CMT/Directors Training establish process to ensure that EIAs are undertaken by Business Managers etc as appropriate | 30/06/2015 | | Training undertaken for CMT on 17.6.14. Assurance checks to be conducted on random samples following training | CMT, Director Safety, BM Community Safety & BM's |

| | | | | | | | |
|-----------------------------------|----|--------|---|--|--|---|--|
| NSDC Equality and Diversity 14/15 | 20 | Medium | Annual report for Homes and Communities Committee. Information from Business Managers required - re-reviewed 2015 | Jun-15 | | Taken to H&C Committee on 15 June 201 | Director Safety, BM HR & Legal, BM Community Safety, BM's, Access & Equalities Officer |
| NSDC Equality and Diversity 14/15 | 21 | Medium | New developments to be given guidance to be inclusive and incorporate reasonable equality considerations | Monitor Bi-annually | | As required, new developments given guidance to be inclusive and incorporate reasonable equality considerations | CMT, Director Safety, BM's, BM Development, BMs Development & Building Control, BM Community Safety, Access & Equalities Officer |
| NSDC Equality and Diversity 14/15 | 22 | Medium | Review and update all policy/guidance documents | June 2016 or as required | | To be programmed in | Director Safety, BM Community Safety, BM HR & Legal, Access & Equalities Officer |
| NSDC Equality and Diversity 14/15 | 23 | Medium | Recommissioning audit for 2015/16, including mystery shopping process for Business Units to test staff understanding of E&D issue | Commissioning from May 2015 onwards | | Programmed into Audit Annual Plan | Director Safety, BM Community Safety, BM HR & Legal, Access & Equalities Officer |
| NSDC Equality and Diversity 14/15 | 24 | Medium | Equalities induction & training to Members, including information report to committees & Elected Members' induction pack, including equality roles & responsibilities | Report to Homes & Communities Committee 24.11.14 | | Report to Homes & Communities Committee 24.11.14. Briefing note sent to all Members | Director Safety, BM Community Safety, BM HR & Legal, Access & Equalities Officer |

Please note actions 1 to 9, as per the previous audit sheet, have been completed or incorporated as necessary. Details are held by Access & Equalities Officer. 21/04/2015 edition.

The initial contract term will be until 31 March 2017 with an option for annual extension for a further three years after this. The contract period has been set up in this way to provide the flexibility to extend or terminate the contract as required depending on the potential CCTV control room relocation associated with the Council's move from Kelham Hall. It has also been crafted so that it is open for Ashfield District Council to join. Finally, it also provides for the purchase of capital equipment and the relocation of the CCTV control room without the Councils having to undergo a further tendering process.

The tendered cost over the five year contract period, for both Councils, is £169,875.90. Whilst the actual cost will be subject to the types of parts that require replacements and the number of responsive call-outs required over the period of the contract, the new contract will yield significant savings for the District Council compared to the existing contract. Specifically for Newark and Sherwood District Council, the annual costs for the first year are approximately £15,000. This compares to a current spend of £43,625 for 2014 / 15 with the District Council's current provider.

Reason for Urgency

The decision to accept the tender and award the contract is urgent given that the existing contract expires on 31st May 2015 and the next meeting of the Homes and Communities Committee is not due to take place until 15th June 2015.

Decision

That the contract for the provision of the 'CCTV Maintenance Services for Broxtowe Borough Council and Newark & Sherwood District Council be awarded to Baydale Control Systems Limited.

Members Consulted

Councillor Bruce Laughton
Councillor Tim Wendels
Councillor Mrs Celia Brooks

Signed:

Karen White

Date: 28th May 2015

Karen White
Director - Safety