

Notice of a public meeting of

Decision Session - Executive Leader (incorporating Housing & Safer Neighbourhoods)

To: Councillor Carr (Executive Leader, incorporating Housing and Safer Neighbourhoods)

Date: Monday, 23 January 2017

Time: 3.00 pm

Venue: The Thornton Room - Ground Floor, West Offices (G039)

AGENDA

Notice to Members – Post Decision Calling In:

Members are reminded that, should they wish to call in any item* on this agenda, notice must be given to Democratic Services by **4:00pm on Wednesday 25 January 2017**.

*With the exception of matters that have been the subject of a previous call in, require Full Council approval or are urgent which are not subject to the call-in provisions. Any called in items will be considered by the Corporate and Scrutiny Management Policy and Scrutiny Committee.

Written representations in respect of items on this agenda should be submitted to Democratic Services by **5.00 pm on Thursday 19 January 2017**.

1. Declarations of Interest

At this point in the meeting, the Executive Leader is asked to declare:

- any personal interests not included on the Register of Interests
- any prejudicial interests or
- any disclosable pecuniary interests

which they might have in respect of business on this agenda.

2. Exclusion of Press and Public

To consider the exclusion of the press and public from the meeting during consideration of the annexes to Agenda Item 9 (Affordable Housing Commuted Sum Dispute) on the grounds that they contain:

- information relating to the financial or business affairs of any particular person (including the authority holding that information),
- information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.

This information is classed as exempt under paragraphs 3 and 5 respectively of Schedule 12A to Section 100A of the Local Government Act 1972 (as revised by The Local Government (Access to Information) (Variation) Order 2006.

3. Minutes (Pages 1 - 6)

To approve and sign the minutes of the Decision Session held on 17 October 2016.

4. Public Participation

At this point in the meeting, members of the public who have registered their wish to speak at the meeting can do so. The deadline for registering is at **5.00 pm on Friday 20 January 2017**.

Members of the public may register to speak on an item on the agenda or an issue within the Executive Leader's remit.

Filming, Recording or Webcasting Meetings

Please note this meeting may be filmed and webcast and that includes any registered public speakers, who have given their permission. This broadcast can be viewed at <http://www.york.gov.uk/webcasts>.

Residents are welcome to photograph, film or record Councillors and Officers at all meetings open to the press and public. This includes the use of social media reporting, i.e. tweeting. Anyone wishing to film, record or take photos at any public meeting should contact the Democracy Officers (whose contact details are at the foot of this agenda) in advance of the meeting.

The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all

those present. It can be viewed at:

http://www.york.gov.uk/download/downloads/id/11406/protocol_for_webcasting_film_and_recording_of_council_meetings_20160809.pdf

- 5. 2016/17 Tenant Satisfaction Survey Results** (Pages 7 - 26)

This reports on the outcomes of the 2016/17 annual Tenant Satisfaction Survey which is the biggest single gauge of satisfaction across landlord services by tenants of council owned housing stock.
- 6. Sheltered Housing: Be Independent Charges** (Pages 27 - 34)

This report provides an update on the background and current situation with regard to the subsidy provided to Council sheltered housing tenants for the Be Independent service. It also seeks approval to end the current blanket subsidy and instead offer a means tested subsidy to tenants in Council Sheltered Housing in order to achieve a more equitable position.
- 7. The Future of Customer Focussed and Sustainable Housing Management in Sheltered Housing.** (Pages 35 - 44)

This report provides an update on the way in which tenants in sheltered housing, and sheltered with care housing, will be affected by the proposed housing re-structure. It seeks approval to proceed with the proposed changes as part of the wider changes in the approach to housing management across the council owned stock.
- 8. Replacement of the Estate Improvement Grant with the Housing Environmental Improvement Programme** (Pages 45 - 76)

The report seeks approval to replace the Estate Improvement Grant (EIG) Scheme and introduce a Housing Environmental Improvement Programme (HEIP). Both are funded from the Housing Revenue Account and must directly benefit council tenants by improving housing assets.

9. Affordable Housing Commuted Sum Dispute (Pages 77 - 92)

The report provides an update on a legal matter between the council and a developer regarding the obligation to pay a commuted sum in lieu of onsite affordable housing.

10. Urgent Business

Any other business which the Executive Member considers urgent under the Local Government Act 1972.

Democracy Officers:

Catherine Clarke and Louise Cook (job share)

Telephone No- 01904 551031

Email- catherine.clarke@york.gov.uk/louise.cook@york.gov.uk

For more information about any of the following please contact the Democratic Services Officers responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی میا کی جاسکتی ہیں۔ (Urdu)

 **(01904) 551550**

City of York Council

Committee Minutes

Meeting	Decision Session - Executive Leader (incorporating Housing & Safer Neighbourhoods)
Date	17 October 2016
Present	Councillor Carr (Executive Leader)

12. Declarations of Interest

At this point in the meeting the Executive Leader was asked to declare if he had any personal, prejudicial or disclosable pecuniary interests in the business on the agenda. He declared he had none.

13. Minutes

Resolved: That the minutes of the Decision Session held on 18 July 2016 be approved and then signed by the Executive Leader as a correct record.

14. Public Participation

It was reported that there were no registrations to speak under the Councils Public Participation Scheme.

15. Update on the Laws relating to Private Rented Sector Housing (PRS)

The Executive Leader considered a report that updated him on the implementation of three new laws introduced in 2015 that affected the:

- Private Rented Sector (PRS)
- Redress Schemes for Letting Agents and property management work.
- Duty of Letting Agents to publicise fees and the installation of Smoke and Carbon Monoxide Detectors.

The Housing Standards and Adaptations Manager gave an update and confirmed last year:

- Officers had written to 77 agents operating in the city to highlight the laws and the financial penalties for not joining a redress scheme and publicising fees.
- Nine non-responding agents received a visit and officers were able to establish that all known agents at that stage were compliant.
- Two complaints had been received but when investigated the agents were found to be fully compliant.

Officers then provided a verbal update to the report, explaining that following the recent random sample survey, where they had found four out of six letting agents premises to be non-compliant, the remaining letting agents were visited. In total 47 letting agents, including the initial six were found to be letting homes on behalf of others and:

- fifteen were found to be non-compliant.
- seven were failing to display their fees in the office,
- four were failing to display their fees on their website and
- five were failing to display fees either in their office or on their website.

This resulted in the penalty charge notice procedure to be invoked which allowed 28 days to appeal or risk a maximum fine of up to £5000.

The Executive Member noted that the Smoke and Carbon Monoxide Detectors legislation required all private rented properties, regardless of type or number of tenants, to have a smoke alarm and a carbon monoxide alarm fitted in any room which was used wholly or partly as living accommodation or contained a solid fuel burning combustion appliance. Officers confirmed they had worked closely with North Yorkshire Fire and Rescue to publicise this law via press releases, the City of York Council website and landlord events, where more than 260 free fire alarms were provided to landlords. To date only 3 complaints had been received to investigate and no penalty charge notices had been issued.

Discussions took place regarding the new laws in the Housing and Planning Act 2016 including a package of measures aimed at tackling rogue landlords in the private rented sector. The Executive Leader noted that the new laws would not impact the private rented sector until 2017 and he welcomed an update at a future Executive Leader (incorporating Housing & Safer Neighbourhoods) Decision Session.

Resolved:

- a) That the report be noted and it be agreed that the fixed penalty fines remain at the maximum level in line with guidance to ensure that the laws introduced last year deter poor practice within the sector.
- b) That it be noted that further changes to the law relating to the Private Rented Sector (PRS) will be introduced sometime in 2017 due to the provisions of the Housing and Planning Act 2016.

Reason: To continue to impose the maximum monetary penalty will send out the right message to agents/landlords who need to ensure that they are providing transparency when setting fees and continue to improve the management/safety of the properties they let.

16. Review of Housing Registrations Service

The Executive Leader considered a report that made recommendations for changes to service delivery and updated him on the recent service review that had highlighted the need for three significant changes to the current system:

- the potential withdrawal from the sub regional partnership North Yorkshire Home Choice (NYHC),
- the reversion to allocating properties rather than using the Choice Based Lettings (CBL) system and
- the amendment to the allocations and lettings policy.

Officers provided a verbal update to the report and confirmed the review had identified a large amount of waste within the service, including staff time and improved ways to work that would benefit the customer including the option to move away from an online housing application service.

The Executive Leader noted that the option to still obtain information online, with regards to available housing options, would still be accessible but that individual conversations with customers, when making an application for social housing, was a more successful way of working to ensure the supply and demand limitations were fully understood. Feedback from customers showed they welcomed this approach and were appreciative of the honesty of officers when discussing their options.

Officers went on to explain that the next phase of the review process included negotiations with North Yorkshire Home Choice partnership on a number of issues including:

- Changes to the IT system.
- Ending online applications.
- Moving away from a Choice Based Letting Scheme and adopting an officer allocation system based on customer preference.

Officers also confirmed they were considering changes to the Allocations Policy which would receive full consultation and final approval by the Executive Leader at his Decision Session. In answer to the Executive Leaders questions it was confirmed that parts of the Allocations Policy had to be updated due to legislation changes and officers hoped the policy would also reflect each Local Authorities individual housing needs with York's biggest demand being 2 bedroom properties.

The Executive Leader highlighted a written submission opposing to the removal of the bronze priority band and he questioned officers on this. They confirmed that 29% of applications were bronze band, with only 1% resulting in an offer of a property. Officers would continue to advise customers and the removal of the bronze band would open more opportunities for those individuals or families to access alternative accommodation.

The Executive Leader thanked officers for their report and agreed they could negotiate changes with the NYHC partnership provided that the final proposals were presented at a future Executive Leader (incorporating Housing & Safer Neighbourhood) Decision Session.

Resolved:

- i) That the contents of the report be noted.
- ii) That officers be given delegated authority to negotiate changes within the North Yorkshire Home Choice (NYHC) partnership and that the final proposals, including any decision to withdraw from NYHC, be reported and considered at a future Executive Leader (incorporating Housing and Safer Neighbourhoods) Decision Session.
- iii) That the Housing Allocations Policy be considered at a future Executive Leader (incorporating Housing and Safer Neighbourhoods) Decision Session.

Reason: To offer a more efficient, targeted service to those in housing need.

Cllr Carr, Executive Leader

[The meeting started at 3.00 pm and finished at 3.25 pm].

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Decision Session - Executive Leader (incorporating Housing and Safer Neighbourhoods) 23 January 2017

Report of the Assistant Director – Housing and Community Safety

2016/17 Tenant Satisfaction Survey Results

Purpose of the report

1. This is the report on the outcomes of the 2016/17 annual Tenant Satisfaction Survey, (hereafter referred to as the Survey) which is the biggest single gauge of satisfaction across landlord services by tenants of council owned housing stock.

Background

2. The Survey was conducted by the Strategic Business Intelligence Hub (independently of housing services) between September and November 2016. While the Survey was primarily carried out by post, contact by email was also used to encourage tenants to complete the survey online, and all participants had the option to complete the survey online rather than filling in a paper form. A randomly selected representative sample of 2,800 tenants (of 7,507 total lead tenants) was contacted, producing a 23% response rate (644 respondents – 8.6% of total lead tenants). This was a cross sectional study, which means the sampling method used reflected the demographics of the population, although the response did not.
3. The 2016/17 results are statistically significant to within a +/- 3.69% confidence interval.
4. This year, the number of questions asked in the Survey was reduced from 44 to 25. The aim of this was to:
 - Try and increase the response rate, which has been falling in recent years
 - Ensure that each question asked was still relevant, and that the results of each question could be used to feed meaningfully into service improvement

- Reduce the material cost of administering the Survey and the time taken to process the results

Consultation

5. The question set for the 2016/17 Survey was reduced and amended from the 2015/16 Survey through discussions with officers from the housing service.
6. The Tenant Scrutiny Panel was also given the opportunity to contribute to the 2016/17 Survey.

Summary

7. The Survey feeds into benchmarking the housing service against national comparators, using Housemark.¹ Housemark proscribes a set of core questions which are detailed in table 1; asking these core questions every year allows City of York Council (CYC) to measure its performance on tenant satisfaction against other social housing providers.
8. Table 1 below shows how CYC performed on the Housemark core questions compared with its performance in 2015/16.

Table 1: Housemark core questions (marked with an * throughout the report)		
Tenant satisfaction with...	2016/17 figure	Change from 2015/16
Service provided by the landlord*	88.87%	↑ 0.2%
Overall quality of the home*	84.54%	↓ 2.65%
Rent providing value for money*	86.5%	↑ 2.06%
Repairs and maintenance (generally)*	80.56%	↓ 4%
Neighbourhood as a place to live*	85.14%	↑ 3.87%
Landlord listening to views and acting on them*	73.55%	↑ 7.83%

9. This year's results show that satisfaction has increased across 4 of the 6 core measures.
10. It is not possible to compare our performance in the 2016/17 Survey core questions with other providers' (such as Housing Associations or Local Authorities) performance for 2016/17 until late 2017 because of the time lag in data collection and analysis. For the purposes of this report therefore, we have compared the 2016/17 Survey data with data from

¹ Housemark is the independent core benchmarking service that CYC uses. Details at <https://www.housemark.co.uk/>

the most recent (2015/16) Housemark report in order to provide a general gauge of where CYC's performance sits with national comparators. This will be done throughout the report where possible.

11. The following tables show the most significant fluctuations in satisfaction from the 2016/17 Survey when compared with the 2015/16 results.

Table 2: Headline improvements since 2015/16		
Tenant satisfaction with...	2016/17 figure	Increase from 2015/16
Landlord listening to views and acting on them*	73.55%	↑ 7.83%
Availability of storage space	70.82%	↑ 7%
Ease of reporting a repair	90.05%	↑ 6.21%
Ability of staff to deal with query	84.03%	↑ 5.25%
The way landlord deals with Anti Social Behaviour (ASB)	58.12%	↑ 5%
Rent providing value for money*	86.5%	↑ 4.25%

Table 3: Headline decreases in satisfaction since 2015/16		
Tenant satisfaction with...	2016/17 figure	Decrease from 2015/16
Being kept informed about the progress of complaint	32.67%	↓ 7.07%
Ease of making a complaint	66.99%	↓ 5.74%
Speed of dealing with a complaint	33.66%	↓ 5.56%
Support while complaint was dealt with	31.31%	↓ 5.29%
That crime is not a problem	76.14%	↓ 5.05%

12. The full survey results are grouped according to housing's four themes, the broad content of which are shown in table 4 below. The full survey results are shown in Annex 1 and the highlights from each theme are contained in this report.

Table 4: Housing Themes	
Theme	Tenant Satisfaction with...
Your Property	Repairs, gas servicing and overall property condition
Your Place	Place to live, neighbourhood and estate services
Your Service	Customer service, complaints, rent and overall service
Your Say	Resident involvement and tenant influence

Recommendations

13. The Executive Leader (incorporating Housing and Safer Neighbourhoods) is asked to:

- Consider the results of the 2016/17 Tenant Satisfaction Survey and note the officer comments regarding future actions.
- Agree to run a Tenant Satisfaction Survey for 2017/18.

Reason: To ensure that CYC has up to date information regarding customer satisfaction, enabling landlord and building services to target resources and improvements to those services prioritised by customers, and to feed into the annual Housemark benchmarking return.

Analysis

Theme 1: Your Property

14. Tenant satisfaction with repairs, gas servicing and overall property condition has been mixed; the most significant fluctuations in satisfaction are outlined in table 5 below. Many of the other results under this theme showed no material change in satisfaction levels (less than a 1% shift) since 2015/16 and are not shown here.

Table 5: Headline changes in satisfaction since 2015/16		
Tenant satisfaction with...	2016/17 figure	Change from 2015/16
Increases in satisfaction		
Ease of reporting a repair	90.05%	↑ 6.21%
Time taken before repair started	79.03%	↑ 1.27%
Speed the repair was completed	86.74%	↑ 1.69%
The attitude of repairs operatives	93.42%	↑ 1.8%
Decreases in satisfaction		
Repairs and maintenance (generally)*	80.56%	↓ 4%
Overall quality of the home*	84.54%	↓ 2.65%
Overall quality of the repair	85.56%	↓ 2.1%

15. Satisfaction with both of the core questions in this theme has decreased. Satisfaction with the overall quality of the home decreased by 2.65%, bringing satisfaction down to 84.54%. The Housemark median for this question for 2015/16 was 81%, meaning that even though satisfaction has reduced CYC still scores well above average using the 2015/16 measure.

16. General satisfaction with repairs and maintenance – the second core question in this area – decreased by 4%, bringing overall satisfaction to 80.56%. The 2015/16 Housemark median score for this question was 80%; using the 2015/16 measure, CYC's 2016/17 score sits slightly above the average for this question.
17. All of the most significant increases in satisfaction in the Your Property theme are with specific aspects of the repairs service. Satisfaction with specific aspects of repairs are drawn from the 395 tenants that answered 'yes' when asked whether they have had a repair in the last 12 months.
18. With repairs, the highest levels of satisfaction were with the attitude of the repairs operatives (satisfaction at 93.42% - an increase of 1.8% from 2015/16), the ease of reporting a repair (satisfaction at 90.05% - an increase of 6.21% from 2015/16) and with keeping dirt and mess to a minimum (89.68% - a decrease of 0.67% from 2015/16).
19. The lowest levels of satisfaction with repairs were with the time taken before the work started (79.03% - an increase of 1.27 % from 2015/16), the repair being done right first time (82.23% - an increase of 0.71% from 2015/16) and with being able to make an appointment (82.88% - a decrease of 0.36% from 2015/16).
20. Overall performance in this area has fallen by 4%, which is disappointing. However, the general results with repairs are inconsistent, with some satisfaction levels on specific areas of repairs remaining high or increasing, as detailed in the paragraphs above. For example, satisfaction with 'the attitude of the repairs operatives' has increased to 93%, suggesting that staff have the right approach and care about the job. Further, satisfaction with 'ease of reporting a repair' has increased by 6.21%; this reflects work that has been done by building services to map call demand and increase phone resources at times when the evidence shows lines will be busy.
21. Where satisfaction levels have decreased, building services are examining patch level data and undertaking further analysis with operational managers and supervisors to understand this inconsistency.

Theme 2: Your Place

22. The most significant fluctuations in satisfaction for questions in the Your Place theme are listed in table 6 below.

Table 6: Headline changes in satisfaction since 2015/16		
Tenant satisfaction with...	2016/17 figure	Change from 2015/16
Neighbourhood as a place to live*	85.14%	↑ 3.87%
Increase in tenants reporting the following are not a problem (i.e. satisfaction improved)		
Availability of storage space	70.82%	↑ 7%
Noise from traffic	71.18%	↑2.86%
Vandalism or graffiti	83.78%	↑ 3.03%
Decrease in tenants reporting the following are not a problem (i.e. satisfaction decreased)		
Drunk or rowdy behaviour	57.44%	↓3.21%
Noisy neighbours	63.56%	↓3.83%
Problems with pets and animals	76.99%	↓3.25%
Other crime	76.14%	↓5.05%
Conditions of roads/pavements	41.86%	↓3.77%

23. Satisfaction with the only core question in this category – neighbourhood as a place to live – increased by 3.87% for 2016/17 to 85.14%. The Housemark median score for this question in 2015/16 was 83%, putting CYC above average for this measure.
24. When asked to rank estate based problems, tenants rated car parking the highest with 58.38% of respondents stating it ‘is a problem’ (2.36% increase from last year), followed by dog mess at 55.96% (down 2.7% from 2015/16) and conditions of roads and pavements (58.14% – increase of 3.77% from last year).
25. The biggest improvement in estate based services compared with 2015/16 results was with tenants rating availability of storage space as ‘not a problem’ (70.82% - up 7%). Throughout the last year, housing services have been working to improve the amount of storage space available to tenants through providing a range of extra storage facilities through the Estate Improvement Grant, particularly in the East and West areas of York. These extra facilities have been in a range of forms including facilities to store bicycles and mobility scooters and internal storage within accommodation blocks.

Theme 3: Your Service

26. General satisfaction with the service provided has increased on several key measures, as shown in the table below.

Table 7: Headline changes in satisfaction since 2015/16		
Tenant satisfaction with...	2016/17 figure	Change from 2015/16
Ability of first person to deal with query	84.03%	↑ 5.25%
Helpfulness of staff	85.18%	↑ 4.18%
Rent providing value for money*	86.5%	↑ 4.25%
Service provided by the landlord*	88.87%	↑ 0.2%

27. Satisfaction that rent provides value for money increased by 4.25% to 86.5%; this compares favourably with the Housemark median for this category which was 82% in 2015/16.
28. Satisfaction with the second core question in this category – overall service provided by the landlord – was 88.87%, an immaterial increase of 0.2% from 2015/16. However, we still compare favourably with the Housemark median score for this measure which was 84.5% in 2015/16.
29. Satisfaction with the way the landlord responds to tenants' issues was highest with responding to enquiries (77.6% satisfied), and dissatisfaction was highest with the way the landlord deals with anti-social behaviour (14.21% dissatisfied).
30. The Survey also included a question asking how satisfied tenants were with the process of making a complaint to the landlord. Responses to this question indicate that satisfaction decreased across the board, as shown in the table below.

Table 8: Satisfaction with complaints		
How satisfied or dissatisfied are you with each of the following aspects of how your complaint was dealt with?		
Tenant satisfaction with...	2016/17 figure	Change from 2015/16
Ease of making complaint	66.99%	↓ 5.74%
Information and advice provided	54%	↓ 3.62%
Being kept informed about the progress of complaint	32.67%	↓ 7.07%
Support received while complaint was dealt with	31.31%	↓ 5.29%
Overall way complaint was handled	39.22%	↓ 1.57%
Speed complaint was dealt with	33.66%	↓ 5.56%
Final outcome of complaint	36.08%	↓ 4.32%

31. It is important to note that the detailed responses about complaints listed above are drawn from a small sample of 109 tenants (those who answered 'yes' when asked if they had made a complaint to their landlord in the last 12 months). Although not statistically significant, this number of responses provides a good indicator of satisfaction with complaints. 18.47% of respondents had made a complaint to the landlord in the last 12 months, down 3.27% from 2015/16.
32. Going forward, officers will be working within housing services and the Customer Complaints and Feedback Team to understand more fully why satisfaction with complaints handling has declined. This will include looking at data from formal complaints and comparing it with the data on complaints gathered through the Survey to see if there are any notable patterns. Initial research has shown that there is a difference in what customers perceive as a complaint and what is classed as a formal complaint and therefore logged through the complaints process.
33. This year's Survey also asked tenants how they access the internet. The results showed that the percentage of people using a home computer/tablet has steadily decreased over the last three years – from 42.8% in 2014/15 to 28.93% in 2016/17. Conversely, the percentage of people accessing the internet using a Smartphone has steadily increased from 10.05% in 2014/15 to 22.91% in 2016/17. The amount of people selecting 'I don't use it at all' has also decreased from 42.26% in 2014/15 to 34.42% in 2016/17.
34. Taking into account wider changes taking place across the council, the 2016/17 Survey also asked a more general question about CYC moving to provide more services online in the long term. The question asked was: *'We are looking at providing more of our services online through the council website. These changes could enable you to report issues and/or access your records online. We'd like to know what you think about this – please use the space below to make any comments or suggestions you have'*.
35. The response to this question was in free text form and so there is no quantitative data from it. The qualitative data shows that around 42% of respondents think that providing more services online is a good idea, around 34% flagged problems with access to the internet/equipment and 8% stated that they did not have digital skills/had a physical barrier to accessing services online such as a disability.
36. The results of this question will be used by the Digital Services Board which is working towards the mapping the future of all electronic/digital

communications made by CYC. The Board will use the information gathered from this Survey to ensure that the future shape of this service is as inclusive as possible and that it meets tenants' needs.

Theme 4: Your Say

37. Satisfaction with questions in the 'Your Say' theme has mainly increased, as shown in the table below.

Table 9: Headline changes in satisfaction since 2015/16		
Tenant satisfaction with...	2016/17 figure	Change from 2015/16
Landlord listening to views and acting on them*	73.55%	↑ 7.83%
Landlord treating tenants fairly and with respect	87.4%	↑ 3.25%
Landlord keeping tenants informed	77.16%	↓ 0.02%

38. The most notable increase is with satisfaction with the landlord listening to tenants' views and acting on them, with 2016/17 Survey results showing an increase of 7.83% from 2015/16, bringing satisfaction up to 73.55%. The Housemark median score for this question in 2015/16 was 67% showing that we compare very favourably with our comparators.
39. This year, the tenant engagement team have been working to provide more opportunities for tenants and leaseholders to tell CYC about any issues they have or suggestions to improve the service. These feedback mechanisms are being built into the day to day work of the housing team, as stated within the Tenant Engagement Strategy. For example, new Tenant Choice focus groups have taken place this year as part of the Service Inspectors' work; these focus groups afford tenants the opportunity to raise concerns and ideas for service improvement in relation to the Tenant's Choice scheme. The information gathered is then fed back to the contractor and the contracts manager.

Service Improvement

40. The results from the Survey have also been analysed by tenancy patch which allows the data to be used to target issues in particular areas.
41. The results of the Survey will be used to inform the future development of the housing service. Some specific examples are listed below.
42. The results will be used to inform the restructure of housing services. The results of the Tenant Satisfaction Survey over several years have highlighted that tenants want to have a single clear point of contact within

housing services to go to with queries. The restructure will move towards a new staffing model which will address this.

43. Housing services are working to change the way the Estate Improvement Grant is allocated from April 2017. This will bring a range of changes including: a renewed focus on targeting the Estate Improvement Grant on ward priorities identified through the Survey such as improving storage/car parking; a move away from the current annual budget process (which tends to fund small projects) towards a system aligned with ward budgets over a time period of four years. This could allow access to four years' Estate Improvement Grant funding in one go in order to enable achievement of more substantial projects (potentially co-funded with ward budgets). The aim is to achieve economies of scale and enable more substantial projects to be achieved which meet the needs of individual wards.
44. The results will also feed into the commissioning of a new IT system which will improve efficiency for tenants, including enhancing the ability of repairs staff to do mobile working.
45. Building services are working to examine the Survey data in more detail at patch level, where satisfaction has decreased. The initial review of the Survey results relating to repairs indicated that there were higher levels of dissatisfaction in patches where Tenant's Choice works were about to take place; as a result building services are reviewing the approach to reactive repairs in the run up to Tenant's Choice work and looking at the sustainability of the components that are installed to ensure they are not failing earlier than anticipated and driving unnecessary tenant dissatisfaction.

Equalities Monitoring

46. A detailed profile of respondents can be found in Annex 2, compared to the profile of lead tenants.
47. There was a low response rate from the younger age categories. The response from tenants aged 16-24 was particularly low. This age group makes up 5.6% of the sample and 5% of all lead tenants, however just 2% (11 tenants) of survey respondents were 16-24. Similarly, 25-44 year olds make up 34% of the lead tenant population but constituted just 17% of the total respondents.
48. The gender split was broadly representative of the current lead tenant population with more female respondents (64%) than male (36%). There

were no significant differences between female and male answers to the core satisfaction questions.

49. There were not sufficient numbers of respondents with other protected characteristics to be able to draw conclusions about any differences in satisfaction. The respondent profile, including detail on protected characteristics, can be found in Annex 2.

Council Plan

50. This survey supports the Council Plan priority 'a Council that listens to residents', which commits the council to working with communities to deliver the services they want.

Implications

51. The implications arising from this report are:
- **Financial** – None. The survey is delivered within existing budgets.
 - **Human Resources** – None.
 - **Equalities** – See points 46-49 above. The respondent profile, including detail on protected characteristics, can be found in Annex 2.
 - **Legal** – None.
 - **Crime and Disorder** – None.
 - **Information Technology** – None.
 - **Property** – None.

Risk Management

52. This survey provides the key measure of tenant satisfaction with housing services. Its results also feed into benchmarking work through Housemark, which enables us to measure how the service is performing compared to national peers. Without the information gained through the survey there is a risk of the Council being unable to target resources at the services customers feel are most in need of attention.

Contact Details

Author:

Alice Rowland
Strategy and Policy Officer
Tel: 01904 553889

Chief officer responsible for the report:

Tom Brittain
Assistant Director: Housing & Community Safety
01904 551262

**Report
approved**



Date 22.12.2016

Background Papers

None

Annexes

Annex 1 Tenant Satisfaction Survey 2016/2017

Annex 2 The respondent profile



HHASC - Tenant Satisfaction Survey 2016/2017

No of Indicators = 54 | Direction of Travel (DoT) shows the trend of how an indicator is performing against its polarity over time.

Produced by the Strategic Business Intelligence Hub December 2016

		Collection Frequency	Previous Years				2016/2017	Polarity	DoT
			2013/14	2014/15	2015/16	2016/17	Target		
<u>TSS00</u>	Number of responses to the Tenant Satisfaction Survey	Annual	791	798	880	644	-	Neutral	
<u>TSS01</u>	% of tenants satisfied with the way their landlord deals with repairs and maintenance generally	Annual	82.25%	81.27%	84.56%	80.56%	-	Up is Good	Bad
	% of tenants dissatisfied with the way their landlord deals with repairs and maintenance generally	Annual	15.01%	14.43%	13.30%	11.79%	-	Up is Bad	Good
<u>TSS02</u>	% of tenants satisfied with the overall quality of their home	Annual	82.65%	82.38%	87.19%	84.54%	-	Up is Good	Bad
	% of tenants dissatisfied with the overall quality of their home	Annual	14.45%	15.14%	10.68%	11.51%	-	Up is Bad	Bad
<u>TSS03</u>	% of tenants who have had repairs to their home in the last 12 months	Annual	66.53%	68.38%	68.61%	66.28%	-	Neutral	
<u>TSS04A</u>	% of tenants satisfied with ease of reporting a repair (repairs to home)	Annual	82.74%	85.20%	83.84%	90.05%	-	Up is Good	Good
	% of tenants dissatisfied with ease of reporting a repair (repairs to home)	Annual	11.16%	11.60%	12.57%	6.81%	-	Up is Bad	Good
<u>TSS04B</u>	% of tenants satisfied with being told when workers would call (repairs to home)	Annual	82.39%	84.81%	84.99%	85.53%	-	Up is Good	Neutral
	% of tenants dissatisfied with being told when workers would call (repairs to home)	Annual	12.79%	9.27%	10.49%	7.63%	-	Up is Bad	Good
<u>TSS04C</u>	% of tenants satisfied with being able to make an appointment (repairs to home)	Annual	81.30%	81.15%	83.24%	82.88%	-	Up is Good	Neutral
	% of tenants dissatisfied with being able to make an appointment (repairs to home)	Annual	11.96%	10.04%	10.68%	9.51%	-	Up is Bad	Neutral
<u>TSS04D</u>	% of tenants satisfied with time taken before work started (repairs to home)	Annual	76.56%	78.03%	77.76%	79.03%	-	Up is Good	Good
	% of tenants dissatisfied with time taken before work started (repairs to home)	Annual	15.27%	14.17%	14.71%	13.44%	-	Up is Bad	Good
<u>TSS04E</u>	% of tenants satisfied with how quickly work was completed (repairs to home)	Annual	82.42%	84.48%	85.05%	86.74%	-	Up is Good	Good
	% of tenants dissatisfied with how quickly work was completed (repairs to home)	Annual	13.14%	11.49%	11.35%	9.02%	-	Up is Bad	Good
<u>TSS04F</u>	% of tenants satisfied with the attitude of workers (repairs to home)	Annual	90.61%	92.86%	91.62%	93.42%	-	Up is Good	Good
	% of tenants dissatisfied with the attitude of workers (repairs to home)	Annual	5.64%	3.97%	3.39%	2.63%	-	Up is Bad	Neutral
<u>TSS04G</u>	% of tenants satisfied with the overall quality of repairs (repairs to home)	Annual	83.58%	85.74%	87.66%	85.56%	-	Up is Good	Bad
	% of tenants dissatisfied with the overall quality of repairs (repairs to home)	Annual	11.58%	8.84%	7.80%	8.66%	-	Up is Bad	Neutral

<u>TSS04H</u>	% of tenants satisfied with keeping dirt and mess to a minimum (repairs to home)	Annual	88.05%	90.36%	90.35%	89.68%	-	Up is Good	Neutral
	% of tenants dissatisfied with keeping dirt and mess to a minimum (repairs to home)	Annual	6.92%	5.42%	4.74%	4.76%	-	Up is Bad	Neutral
<u>TSS04I</u>	% of tenants satisfied with repairs being done 'right first time' (repairs to home)	Annual	76.41%	78.96%	81.52%	82.23%	-	Up is Good	Neutral
	% of tenants dissatisfied with repairs being done 'right first time' (repairs to home)	Annual	19.00%	14.83%	13.04%	11.67%	-	Up is Bad	Good
<u>TSS04J</u>	% of tenants satisfied operatives did the job they expected (repairs to home)	Annual	84.75%	84.96%	87.23%	86.54%	-	Up is Good	Neutral
	% of tenants dissatisfied operatives did the job they expected (repairs to home)	Annual	8.69%	8.94%	8.03%	8.18%	-	Up is Bad	Neutral
<u>TSS04K</u>	% of tenants satisfied with the overall service received (repairs to home)	Annual	81.25%	83.23%	85.07%	84.03%	-	Up is Good	Bad
	% of tenants dissatisfied with the overall service received (repairs to home)	Annual	11.04%	9.18%	10.07%	8.64%	-	Up is Bad	Good
<u>TSS05</u>	% of tenants who said the contractor showed proof of identity (repairs to home)	Annual	60.40%	61.06%	61.36%	60.42%	-	Up is Good	Neutral
<u>TSS07</u>	% of tenants satisfied with their neighbourhood as a place to live	Annual	81.88%	82.37%	81.27%	85.14%	-	Up is Good	Good
	% of tenants dissatisfied with their neighbourhood as a place to live	Annual	15.21%	14.47%	15.31%	9.35%	-	Up is Bad	Good
<u>TSS08A</u>	% of tenants who say abandoned or burnt out vehicles are not a problem in their neighbourhood	Annual	93.52%	94.54%	93.32%	94.29%	-	Up is Good	Neutral
	% of tenants who say abandoned or burnt out vehicles are a major problem in their neighbourhood	Annual	1.13%	0.99%	0.94%	1.02%	-	Up is Bad	Neutral
	% of tenants who say abandoned or burnt out vehicles are a minor problem in their neighbourhood	Annual	5.35%	4.47%	5.75%	4.69%	-	Up is Bad	Good
<u>TSS08B</u>	% of tenants who say car parking is not a problem in their neighbourhood	Annual	39.79%	32.89%	43.98%	41.62%	-	Up is Good	Bad
	% of tenants who say car parking is a major problem in their neighbourhood	Annual	28.59%	33.78%	29.53%	30.70%	-	Up is Bad	Bad
	% of tenants who say car parking is a minor problem in their neighbourhood	Annual	31.62%	33.33%	26.49%	27.68%	-	Up is Bad	Bad
<u>TSS08C</u>	% of tenants who say disruptive children/teenagers are not a problem in their neighbourhood	Annual	53.91%	60.03%	61.08%	59.58%	-	Up is Good	Bad
	% of tenants who say disruptive children/teenagers are a major problem in their neighbourhood	Annual	11.09%	7.64%	10.03%	11.30%	-	Up is Bad	Bad
	% of tenants who say disruptive children/teenagers are a minor problem in their neighbourhood	Annual	35.00%	32.32%	28.89%	29.12%	-	Up is Bad	Neutral
<u>TSS08D</u>	% of tenants who say dog fouling/dog mess is not a problem in their neighbourhood	Annual	38.21%	35.08%	41.34%	44.04%	-	Up is Good	Good
	% of tenants who say dog fouling/dog mess is a major problem in their neighbourhood	Annual	27.53%	32.46%	25.79%	22.39%	-	Up is Bad	Good
	% of tenants who say dog fouling/dog mess is a minor problem in their neighbourhood	Annual	34.26%	32.46%	32.87%	33.58%	-	Up is Bad	Neutral
<u>TSS08E</u>	% of tenants who say drug use or dealing is not a problem in their neighbourhood	Annual	59.19%	56.78%	59.79%	60.31%	-	Up is Good	Neutral
	% of tenants who say drug use or dealing is a major problem in their neighbourhood	Annual	18.07%	17.35%	17.23%	14.12%	-	Up is Bad	Good
	% of tenants who say drug use or dealing is a minor problem in their neighbourhood	Annual	22.74%	25.87%	22.98%	25.57%	-	Up is Bad	Bad

TSS08F	% of tenants who say drunk or rowdy behaviour is not a problem in their neighbourhood	Annual	56.51%	57.58%	60.65%	57.44%	-	Up is Good	Bad
	% of tenants who say drunk or rowdy behaviour is a major problem in their neighbourhood	Annual	12.86%	13.40%	11.76%	12.81%	-	Up is Bad	Bad
	% of tenants who say drunk or rowdy behaviour is a minor problem in their neighbourhood	Annual	30.63%	29.03%	27.58%	29.76%	-	Up is Bad	Bad
TSS08G	% of tenants who say noise from traffic is not a problem in their neighbourhood	Annual	68.64%	65.40%	68.32%	71.18%	-	Up is Good	Good
	% of tenants who say noise from traffic is a major problem in their neighbourhood	Annual	7.02%	7.90%	8.51%	8.40%	-	Up is Bad	Neutral
	% of tenants who say noise from traffic is a minor problem in their neighbourhood	Annual	24.34%	26.70%	23.17%	20.42%	-	Up is Bad	Good
TSS08H	% of tenants who say noisy neighbours are not a problem in their neighbourhood	Annual	63.37%	66.62%	67.40%	63.56%	-	Up is Good	Bad
	% of tenants who say noisy neighbours are a major problem in their neighbourhood	Annual	12.01%	13.76%	12.03%	13.07%	-	Up is Bad	Bad
	% of tenants who say noisy neighbours are a minor problem in their neighbourhood	Annual	24.62%	19.63%	20.57%	23.37%	-	Up is Bad	Bad
TSS08I	% of tenants who say people damaging your property is not a problem in their neighbourhood	Annual	84.53%	85.60%	86.28%	86.68%	-	Up is Good	Neutral
	% of tenants who say people damaging your property is a major problem in their neighbourhood	Annual	5.31%	4.75%	3.30%	3.28%	-	Up is Bad	Neutral
	% of tenants who say people damaging your property is a minor problem in their neighbourhood	Annual	10.16%	9.65%	10.42%	10.04%	-	Up is Bad	Neutral
TSS08J	% of tenants who say problems with pets & animals is not a problem in their neighbourhood	Annual	77.21%	77.81%	80.24%	76.99%	-	Up is Good	Bad
	% of tenants who say problems with pets & animals is a major problem in their neighbourhood	Annual	7.75%	6.88%	6.41%	7.13%	-	Up is Bad	Neutral
	% of tenants who say problems with pets & animals is a minor problem in their neighbourhood	Annual	15.04%	15.31%	13.35%	15.89%	-	Up is Bad	Bad
TSS08K	% of tenants who say racial or other harassment is not a problem in their neighbourhood	Annual	91.37%	91.33%	90.78%	93.36%	-	Up is Good	Good
	% of tenants who say racial or other harassment is a major problem in their neighbourhood	Annual	3.45%	3.21%	2.27%	2.90%	-	Up is Bad	Neutral
	% of tenants who say racial or other harassment is a minor problem in their neighbourhood	Annual	5.18%	5.46%	6.95%	3.73%	-	Up is Bad	Good
TSS08L	% of tenants who say rubbish or litter is not a problem in their neighbourhood	Annual	47.64%	39.88%	50.64%	50.00%	-	Up is Good	Neutral
	% of tenants who say rubbish or litter is a major problem in their neighbourhood	Annual	17.55%	19.64%	15.86%	16.34%	-	Up is Bad	Neutral
	% of tenants who say rubbish or litter is a minor problem in their neighbourhood	Annual	34.81%	40.48%	33.50%	33.66%	-	Up is Bad	Neutral
TSS08M	% of tenants who say vandalism or graffiti is not a problem in their neighbourhood	Annual	78.82%	81.86%	80.75%	83.78%	-	Up is Good	Good
	% of tenants who say vandalism or graffiti is a major problem in their neighbourhood	Annual	5.14%	3.05%	3.34%	3.12%	-	Up is Bad	Neutral
	% of tenants who say vandalism or graffiti is a minor problem in their neighbourhood	Annual	16.04%	15.09%	15.91%	13.10%	-	Up is Bad	Good
TSS08N	% of tenants who say availability of storage space is not a problem in their neighbourhood	Annual	-	-	0.6382	70.82%	-	Up is Good	Good
	% of tenants who say availability of storage space is a major problem in their neighbourhood	Annual	-	-	0.1079	8.85%	-	Up is Bad	Good

	% of tenants who say availability of storage space is a minor problem in their neighbourhood	Annual	-	-	0.2539	20.32%	-	Up is Bad	Good
TSS08O	% of tenants who say other crime is not a problem in their neighbourhood	Annual	0.7718	0.8099	0.8119	76.14%	-	Up is Good	Bad
	% of tenants who say other crime is a major problem in their neighbourhood	Annual	0.0493	0.0314	0.0338	3.69%	-	Up is Bad	Neutral
	% of tenants who say other crime is a minor problem in their neighbourhood	Annual	0.179	0.1587	0.1543	20.17%	-	Up is Bad	Bad
TSS08P	% of tenants who say conditions of roads/pavements is not a problem in their neighbourhood	Annual	-	-	0.4563	41.86%	-	Up is Good	Bad
	% of tenants who say conditions of roads/pavements is a major problem in their neighbourhood	Annual	-	-	0.2053	21.51%	-	Up is Bad	Neutral
	% of tenants who say conditions of roads/pavements is a minor problem in their neighbourhood	Annual	-	-	0.3384	36.63%	-	Up is Bad	Bad
TSS15	% of tenants satisfied with the overall service provided by their landlord	Annual	86.90%	85.75%	88.67%	88.87%	-	Up is Good	Neutral
	% of tenants dissatisfied with the overall service provided by their landlord	Annual	9.34%	10.18%	6.70%	7.14%	-	Up is Bad	Neutral
TSS19	% of tenants who found staff helpful (last contact with landlord)	Annual	78.93%	79.00%	81.00%	85.18%	-	Up is Good	Good
	% of tenants who found staff unhelpful (last contact with landlord)	Annual	10.41%	8.68%	9.81%	4.94%	-	Up is Bad	Good
TSS20	% of tenants who say the first staff member they spoke to could deal with their query in full (last contact with landlord)	Annual	49.27%	49.89%	51.68%	51.30%	-	Up is Good	Neutral
	% of tenants who say the first staff member they spoke to could deal with their query in part (last contact with landlord)	Annual	31.55%	37.58%	27.10%	32.73%	-	Up is Good	Good
TSS23B	% of tenants satisfied with the way their landlord deals with anti-social behaviour	Annual	57.55%	51.38%	53.12%	58.12%	-	Up is Good	Good
	% of tenants dissatisfied with the way their landlord deals with anti-social behaviour	Annual	10.12%	12.11%	10.53%	14.21%	-	Up is Bad	Bad
TSS23C	% of tenants satisfied with the way their landlord deals with complaints	Annual	60.49%	56.45%	61.44%	57.59%	-	Up is Good	Bad
	% of tenants dissatisfied with the way their landlord deals with complaints	Annual	10.58%	10.39%	10.36%	13.15%	-	Up is Bad	Bad
TSS23D	% of tenants satisfied with the way their landlord deals with enquiries generally	Annual	81.22%	80.89%	78.93%	77.60%	-	Up is Good	Bad
	% of tenants dissatisfied with the way their landlord deals with enquiries generally	Annual	7.25%	5.10%	6.79%	7.94%	-	Up is Bad	Bad
TSS23E	% of tenants satisfied with the way their landlord deals with moving or swapping home (transfers and exchanges)	Annual	43.21%	35.55%	43.66%	44.47%	-	Up is Good	Neutral
	% of tenants dissatisfied with the way their landlord deals with moving or swapping home (transfers and exchanges)	Annual	10.08%	8.75%	7.36%	7.87%	-	Up is Bad	Neutral
TSS23F	% of tenants satisfied with the way their landlord deals with rent arrears	Annual	-	-	-	52.26%	-	Up is Good	
	% of tenants dissatisfied with the way their landlord deals with rent arrears	Annual	-	-	-	5.97%	-	Up is Bad	
TSS29	% of tenants who have made a complaint to their landlord in the last 12 months	Annual	13.97%	14.92%	21.74%	18.47%	-	Up is Bad	Good

<u>TSS30A</u>	% of tenants satisfied with how easy it was to make a complaint to their landlord	Annual	70.87%	78.50%	72.73%	66.99%	-	Up is Good	Bad
	% of tenants dissatisfied with how easy it was to make a complaint to their landlord	Annual	25.24%	14.02%	21.82%	25.24%	-	Up is Bad	Bad
<u>TSS30B</u>	% of tenants satisfied with the information and advice provided by housing staff when making a complaint	Annual	64.89%	64.36%	57.62%	54.00%	-	Up is Good	Bad
	% of tenants dissatisfied with the information and advice provided by housing staff when making a complaint	Annual	29.79%	22.77%	23.84%	29.00%	-	Up is Bad	Bad
<u>TSS30C</u>	% of tenants satisfied with how well they were kept informed about the progress of their complaint	Annual	51.02%	41.12%	39.74%	32.67%	-	Up is Good	Bad
	% of tenants dissatisfied with how well they were kept informed about the progress of their complaint	Annual	38.78%	41.12%	43.71%	52.48%	-	Up is Bad	Bad
<u>TSS30D</u>	% of tenants satisfied with the support they received while their complaint was dealt with	Annual	40.86%	37.14%	36.60%	31.31%	-	Up is Good	Bad
	% of tenants dissatisfied with the support they received while their complaint was dealt with	Annual	44.09%	44.76%	41.83%	52.53%	-	Up is Bad	Bad
<u>TSS30E</u>	% of tenants satisfied with the way their complaint to housing services was handled overall	Annual	47.87%	40.57%	40.79%	39.22%	-	Up is Good	Bad
	% of tenants dissatisfied with the way their complaint to housing services was handled overall	Annual	42.55%	43.40%	40.13%	49.02%	-	Up is Bad	Bad
<u>TSS30F</u>	% of tenants satisfied with the speed at which their complaint to their landlord was dealt with	Annual	47.92%	36.45%	39.22%	33.66%	-	Up is Good	Bad
	% of tenants dissatisfied with the speed at which their complaint to their landlord was dealt with	Annual	40.63%	47.66%	49.02%	52.48%	-	Up is Bad	Bad
<u>TSS30G</u>	% of tenants satisfied with the overall outcome of their complaint to their landlord	Annual	44.33%	40.37%	40.40%	36.08%	-	Up is Good	Bad
	% of tenants dissatisfied with the overall outcome of their complaint to their landlord	Annual	44.33%	44.95%	43.05%	55.67%	-	Up is Bad	Bad
<u>TSS31</u>	% of tenants satisfied that their rent provides value for money	Annual	81.54%	82.25%	84.44%	86.50%	-	Up is Good	Good
	% of tenants dissatisfied that their rent provides value for money	Annual	10.36%	11.23%	7.60%	5.50%	-	Up is Bad	Good
<u>TSS33</u>	% of tenants satisfied that their landlord treats them fairly and with respect	Annual	83.20%	83.68%	84.15%	87.40%	-	Up is Good	Good
	% of tenants dissatisfied that their landlord treats them fairly and with respect	Annual	7.61%	9.53%	7.98%	4.85%	-	Up is Bad	Good
<u>TSS35</u>	% of tenants satisfied that their landlord listens to their views and acts on them	Annual	61.57%	61.26%	65.72%	73.55%	-	Up is Good	Good
	% of tenants dissatisfied that their landlord listens to their views and acts on them	Annual	14.88%	16.47%	13.95%	10.08%	-	Up is Bad	Good
<u>TSS37</u>	% of tenants who feel their landlord is good at keeping them informed about things that might affect them as a resident	Annual	72.78%	75.10%	77.18%	77.16%	-	Up is Good	Neutral
	% of tenants who feel their landlord is bad at keeping them informed about things that might affect them as a resident	Annual	11.16%	10.35%	7.88%	7.67%	-	Up is Bad	Neutral
<u>TSS--</u>	% of tenants satisfied with the internal and/or external cleaning service provided	Annual	-	-	-	59.20%	-	Up is Good	
	% of tenants dissatisfied with the internal and/or external cleaning service provided	Annual	-	-	-	12.70%	-	Up is Bad	

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Annex 2

Respondent profile by age

Age Band	Count	TSS respondents (%)	All tenants	CYC lead tenants (%)
16-24	11	2%	379	5%
25-44	108	17%	2515	34%
45-64	197	31%	2707	36%
65+	237	37%	1906	25%
NS/prefer not to say	91	14%		
Total	644		7507	

Respondent profile by gender

Gender	Count	All tenants	TSS respondents (%)	CYC lead tenants (%)
Female	358	4786	56%	64%
Male	229	2721	36%	36%
NS/prefer not to say	57		9%	
Total	644	7507		

Respondent profile by ethnicity

Ethnicity	Count
White - British	533
Other	37

'Other' ethnicity break down

Other ethnicities	Count
White - Other	17
Prefer not to say	7
African	5
Asian or Asian British - Other	<5
White - Irish	<5
Black - Other	<5
Indian	<5
Mixed - Other	<5
Pakistani	<5

Respondent profile by disability status

Disabled	Count	%
No	333	52%
Yes	199	31%
Not specified	94	15%
Prefer not to say	18	3%
Total	644	

Annex 2

Respondent profile by sexual orientation

Sexual Orientation	Count	Sexual Orientation (%)
Heterosexual/straight	429	67%
<i>Not specified</i>	161	25%
Prefer not to say	34	5%
Bisexual	10	2%
Gay man	5	1%
Gay woman/lesbian	5	1%
Total	644	



**Decision Session: Executive Leader
(incorporating Housing and Safer
Neighbourhoods)**

23 January 2017

Report of the Assistant Director - Housing and Community Safety

Sheltered housing: Be Independent charges

Summary

1. This briefing report provides an update on the background and current situation with regard to the subsidy provided to Council sheltered housing tenants for the Be Independent service.
2. The report also seeks approval to end the current blanket subsidy and instead offer a means tested subsidy to tenants in Council Sheltered Housing in order to achieve a more equitable position.

Recommendation

3. The Executive Leader (incorporating Housing and Safer Neighbourhoods) is asked to approve the proposal that the charge for using the Be Independent service in sheltered housing schemes should be passed on to customers to pay.
4. This is in line with general needs council housing and other (non-CYC) sheltered housing properties. Customers on a low income will receive financial support to cover the cost of this service in line with customers in other tenure types.
5. Reason: this will create an equitable position where all customers receive a subsidy based on an assessment of means, rather than some customers receiving a subsidy as a result of the type of housing they live in.

Background

6. There are 11 sheltered housing and extra care schemes, representing a total of 365 tenancies. Prior to 2012 these schemes sat in the same department as the alarm response service, and no

- charge was made either internally or to customers for the service. Customers living in other tenancy types did pay for the service.
7. In April 2014 the alarm response service was spun out as a social enterprise, Be Independent. At this time it was agreed that a charge would be made for the service provided to customers in sheltered housing. This is a reduced cost of £4.30 in sheltered housing and £3.90 in extra care housing, as compared to £7.00 in a general needs property. This reflects the fact that the on site staffing means that the service is not required during staffed hours, and the equipment is owned and maintained by the council rather than Be Independent. The service charges £40 per hour for call outs within the staffed hours (for example if specialist lifting equipment is required).
 8. At the time this cost was picked up by the general fund, this equates to an annual cost of £69,690.40 (excluding call outs).¹ Customers pay an additional cost for a second tenant using the service, or for additional telecare services. No charge is paid for Glen Lodge (42 tenancies) unless a call out is required, as care staff are on site to respond 24 hours a day.
 9. The majority of tenants are eligible for full or partial housing benefit, therefore they would qualify for support with the cost of the Be Independent service which would continue to be paid direct to Be Independent by the housing department.
 10. External sheltered housing providers currently charge customers for the provision of Be Independent or other alarm service as part of the housing offer. The housing providers make the charge directly to tenants through their own systems, based on financial assessment. Sheltered housing is outside the scope of the service that City of York Council commissions from Be Independent, and so is not covered by this contract.
 11. The financial eligibility through CTB (Council Tax Band) and Pension credit was introduced primarily for those customers who are home owners, and do not receive housing benefit. This would not be an issue in sheltered housing, and commissioning team have confirmed that they would be comfortable with an approach which assessed customers on the basis of their housing benefit
-

eligibility as described above. Customers on a low income but not in receipt of housing benefit could be invited to apply on a case by case basis for support, and this would be assessed on need.

12. The charge would be mandatory on the basis that all the properties have a hardwired connection to Be Independent, and all tenants have access to this service. Customers' access sheltered housing due to needs or vulnerabilities identified at application, and therefore will have a need for the support this service can provide.

Consultation

13. Consultation has not been undertaken with tenants, pending approval for this approach. Once approval has been secured consultation will be undertaken with all tenants including 1-1's with the tenants affected, in order to discuss their financial circumstances, and identify any impact or concerns. Where appropriate this consultation will include family or other support. If a customer can demonstrate that this move will cause them financial hardship then consideration will be given to continuing financial support, e.g. if they are within 10% of the financial limits for housing benefit they will continue to receive funding.
14. Consultation has been undertaken with the adult social care commissioning team. They are in support of this direction, which is consistent with external providers and is more equitable in terms of treating customers the same regardless of the tenancy they live in.
15. Consultation has been undertaken with Be Independent. This will not affect their income and therefore has minimal impact on their service provision.

Options

16. **Option 1**

To provide a subsidy for Be Independent to customers in sheltered housing based on financial assessment, in order to create an equitable position with regard to customers living in other types of accommodation. Customers will be asked to pay the charge if they are not eligible for subsidy, with the charge to be administered by City of York Council housing services.

17. **Option 2**

- To continue to subsidise the cost of the Be Independent service for customers in sheltered housing regardless of their income or savings.

Analysis

18. Continuing to cover the costs of Be Independent on behalf of tenants in sheltered housing represents an inequitable situation, as customers in all other tenure types are expected to pay for the service depending on their financial situation. These charges are made either directly by Be Independent or through a service charge levied by the landlord, however we are not aware of any other housing type where this service is provided for free to tenants irrespective of their financial situation.
19. The customers who are over the financial threshold may be concerned by this proposal, as it will represent an additional service charge which they would be expected to pay each week. The charge would be either £3.90 in Marjorie Waite Court or £4.30 in other sheltered housing (the difference in staffing hours). Customers will be consulted including 1-1 consultations with the individuals concerned. The consultation will review any concerns, identify whether this will cause financial hardship for individuals and seek solutions in any cases where this is a risk. In the case of financial hardship consideration will be given to continuing the financial support, e.g. if they are within 10% of the eligibility for housing benefit, as well as bespoke advice and support through the money and employment advisers.
20. The housing service runs monthly reports which report on the tenants in sheltered housing in receipt of housing benefit. This report could be used in order to raise a charge to customers through creditors team, this could be raised monthly/quarterly or annually depending on customer need. The creditors team would take action as required in relation to debt etc.
21. A spot check at November 2016 identified 71 customers who are not eligible for support through housing benefit (excluding customers at Glen Lodge). The potential saving to the general fund

is therefore in the region of £15k per year, this would enable the department to continue to fund 50% of the Older Persons Housing Specialist post.

22. Tenants in sheltered housing cannot 'opt out' of Be Independent service, as the schemes are hard-wired, and this is part of the accommodation offer. Therefore tenants also cannot be charged directly by Be Independent and receive subsidy under the service the council commissions from Be Independent, as this excludes hard-wired schemes. A sheltered scheme would only qualify if the equipment was not hard wired and customers individually chose to access the Be Independent service.
23. If option 2 is chosen the council will continue to pay over £15k per year to subsidise a small group of tenants who have been assessed as having the means to fund their own services. Whilst this will avoid the potential for negative publicity or tenant complaints it would also perpetuate an inequitable situation where customers in council sheltered housing are funded differently from customers in other tenure types.

Council Plan

24. This proposal will fit with the council plan in focussing on frontline services. By ensuring that services are funded equitably across all tenure types this will ensure that resources are used to best effect, and are targeted at those who need them.

Implications

- **Financial**
25. The Council has the potential to reduce the subsidy for the Be Independent service by around £15k per year, dependant on the financial eligibility of the tenants living in sheltered housing. There would be some additional administrative requirements, however these could be absorbed into the existing administrative work relating to rents and creditors and would not require post creation, so there would be no other financial impacts.
 26. Reduction of this subsidy will allow the housing department to continue to fund 50% of the older persons housing specialist role.

This role contributes significantly to the wider goals of the housing, in helping prevent, reduce and delay the need for health and social care intervention by ensuring older people have access to the right housing options at the right time.

- **Human Resources (HR)**

27. There are no Human Resources implications.

- **Equalities**

28. There are no equalities issues. An equality impact assessment will be made available.

- **Legal**

29. There are no legal issues.

- **Crime and Disorder**

30. There are no crime and disorder implications.

- **Information Technology (IT)**

31. There are no IT implications

- **Property**

32. There are no property implications.

- **Other**

33. **Risk Management**

There is a risk of customer complaints or adverse publicity if the consultation is not managed sensitively, therefore this will be key.

There is a risk that customers who are charged for the service may get into arrears with their payments. This would need to be managed by frontline housing officers and the creditors team. New customers would be made aware of the mandatory charge before moving into sheltered accommodation which would reduce the risk of non-payment.

Contact Details

Author:

Louise Waltham
Supported Housing
Manager
Ext. 1680

**Chief Officer Responsible for the
report:**

Tom Brittain
AD Housing & Community Safety
Ext. 4016

**Report
Approved**



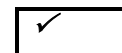
Date 12.12.16

Specialist Implications Officer(s)

Isobel Jones
Accountant
Tel No. 01904 551779

Wards Affected:

All



For further information please contact the author of the report

Background Papers

None

Annexes

None

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**Decision Session: Executive Leader
(incorporating Housing and Safer
Neighbourhoods)**

23 January 2017

Report of the Assistant Director - Housing and Community Safety

**The Future of Customer Focussed and Sustainable Housing
Management in Sheltered Housing.**

Summary

1. This briefing note provides an update on the way in which tenants in sheltered housing, and sheltered with care housing, will be affected by the proposed housing re-structure.
2. The report seeks approval to proceed with the proposed changes as part of the wider changes in the approach to housing management across the council owned stock.

Recommendation

3. The Executive Leader (incorporating Housing and Safer Neighbourhoods) is asked to:
 - approve the proposal for providing housing management services to tenants in sheltered housing as part of a re-focussed housing landlord service.
 - To change the on site service provision in Gale Farm Court and Barstow House, following appropriate consultation with tenants, to bring them in line with other sheltered housing schemes.

Reason: to bring these schemes in line with the other sheltered schemes and support the proposals to restructure the landlord service.

Background

4. There are 11 sheltered and sheltered with care schemes, 365 tenancies in total, which provide self contained accommodation with access to communal areas and an element of on-site staffing. The purpose of the schemes is to provide safe, appropriate and sustainable homes for those who need supported housing due to a combination of age and health and wellbeing needs. The schemes are primarily for the over 60's, although those under 60 are considered on a case by case basis where there are relevant health and wellbeing needs.
5. Sheltered Housing: There are 7 sheltered housing schemes with a housing officer on site for 24 hours per week. Tenants' access sheltered housing through North Yorkshire Home Choice, and complete an additional form to self-identify a need for sheltered housing. If tenants require care this will be assessed and commissioned by social services through a private care provider or arranged by the individual through a personal budget.
6. Sheltered with extra care: There is one scheme (Glen Lodge) with pre-planned care available 24/7 on site, and plans to extend this provision to Marjorie Waite Court during 2017. A housing officer is on site 37 hours a week, there is also a care team based on site offering pre-planned care commissioned through social services, and able to respond to emergency unplanned care needs subject to availability. Properties in sheltered with extra care housing are allocated by a panel made up of social workers, housing and care providers. Referrals are considered on the basis of need, with the purpose of helping people to live at home as long as possible and preventing the need for residential care admissions.
7. Sheltered housing with a care team on site: There are 2 sheltered housing schemes (Barstow House and Gale Farm Court) with a scheme manager on site for 37 hours per week. If tenants require care this will be assessed and commissioned by social services through a care provider or arranged by the individual through a personal budget. There is a council care team (PSS) based on site at each of these locations between around 8am and 10pm. The PSS care team is the preferred provider in these schemes, subject to their service capacity and tenant choice. This team provides planned care, not reactive, emergency or overnight care. If a tenant needs more support this is provided through their commissioned

care package, by the scheme manager or through Be Independent out of hours.

8. All sheltered housing properties are connected to an emergency alarm system, and all tenants are provided with a pendant or wrist alarm. When the scheme manager is on site they answer all emergency alarm calls, out of hours this is provided by Be Independent, who will respond in person or take other action as appropriate. The cost of the Be Independent service is currently covered by the council General fund and not passed on to tenants, a separate report proposes changes to this funding approach.
9. An average of 80% scheme manager time is spent on intensive housing management, with an average of 20% of time spent on support.
10. Tenants currently pay £16.71 towards the cost of a scheme manager on site, which is pooled across all 365 sheltered scheme tenancies, so that the same charge applies regardless of the number of properties in a scheme. This equates to approximately 20 hours of on site presence per scheme.
11. The scheme managers provide a service which includes the following:
 - a. Regular building checks including fire alarm testing.
 - b. Equipment checks in properties on warden call equipment.
 - c. Responding to emergency calls from tenants in scheme hours
 - d. Give all new tenants information on the scheme and local community amenities and services.
 - e. Make check calls Mon-Fri on tenants who have requested this
 - f. Co-ordinate and encourage tenants to join in social activities.
 - g. Ensure that tenants complete relevant Housing Benefit forms.
 - h. Quickly address any issues relating to breach of security or health and safety issues in the building.
 - i. Manage the voids and letting process.

- j. Respond to low level tenancy issues such as low level anti-social behaviour, disputes between tenants, or inappropriate behaviour in the communal areas.
12. As well as a scheme manager based on site each sheltered housing scheme is part of a wider housing patch, with an estate manager, income estate manager and tenancy housing assistant responsible for the site as part of their patch. There is therefore duplication with different housing officers being involved with the tenant in regard to different tenancy issues such as rent, anti-social behaviour or mutual exchange.
 13. A Housing service restructure is currently being consulted on, the principle behind this is to deliver tailored, proactive, holistic management of tenancies, dovetailing with and complementing council and other services for the benefit of tenants and their families. By providing advice, early help and low-level preventative work in disciplines outside the 'traditional' housing boundaries, the Housing Management Service will help tenants maintain their tenancy, health and wellbeing and reduce their need for more costly interventions.
 14. Within the new 'Housing Management Service' this will develop an integrated patch-based model, creating a single role rather than the current plethora of different roles, providing named officers for all tenants. Staff would work with all households in their patch as a single point of contact. There will be an emphasis on more contact with tenants in their own homes across the housing stock. All households will receive a periodic visit, to discuss their tenancy and wider needs. The level of intervention / support to tenants will be based on their profile / needs.
 15. In terms of sheltered housing, this will mean that a housing officer will be on site for an average of 24 hours per week, in addition they will have a small patch that extends beyond the scheme, using the scheme as their main base to work from. Tenants will see the same number of hours provided on site, and rather than needing to speak to different staff members tenants will get a full housing management service provided by one staff member that they know.
 16. In sheltered housing with a care team on site (Gale Farm Court and Barstow House) there are currently 37 on site hours. This is a result of the historic provision of on-site care in the scheme, however the care provision now is delivered in the same way as in sheltered

housing schemes, as only planned care is delivered. The proposal is to provide a housing officer on site 24 hours a week, in line with other sheltered housing schemes, to provide a holistic housing management service including regular welfare checks and emergency response. Tenants needing more intensive support will be referred through the single access point for floating support tailored to their needs. The floating support service provides a comprehensive offer of support, including focussed outcome based support flexibility supporting tenants with activities or tasks both at home and outside the scheme.

17. The proposed changes support the overall approach of Landlord services, as well as the adult social care agenda to prevent, reduce and delay the need for formal social care or health interventions. This will be achieved through protecting those elements of the service which contribute most to reducing the need for formal care, including emergency response and regular checks. In addition the proposed changes will strengthen community links and resilience, within the schemes and with the wider community. This will include actively working to involve local people in volunteering or participating in social activities in order to reduce social isolation and develop strong communities.
18. In order to support this approach across the whole housing stock it is proposed that the housing officer working on site in sheltered housing schemes will not have the same role as currently in relation to social activity. Instead, a new 'Active Communities Officer' role will be created. The purpose of this role will be to develop volunteering, community activity and community cohesion across the housing stock, with particular reference to sheltered housing schemes. A dedicated role will mean that more focussed attention can be given to this important function, and ensure that good practice is duplicated across different locations. This will deliver a benefit to tenants, as well as to older or more vulnerable people across the housing stock.
19. In 24/7 extra care housing schemes (Glen Lodge currently, Marjorie Waite Court by end 2017) the tenants typically have a high level of care and support need, which has resulted in their referral into the scheme. Whilst care needs are met by the on-site care team there are a higher number of emergency calls which the scheme manager currently responds to whilst on site. It is anticipated that this need will continue, and is likely to increase when the extension to the scheme is completed as it is likely that the number of tenants living

with dementia will also increase significantly over time. This is still a relatively new service and the proposal is to continue to provide 37 hours on-site housing officer at least until the model is fully embedded.

20. There are a number of sheltered housing schemes provided through social landlords and charities. As part of the re-tender of housing related support services the council general fund will not provide any funding for external sheltered housing schemes from January 2017. All tenants with a need for support will be referred to the floating support service commissioned through Yorkshire Housing. This change in approach ensures older people can access housing related support regardless of tenure type.

Consultation

21. Consultation has not been undertaken with tenants, pending approval for this approach. If this approach is agreed then consultation will begin, this will include group and 1-1 meetings, as well as written information.
22. Consultation has been undertaken with the adult social care commissioning team. They are in support of this direction, which is consistent with external providers and is more equitable in terms of treating all tenants the same regardless of the tenancy they live in.
23. Consultation has been undertaken with the lead officers for the Personal support service and the older persons' accommodation project lead. They are in support of this approach.

Options

24 **Option 1**

- To change the on site service provision in Gale Farm Court and Barstow House, following appropriate consultation with tenants, to bring them in line with other sheltered housing schemes.

25. **Option 2**

- To continue to provide 37 hours of on site staffing in Gale Farm Court and Barstow House.

Analysis

26. **Option 1:** This would support the wider aims of the restructure, by supporting the move towards smaller patch sizes, reducing duplication, and providing a holistic service. The tenants in these schemes would receive a high quality of support:

- Emergency alarm calls: The housing officer will respond when on site, and Be Independent will respond at all other times. Performance monitoring shows that where an in person response is required from Be Independent the average response time is 12 minutes.
- 1-1 support needs: Yorkshire Housing will provide support through single access point referrals. This is an outcome focussed flexible support service which works in a personalised way with all tenants.
- Social activities: the new 'Active Communities Officer' role, will ensure this need continues to be met.
- Early intervention and prevention: This will continue to be met by the housing officer in line with the new.
- Safety and security of the scheme: This will continue to be met by the housing officer.
- Community involvement: The housing officer will have a patch which extends beyond the scheme, this will help to promote community integration especially with older people living nearby to increase opportunities for social contact.

27. **Option 2:** This will create a challenge in delivering the wider aims of the restructure:

- The housing officer working from these schemes will have a patch restricted to the scheme, which will mean other patches have to be larger.
- It will restrict the opportunities to enlarge the role of the scheme in the local community, through the housing officer linking other local older people into the scheme, or attracting local volunteers into the scheme.
- The general fund will no longer be applied to this part of the service delivery, as functions such as the emergency response will be classed as an ancillary part of the housing officers role, and funded through the HRA. If the service continues to provide 37 hours on site this will increase the cost to the HRA and will make the model financially unviable.

Council Plan

28. This proposal will fit with the council plan in focussing on frontline Services, it will also contribute towards the need to prevent, reduce and delay the need for health or social care interventions.

Implications

29. Financial

The proposals in the report will have no financial impact on tenants. They will continue to receive all the on site hours that they pay for through the service charge, and no additional charges will be made to them. The cost of the new Active Communities Officer post will be met from existing resources as a result of the overall restructure of Landlord Services.¹ This proposal makes better use of staff resources, and enables the housing service to continue to improve the quality of service to tenants, rather than delivering a financial saving.

- **Human Resources (HR)**

There are human resources issues in relation to front line staff affected by the restructure. Human resources are involved in providing advice and guidance throughout the restructure process. It is not anticipated that there will be any compulsory redundancies.

- **Equalities**

There are no equalities issues.

- **Legal**

There are no legal issues

- **Crime and Disorder**

There are no crime and disorder implications.

- **Information Technology (IT)**

There are no IT implications

¹ This does not entail an additional cost. Community engagement and activity is an ancillary HRA function, and in this case it is appropriate to roll this up into one post, rather than as a small part of many posts, to achieve efficiency and effectiveness.

- **Property**

There are no property implications.

- **Other**

Risk Management

30. There is a risk of tenant complaints or adverse publicity if the consultation is not managed sensitively, therefore this will be key.

Contact Details

Author:

Louise Waltham
Supported Housing
Manager
Ext 1680

Chief Officer Responsible for the report:

Tom Brittain
AD Housing & Community Safety
Ext. 4016

**Report
Approved**



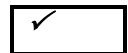
Date 12.12.16

Specialist Implications Officer(s)

Financial Implications:
Isobel Jones
Accountant
Tel No. 01904 551779

Wards Affected:

All



For further information please contact the author of the report

Background Reports:

None

Annexes

None

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**Decision Session - Executive Leader
(incorporating Housing and Safer
Neighbourhoods)**

23 January 2017

Report of the Corporate Director, Health, Housing and Adult Social Care

Replacement of the Estate Improvement Grant with the Housing Environmental Improvement Programme

Summary

1. The report seeks approval to replace the Estate Improvement Grant (EIG) Scheme and introduce a Housing Environmental Improvement Programme (HEIP). Both are funded from the Housing Revenue Account and must directly benefit council tenants by improving housing assets.

Recommendations

2. The Executive Leader (incorporating Housing and Safer Neighbourhoods) is asked to:

Agree to the Housing Environmental Improvement Programme (Annex A) and spending criteria (Annex B) from April 2017

Reason: This scheme takes a more strategic approach to environmental improvements, it is less bureaucratic, can combine with other funding schemes to provide better schemes that reflect the needs across the whole council stock.

Background

3. The Housing Revenue Account is ring fenced by financial regulations. Money from this can only be spent on council housing land or assets.
4. The current EIG scheme has been in operation in excess of 25 years. It has traditionally been available to council housing areas where a Resident Association (RA) existed but has been

administered between housing and community involvement staff. The number and efficacy of RAs has fluctuated year on year leaving some council areas without access to EIG funding.

5. Over the last few years Housing staff have operated a complimentary system with the budget surplus to deliver on issues identified by housing staff and colleagues as well as residents. These have included improved storage and improved parking.
6. Over time the number of council tenancies in all council estate areas has fallen meaning that these areas are now mixed tenure. This is particularly the case in areas where there is a preponderance of houses rather than flats.
7. RAs have sought the views of tenants annually to determine what the funding will provide. The number of tenants participating in this process has been low (Annexe C). Some RAs have struggled to spend budgets due to lack of proposals in a particular year. The proposals can often be vague leading to confusion over exactly what the proposal involves.
8. Many longer term schemes such as security fencing or parking improvements for areas are high value capital schemes which have had to be done annually and were dependent on funding being agreed year on year via the proposal and voting process.
9. More recently CYC has worked with RAs and the Federation of tenant and residents association (FED) to make them more independent and constitutionally robust in representing tenants in their area. The current scheme (Annexe D) and spending criteria (Annex E) which requires RAs to organise and administer the EIG proposal process. Previously most of the administration was done by Council staff. Most RAs have an active EIG programme as they have met the deadlines.
10. In addition to the EIG a 'pot' of £30k is administered by the FED annually. RAs make bids to this. Often this is to top up funding for schemes included in the substantive EIG programme for that year. This is also on an annual basis.

Consultation

11. Staff have been consulted on, and have given feedback on, the EIG process over a number of years. They express dissatisfaction with the overly bureaucratic, short term nature of the current system and

believe it does not really deliver for customers. The longer term benefit of some schemes is acknowledged such as improved security measures, extra storage in and around blocks of flats and the provision of dropped kerbs.

The proposed scheme was taken to the Federation of Resident Associations (Fed) in July 2016. Responses to the proposal from the Fed and Foxwood RA are attached respectively at Annex F & G.

Options

12. Option one: Retain the existing EIG scheme

Option two: Adopt the HEIP scheme and criteria.

Analysis

13. Option one: The current EIG scheme over time has delivered real improvement on estates for residents and is currently administered and determined solely by RAs and is very focused on tenants issues. There is rarely consideration given to wider ward or council priorities and the funding opportunities linked to these. The funding is annual and therefore the scheme does not lend itself to long term planning with secured and consolidated funding for capital projects. The process is bureaucratic and administered by non technical staff. RAs have taken more of a role in organising EIG proposals and spending and the performance on this has been mixed.
14. Option two: This proposal takes a longer term view of schemes to improve areas for all residents, it has the potential of combining funding streams and linking in with wider schemes to deliver for all residents to make a bigger impact and realise economies of scale. The proposal focuses on combining technical and organisational expertise with consultation and decision making through the ward system. The ability to bring forward / pool funding in one year should make the scheme much more effective in delivering on local priorities. RAs can link in to the ward and scheme decision making processes on behalf of residents so that the voice of council tenants is heard.

Council Plan

15. This proposal helps deliver the Council Plan in a number of ways:

A council that listens to residents to ensure it delivers the services they want and works in partnership with local communities

With a focus on cost and efficiency to make the right decisions in a challenging financial environment

16. Implications

. **Financial** The funding available would be £200K this would include £30K that would continue to be administered by the FED. The criteria for HRA funding still applies.

- **Human Resources (HR)** No implications
- **Equalities** The scheme should better reflect the priorities of all sections of our communities.
- **Legal** No implications apart from those arising from individual schemes.
- **Crime and Disorder** The HEIP scheme has the potential to help reduce this through the application of more impactful initiatives across funding streams.
- **Information Technology (IT)** No implications
- **Property** No implications
- **Other** None

Risk Management

17. The schemes should combine funding streams and take account of programmes happening across services therefore reducing the risk of duplication or missed opportunities.

If no local priorities for spending are identified, individual communities may miss out of HEIP funding.

Contact Details

Author:

Denis Southall
Housing Landlord Service
Manager
Housing Services
Tel No: 01904 551298

Chief Officer Responsible for the report:

Tom Brittain, Assistant Director,
Housing and Community Safety

**Report
Approved**



Date 11 Jan 2017

Specialist Implications Officers:

Isabel Jones
Accountant

Wards Affected: Several wards – listed in annexes

For further information please contact the author of the report

Abbreviations used in report

EIG	Estate Improvement Grant
FED	Federation of tenant and residents association
HEIP	Housing Environmental Improvement Programme
RA	Resident Association

Background Papers:

None

Annexes

Annex A	Housing Environmental Improvement Plan Proposals
Annex B	Housing Environmental Improvement Programme spending criteria
Annex C	Estate Improvement Grant Returns 2015-16
Annex D	Estate Improvement Grant Process
Annex E	Estate Improvement Grants – Criteria
Annex F	Reply to Housing Environmental Improvement Plan Document
Annex G	Comments on Estate Improvement Grant Proposals

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Housing Environmental Improvement Programme proposals (HEIP)

This is a discussion document which proposes a set of principles for an alternative ward wide Housing Services Environmental Improvement Programme to replace the existing estate improvement grant (EIG). Funding that is currently allocated to the EIG will be renamed Housing Environmental Improvement Programme (HEIP) and allocated as set out below.

The current EIG is very officer intensive, not always focused on addressing those major issues that affect our communities, not joined up with other funding streams available to communities and at times runs contrary to corporate priorities. The aim of any revised / new approach should be to address these issue and to focus on citywide themes that have high visual and community impact and have been clearly identified as priorities in Local Estate Action Plans, Estate Walkabouts, Ward committees, Tenant Satisfaction surveys and resident groups / other interested residents. It is intended to ensure that any programme captures the views of a wider audience giving greater legitimacy to schemes.

The principle behind any proposal needs to:

- Maximise VFM through bringing together different pots of money to deliver bigger, impactive, planned and coordinated schemes.
- Increase the legitimacy of programmes by increasing wider community ownership.
- Reduce administration and duplication.
- Have a positive environmental impact, improve appearance and enhance quality of life.
- Compliment and align with wider council priorities.
- Ensure funding for schemes matches the tenure diversity of estates.

Proposal for discussion

Defining the improvement priorities:

The ward teams, led by the councillor(s) would undertake an audit of the ward highlighting areas for investment such as (but not limited to):

- Parking provision
- Improved security and defensible space
- Extra storage for blocks of flats
- Improved waste management resources and facilities

The priorities for the ward on these matters could then be determined e.g.:

- | | | |
|----|---|-----|
| a) | Parking schemes | 1st |
| b) | Storage | 2nd |
| c) | Environmental improvements
e.g. fencing, security / CCTV etc | 3rd |

Joined up investment:

HEIP funding could be allocated based on the identified priorities benefitting council tenants as decided by a panel made up of:

- Housing and other council staff
- involved / interested residents
- (Housing and Environment portfolio) Councillors .

Ward and council wide spending, initiatives and priorities would be considered as part of this process shaping final spending decisions.

Funding to support the delivery of the priority areas would be drawn from all ward based funding and funding from other sources where available e.g. through grant bids.

Where there are programmed capital works i.e. highways improvements, consideration should be given to see how any of the delivery of the identified environmental improvements could be complemented by bringing the two together.

For example: new foot paths being laid by highways against an area that could be turned into parking: - 60% council housing in area, 40% private housing, additional cost (over and above that covered in the original capital programme) to be split 60/40 between the HEIP and other ward funding.

The panel could be coordinated by the Housing Equalities and Engagement facilitator and meet every 6 months to review progress.

Funding period:

HEIP funding will be allocated on a 4 year basis (mirroring the 4 year administration term) to allow the potential for annual allocation to be pooled into a bigger pot to enable larger more impactful schemes to be delivered. Once a ward has spent its 4 year allocation no other HEIP funding will be available until the next 4 year period.

The priorities would remain unchanged for 4 years and be reviewed in the final year.

The 4 year plan would negate the need for annual exercises to determine schemes which involves a lot of administration and little actual participation by local residents.

Allocation by ward:

The spending should be allocated across all wards which include council housing except where no determination of local needs has been submitted from within that ward for areas where there is council housing.

The Community Involvement Officer will coordinate implementation of the initiatives agreed on and this will be specified, procured and delivered by appropriate officers.

The allocation for each ward could be:

- based on the number of council homes within that ward (see below).
- by additional measure or combination of measures such as index of deprivation, urgency of need for improvements etc
- or a combination of the two.



HEIP indicative
ward amounts v...

The priorities would remain unchanged for 4 years (or remainder of the administration) and be reviewed in the first year of a new administration.

The 4 year plan would negate the need for annual exercises to determine schemes which involves a lot of costly and time consuming administration and little actual participation by local residents.

This approach would also ensure that the budget could be allocated to any area of the city with council housing and not rely on there being a resident association.

Spending criteria:

The criteria for spending of HRA money issued has been amended from the EIG version and a draft attached for consultation. Once agreed this will be used to help determine the appropriateness and legality of any initiatives if the scheme is agreed.



Housing
Environmental Improv

As stated above, funding could be used to match ward committee money but it would need to be of demonstrable benefit to council tenants.

By taking this approach there is recognition that most council estates are now mixed tenure.

No scheme would be implemented which contradicts wider council priorities e.g. use of skips, but it is acknowledged that other wider initiatives will be needed and developed to mitigate the impact of not funding these schemes e.g. support around recycling, education and enforcement around refuse, fly tipping and recycling.

The 'Fed pot'

It is proposed that the Fed pot be retained and the process around this, with further focus on the Fed and RAs taking ownership of this.

An annual pot, 15% of total HEIP (currently £30k) to be retained by the Fed for smaller estate improvements. The Fed to determine how this is allocated in line with HRA spending ruling.

RAs may choose to support wider initiatives set out in the HEIP.

RAs will administer, specify, procure and oversee these improvements and report bimonthly to the Fed on progress. Officer advice and support could be called on as needed.

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HEIP Indicative Ward Amounts

Ward	No Properties	As %	proposal		
			1 year	2 years	4 years
Acomb	398	5	8500	17000	34000
Bishopthorpe	66	1	1700	3400	6800
Clifton	891	12	20400	40800	81600
Copmanthorpe	41	0.5	850	1700	3400
Dringhouses	414	5	8500	17000	34000
Fishegate	143	2	3400	6800	13600
Fulford	120	1.5	2550	5100	10200
Guildhall	723	9.5	16150	32300	64600
Heworth	1258	16.5	28050	56100	112200
Holgate	447	6	10200	20400	40800
Hull Rd	698	9	15300	30600	61200
Micklegate	568	7.5	12750	25500	51000
Osbaldwick	78	1	1700	3400	6800
Rawcliffe	19	0	0	0	0
Rural West	95	1	1700	3400	6800
Westfield	1717	22	37400	74800	149600
Wheldrake	44	0.5	850	1700	3400
	7720	100	170000	340000	680000

Annex Aa

proposal	
200000	total
0	officer budget
30000	Federation pot
170000	Wards

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DRAFTHousing Environmental Improvement Programme (HEIP) spending criteria

There are a number of points to be considered when assessing the suitability of particular projects to go forward for HEIP funding in whole or jointly funded:

ALL PROJECTS SHOULD BE EVALUATED ON AN INDIVIDUAL BASIS TO ENSURE THAT WORK IS WITHIN THE REMIT OF THE HOUSING REVENUE ACCOUNT

Is the spending on housing land, property and customers?

If not, it can not be funded.

Does it benefit Tenants - all projects pursued must have clear and demonstrable benefits for tenants living in the locality. It is accepted that projects may also be to the benefit of other residents. The funding provided towards the overall scheme should be roughly proportionate to the number of tenants in the locality / ward depending on the scale of the project.

Projects which benefit only one individual should not be accepted.

Practicality - Projects which are clearly impractical should be filtered out. Council staff will be able to assist in determining the feasibility of any particular project.

Targeted - all suggestions should assist the Housing Department and Council in meeting its objectives such as reducing anti social behaviour or improving the physical characteristics of the estate / ward / city and should be sustainable.

No duplication - Projects should not be part funded if these are for work which should more properly be funded entirely from other sources e.g. road signs. Similarly, HEIP spending should not be used for work which will be covered in the ongoing housing services maintenance programme.

Maintenance - the ongoing costs associated with any suggestion need to be considered. High ongoing maintenance costs must be factor in determining whether a project is viable for funding.

Timescale - the suggested project will need to be completed within the four year administration period. Annual amounts can be brought forward within this period to complete a project within a shorter period.

Consideration must be given to any other projects e.g. roadworks, utilities that will have an impact on any scheme. The timing of the project may be affected by this.

Cost Effectiveness / Adding to workload - Is the project the best way of achieving the identified benefit? Are there other ways of doing the work which would represent better value for money or where the benefits could be even greater? Can the local community contribute to completing the project?

Schemes which put additional pressure on services subject to budget savings / reductions should not go ahead.

Enforceable- schemes that cannot be enforced such should not be agreed e.g. signs giving instructions that can't realistically be enforced. Problem parking areas on housing land can be put forward for parking enforcement where there are repeated problems and complaints over time. Residents and services should also work together to find complementary solutions.

Examples of acceptable projects

Projects which could be considered include:

- Improving parking facilities.
- Security measures to homes.
- Provision of fencing to improve security.
Creation of a play area for local children.
- Provision of drop kerbs in a street to improve off road parking thereby reducing local traffic congestion.
- Environmental works, landscaping and shrub planting to improve amenity to an estate / ward
- Improved storage facilities for blocks of flats.

Examples of Projects which should not be agreed

- Traffic calming measures (Highways responsibility)
- Bus stop seating

- Street lighting in areas that provide little benefit to council tenants
- Benches outside non housing owned shopping areas
- No Ball Games signs
- Improvements to areas where there are no council properties
- Improvements to Allotment Sites
- Improvement to community building that are not within the HRA
- New crockery or other equipment for a lunch club
- Provision of refuse skips

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EIG returns 2015/16

RA Area	Number of EIG leaflets - CYC tenants and leaseholders only	Number of leaflets returned	% return These figures have been rounded
Bell Farm RA area	206	NA	NA
Carr RA area	410	NA	NA
Chapelfields RA - area	408	22	5%
Clementhorpe RA area	120	7	6%
Cornlands and Lowfields RA aArea	485	38	8%
Clifton RA area	928	40	4%
Dodsworth RA area	351	20	6%
Dringhouses RA area	422	33	8%
The Groves RA area	343	21	6%
Kingsway West RA area	625	NA	NA
Lindsey RA area	350	33	9%
Muncaster RA area	287	21	7%
NAWCA area	393	26	7%
Nunnery RA area	255	19	7%
Tang Hall RA area	1156	25	2%
Foxwood RA area	300	9	3%
Fulford RA area	112	17	15%
	Total delivered	Total returned	%
Total	6535	331	5%

Statistically 10% of 6535 have to be received for the results to be statistically viable. As a whole these figures are far from reliable. On an individual RA basis only Fulford have reached the 10% figure.

This 10% figure is used by statisticians as the figure which will give statistically robust evidence.

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Estate Improvement Grant Process

March

Collect Estate Improvement Scheme ideas by: talking to residents, through meetings, putting a suggestion slip through every door if necessary, using the template provided



March

Collect all the suggestions, discuss if they are possible at a residents association meeting inviting your Estate Manager (or ask them through an email)



April

When you have created a list of suggestions send the list to all residents asking them to prioritise the list. You may choose to do this through an event or activity that you have invited all residents to.



April

Draw up your priority list from all your responses and give it to your Estate Manager



July

Ensure your budget is allocated before the end of July so the work can be ordered and completed on time.



Ongoing

Ask your Estate Manager for regular updates on progress so that you can feed the information back to all residents.

NB Skips will be provided to the same extent as previous years, you do not need to include these on your list.

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Estate Improvement Grants – Criteria

There are a number of points to be considered when assessing the suitability of particular projects to go forward for estate improvement grant funding:

Primarily Benefit Tenants - all projects pursued must have clear and demonstrable benefits for tenants living in the locality. It is accepted that projects may also be to the benefit of other residents. If they **mainly** benefit non council residents they should be passed over to the Communities and Equalities Team or, funding should be sought from outside the Housing Revenue Account

Projects which benefit a mixture of council tenants and other residents should be discussed with the Housing Estate Manager / Housing Team Leader and other relevant officers for consideration and to look at the suitability of other options e.g. joint funding from HRA and other sources.

Projects which benefit only one individual should not be accepted.

ALL PROJECTS SHOULD BE EVALUATED ON AN INDIVIDUAL BASIS TO ENSURE THAT WORK IS WITHIN THE REMIT OF THE HOUSING REVENUE ACCOUNT – is the spending on housing land, property and customers? If not, it can not go ahead.

Practicality - Projects which are clearly impractical should be filtered out before proceeding to the voting stage. Council staff will be able to assist in determining the feasibility of any particular project

Targeted - all suggestions should assist the Housing Department and Council in meeting its objectives such as reducing anti social behaviour or improving the physical characteristics of the estate and should be sustainable.

No duplication - Projects should not be pursued if these are for work which should more properly be funded from other sources e.g. road signs. Similarly, estate improvement grants should not be used for work which will be covered in the ongoing housing services maintenance programme.

Maintenance - the ongoing costs associated with any suggestion need to be considered, and the RA must ensure that funding is available to

cover the required maintenance expenditure. The total cost will need to include all future costs for items such as security lights which will need light bulbs changing. A table (see below) has been established to apportion costs over the following three year period, for these additional costs, which will need to be set aside from these future budgets.

Project	Year 1	Year 2	Year 3
Details of Project	Full installation costs	Maintenance / Servicing costs	Maintenance / Servicing costs

Timescale - the suggested project will need to be completed within the financial year in which funds will be allocated; projects which will take more than one year can only be supported if the work is split into identified phases which can each be completed within a twelve month period. If work is not completed within the year the funding will be lost.

Cost Effectiveness / Adding to workload - Is the project the best way of achieving the identified benefit? Are there other ways of doing the work which would represent better value for money or where the benefits could be even greater? Can the local community contribute to completing the project?

Schemes which put additional pressure on services subject to budget savings / reductions should not go ahead e.g. refuse bins, dog bins

Enforceable- schemes that cannot be enforced such as no ball games signs or residents only parking signs should not be agreed. Problem parking areas on housing land can be put forward for parking enforcement where there are repeated problems and complaints over time. Residents and services should work together to find other solutions.

Examples of acceptable projects

Projects previously completed which meet the above criteria have included:

- Creation of parking bays on housing land
- Provision of local notice boards
- Financing installation of window and door locks across an estate or for vulnerable tenants
- Creation of a play area for local children on housing land
- Installation of improved security lighting
- Provision of fencing to improve tenants' sense of security
- Provision of a number of drop kerbs in a street to permit tenants to park cars off the road thereby reducing local traffic congestion
- Shrub planting on a local green space (housing land)

Examples of Projects which should not be agreed

- Traffic calming measures (Highways responsibility)
- Bus stop seating
- Street lighting in areas that provide little benefit to council tenants
- Dropped kerbs
- Benches outside Shopping Areas
- No Ball Games signs
- Improvements to areas where there are no council properties
- Improvements to Allotment Sites
- Improvement to community building that are not within the HRA
- Residents Only Parking signs
- New crockery or other equipment for a lunch club

Estate Improvement Grants – Checklist

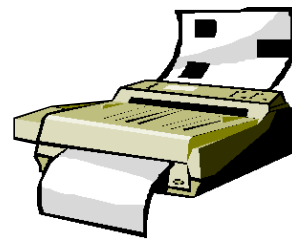
Does the project primarily benefit tenants?



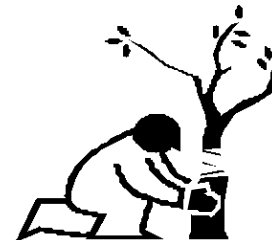
Is the project practical?



Are we sure the project doesn't duplicate something we're already doing, or is it already paid for from other budgets?



Can we afford to maintain the project?



Is the cost of the project reasonable / does it burden other services?



Can we finish the project in one year?



Reply to HEIP document

The general view on this proposal was one of disappointment. At a time when new RAs are being encouraged to form and directives are being issued for RAs to take more control, and to be more independent, this proposal effectively removes one area of control from the RA – the administration of the Estate Improvement Grant. There are many RAs who wish to administer it, and after the parameters of spending were reiterated we are now all clear on how the money can be spent, and keen to spend it.

Specifically we would raise the following queries:

- Does the Tenants' Charter still exist? Bell Farm RA spent some time in drawing up theirs and this proposal seems to contravene their priorities.
- Is the money ring-fenced? You say it gives opportunities for wider plans, and greater legitimacy, we would ask how. The EIG money has to be spent to the benefit of council tenants and not residents in general.
- We are asked to be more independent, but this scheme denies us control. We who live on the estates, working with their Estate Managers are the ones who know the wishes of the residents, and know what is needed.
- The EIG should be administered by the Estate Manager and the RA without having to beg from their councillors.
- The success of the HEIP will depend on the councillors of each ward as what response we will get to our applications. There is too much chance in this, and when councillors change, so the response will to. Each has their own enthusiasms, pet projects and bias.
- If this scheme goes ahead the process for applying for ward grants needs to be made much more

transparent. It took a long time for the Groves to be made aware that money was available and that the RA was eligible to bid for a share.

- Where RAs have a good long term plan, they should be readily able to apply for ward grants, and to be able to husband their EIG towards the plan if necessary
- Representatives from RAs should have the right to attend and speak at ward team planning meetings
- Can you explain exactly how this project will reduce administration?
- As an example of a particular benefit you cite CCTV as being a project that we could apply for under the new scheme. Both the Groves and Bell Farm have made applications for CCTV to ward grants and been refused on the grounds of invasion of privacy. We don't see how this scheme can change that reasoning.
- The wording feels ambiguous. We are told we could apply for dropped kerbs, but surely the EIG can only be spent on dropped kerbs for council tenants, and not for other individuals
- If this project is passed in spite of all we've said, we ask 'How will the committee work?' It will need to be much more than a cosmetic twice a year look-in. Volunteers so far are Hilary (Bell Farm) and Joanna and Stephen (Groves)
- You specify a bi-monthly report from RAs. What happens if they don't report back?

The Federation do not agree to this proposal in its present form. We would ask if the proposal is scrapped, what happens and where does the money go that you made available?



Comments on proposed changes to allocations process

The estate improvement programme has been used in York to improve the environment in Council estates for over 25 years.

Where promoted well, it has been very effective in stimulating residents to take action to improve their estates. In many cases this has been done through formal Residents Associations.

In other estates looser – but still effective – local arrangements have grown up.

In both cases, the sense of “ownership” has been enhanced.

Any changes to the current arrangements – where consultation is primarily through local Resident’s Associations – should build on previous successes.

It is acknowledged that currently there is an unfairness in the allocation of funds because some streets do not have a residents group. In some cases this is simply because the area is not big enough to sustain such a body.

A solution where this sort of area can still benefit on a per capita basis from improvements is welcomed as is the (implied) solution of delegation of powers to Ward Committees.

While it is accepted that, in the absence of a Residents Association, another mechanism for allocation is required, it is unclear how the following would actually operate;

“HEIP funding could be allocated based on the identified priorities benefitting council tenants as decided by a panel made up of:

- *Housing and other council staff*
- *involved / interested residents*
- *(Housing and Environment portfolio) Councillors”*

If this is to be pursued, then the principle of subsidiarity should be followed viz that decisions should be made at the most local, practical, level.



Comments on Estate Improvement Grant proposals

Where an effective Residents Association is in existence then they should continue to manage the receipt of project proposals, balloting on priorities and monitoring implementation.

Where the “panel” is involved then it should be on the basis that any proposed uses for the budget must have originated with local residents with priorities subsequently agreed through a resident’s ballot. There may be an argument for any panel to be a virtual team operating principally – and inclusively - “on line”

Any panel meetings must be transparent. Meeting agendas and supporting papers must be published on the Council web site as must meeting minutes.

Panel members must be accountable for their decisions.

Much more effective use must be made of social media channels to consult and inform residents. This is particularly true of the Councils own Ward web pages which are invariably out of date.

Local noticeboards must also be kept up to date.

Areas of agreement

- The introduction of a 4 year rolling programme is welcomed. An allowance of (say 10%) of the annual budget could be retained to deal with emerging issues such as overgrowing trees, bushes, worn grassed areas etc.
- Allocation of funding on a per capita basis is supported.
- The opportunities offered by the chance to integrate Ward Committee – and other Council budgets - with EIG projects are recognised.

Areas for change

The Council’s proposed qualification criteria are too proscriptive

- The provision of waste skips is one of the most popular uses for EIG monies. They are appreciated by non car drivers. More so in west York since the closure of the Beckfield Lane amenity site. These should continue (if tenants vote for them)



Comments on Estate Improvement Grant proposals

- There is no reason why – if favoured by a majority of residents – “no ball games” and similar advisory notices cannot continue to be displayed (the issue is that they are unenforceable but most residents understand that now).
- The Council must enter into a verifiable **Service Level Agreement** to provide an agreed standard of maintenance on all public areas – including car parks and garage sites – on Council estates.
- There needs to be an effective, transparent, escalation process available when maintenance standard targets are consistently not achieved on our estates.

01/08/2016



**Decision Session: Executive Leader
(incorporating Housing and Safer
Neighbourhoods)**

23 January 2017

Report of the Assistant Director for Housing and Community Safety

Affordable Housing Commuted Sum Dispute

Summary

1. The report provides an update on a legal matter between the council and a developer regarding the obligation to pay a commuted sum in lieu of onsite affordable housing. It seeks endorsement from the Executive Leader (incorporating Housing and Safer Neighbourhoods) to pursue legal action as appropriate, together with proposals for relevant officers to use their delegated powers to reach an appropriate final settlement for the Council. Attached to this report are 2 exempt annexes, setting out the legal issues and process involved and external independent advice received.

Recommendation

2. That the Executive Leader (incorporating Housing and Safer Neighbourhoods) endorses proposals to pursue legal action against the developer as necessary, including arrangements for the Assistant Director of Housing and Community Safety, in consultation with the Assistant Director of Legal & Governance to apply delegated powers to reach a final negotiation within the best interests of the Council.

Reason: To protect the authority's position in relation to developers honouring their obligations under Section 106 Agreements and ensure the authority maximises its position regarding commuted sums .

Consultation

3. Consultation in the form of negotiation has taken place and will continue with the developer.

Options

4. The Executive Leader's (incorporating Housing and Safer Neighbourhoods) endorsement is being sought to the way forward on this matter in order to achieve the best possible outcome for the Council under the circumstances. In the light of extensive negotiations to date, unless further and final negotiations achieve an appropriate settlement, it is suggested that legal action through the courts remains the only option.

Analysis

5. Full analysis of the legal position is set out in the exempt annexes attached, including Annex 2 which contains independent legal advice received from external specialists in the field.

Implications

Financial

6. Full financial implications arising from the situation are set out in the exempt annex 1 to this report.

Human Resources (HR)

7. None.

Equalities

8. None

Legal

9. As referred to above, full legal implications are covered in detail in the exempt annexes.

Crime and Disorder

10. None

Information Technology (IT)

11. None.

Property

12. None.

Other

13. None.

Risk Management

14. Due to their legal implications, the risks associated with the recommendation in this report are addressed in the exempt annexes to this report.

**Contact Details
Author:**

Tom Brittain
Assistant Director for
Housing and Community
Safety
Tel No.01904 551262

**Chief Officer Responsible for the
report:**

Martin Farran
Corporate Director of Health, Housing
and Adult Social Care
01904 554045

21-12-16

Report Approved

Specialist Implications Officer(s) *See confidential report*

Wards Affected: Dringhouses and Woodthorpe Ward

For further information please contact the author of the report

Background Reports

None

Annexes

Exempt Annex 1
Exempt Annex 2

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By virtue of paragraph(s) 3, 5 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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