

Notice of meeting of

Decision Session - Executive Member for Neighbourhoods and Housing.

To: Councillors Reid (Executive Member)

Date: Tuesday, 15 March 2011

Time: 4.00 pm

Venue: The Guildhall, York.

AGENDA

Notice to Members- Calling In:

Members are reminded that, should they wish to call in any item on this agenda, notice must be given to Democracy Support Group by:

10am on Monday 14th March 2011 if an item is called in *before* a decision is taken, *or*

4pm on Thursday 17th March 2011, if an item is called in *after* a decision has been taken.

Items called in will be considered by the Scrutiny Management Committee.

1. Declarations of Interest

At this point Members are asked to declare any personal or prejudicial interests they may have in the business on this agenda.

2. Minutes

(Pages 3 - 8)

To approve and sign the minutes of the Decision Sessions of the Executive Member for Neighbourhood and Housing held on 3 February 2011 and 15 February 2011.

3. Public Participation - Decision Session

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 **5pm on Monday 14th March 2011**.

Written representations in respect of any items on the agenda should be with the Democracy Officer no later than **5pm on Friday 11th March 2011**

Members of the public may speak on item on the agenda, an issue within the Executive Member's remit, or an item that has been published on the Information Log for the current session. There are no information reports for this session.

4. Update on Private Sector Strategy. (Pages 9 - 28)

This report outlines the progress made on delivering the Private Sector Housing Strategy and proposes a refreshed action plan to reflect and compliment the following changes:

- a) Emerging from the new coalitions government agenda;
- b) To the local priorities in particular the new Climate Change Framework, the refreshed York Housing and North Yorkshire Housing strategies and the new Older Person strategy;
- c) To funding regimes following the comprehensive review;
- d) To new strategic partners and in particular the work being carried out by the new Leeds City Region Local Enterprise Partnership.

5. Removal of Private Sector Renewal Funding - Impact on the York Home Improvement Agency. (Pages 29 - 32)

This report advises the Executive Member about the local impact on services for York's private residents and in particular the York Home Improvement Agency, of the national removal of private sector renewal funding.

6. Achieving the Decent Homes Standard. (Pages 33 - 36)

This report advises the executive Member that City of York Council met the Decent Homes standard in December 2010, in line with central government expectations, through a programme of modernisation and improvement outlined as set out within the Housing Revenue Account Business Plan.

7. Decoration Voucher & Disturbance Allowance Scheme Allowances. (Pages 37 - 44)

This report proposes changes to the way we provide decoration and disturbance allowances for the council housing stock to ensure that we achieve improved value for money and contractor performance.

- 8. Introduction of Tenant Inspectors** (Pages 45 - 48)
This report advises of the progress made in recruiting Tenant Inspectors and asks the Executive Member to endorse the proposed structure for reporting inspectors recommendations.
- 9. Annual Highway Maintenance Report** (Pages 49 - 74)
This report provide a review of the service performance in Highway Maintenance over the last year, it examines issues arising and proposes programmes of work to be undertaken in the financial year 2011/12.
- 10. Snow Wardens** (Pages 75 - 78)
This report informs the Executive Member for Neighbourhoods and Housing of the advantages of the recruitment of Snow Wardens to enhance the City's winter maintenance resilience and to agree the scope of the role and method of funding.
- 11. Public Protection Legal Actions** (Pages 79 - 84)
The purpose of this report is to enable the Executive Member for Communities & Neighbourhoods to review the results of legal actions (prosecutions, cautions and fixed penalties) undertaken by Environmental Health, Trading Standards, and Licensing Services in the Communities and Neighbourhoods Directorate for the period 1st October 2010 – 31st December 2011 and approve the continuation of the current enforcement policy
- 12. 2010/11 Quarter 3 Performance Report.** (Pages 85 - 110)
This report presents an overview of key performance issues for the portfolio at Quarter 3 2010/11. The report is for information only and is on the agenda at the request of the Executive Member.
- 13. Any other business which the Chair considers urgent under the Local Government Act 1972**

Democracy Officers:

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- E-mail- laura.bootland@york.gov.uk

For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details are set out above.

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- ensure that what you want to say speak relates to an item of business on the agenda or an issue which the committee has power to consider (speak to the Democracy Officer for advice on this);
- find out about the rules for public speaking from the Democracy Officer.

A leaflet on public participation is available on the Council's website or from Democratic Services by telephoning York (01904) 551088

Further information about what's being discussed at this meeting

All the reports which Members will be considering are available for viewing online on the Council's website. Alternatively, copies of individual reports or the full agenda are available from Democratic Services. Contact the Democracy Officer whose name and contact details are given on the agenda for the meeting. **Please note a small charge may be made for full copies of the agenda requested to cover administration costs.**

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Holding the Executive to Account

The majority of councillors are not appointed to the Executive (38 out of 47). Any 3 non-Executive councillors can 'call-in' an item of business from a published Executive (or Executive Member Decision Session) agenda. The Executive will still discuss the 'called in' business on the published date and will set out its views for consideration by a specially convened Scrutiny Management Committee (SMC). That SMC meeting will then make its recommendations to the next scheduled Executive meeting in the following week, where a final decision on the 'called-in' business will be made.

Scrutiny Committees

The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:

- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

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City of York Council

Committee Minutes

MEETING	DECISION SESSION - EXECUTIVE MEMBER FOR NEIGHBOURHOODS AND HOUSING.
DATE	3 FEBRUARY 2011
PRESENT	COUNCILLORS REID (EXECUTIVE MEMBER)

36. DECLARATIONS OF INTEREST

The Executive Member was asked to declare any personal or prejudicial interests in the business on the agenda. None were declared.

37. MINUTES

RESOLVED: That the minutes of the decision session for Neighbourhoods and Housing held on 21st December 2010, be signed by the Executive Member as a correct record.

38. PUBLIC PARTICIPATION - DECISION SESSION

It was reported that there had been two registrations to speak. Details of the speakers will be included under the relevant minute item.

39. 2011/12 NEIGHBOURHOODS BUDGET PROPOSALS

The Executive Member received a report as part of the consultation on the 2011/12 budget process. The report presented the 2011/12 budget proposals for Neighbourhoods and Housing. It included:

- The national context regarding local government funding and the implications for City of York Council.
- The approach that has been adopted to develop budget proposals.
- The outcomes of the customer budget consultation.
- The revenue budget for 2010/11 to show existing budgets.
- The budget adjusted and rolled forward from 2010/11 into 2011/12.
- The cost of pay and price increases and increments for the portfolio.
- Proposals for service pressure costs and savings options for the portfolio area.
- Fees and charges.
- The Housing Revenue Account.

The Executive Member made the following comments:

- The merging of the Communities and Neighbourhoods directorates had given scope to improve on efficiency and further reduce costs.
- Important to protect street level services.
- The letter from residents of the Glebe was noted and would be referred to the Executive as part of the Housing Capital programme.
- The 77.7% increase in relation to adult interment at Dringhouses cemetery seems to be excessive and suggested that it be increased over the next two years.

The Executive Member thanked officers for all their hard work on the budget process.

RESOLVED: That the Executive Member for Neighbourhoods and Housing notes the report and recommends it to the Executive for incorporation into the Councils budget for 2011/12 with the following recommended amendments/suggestions:

- (i) That the request for double glazing from the residents of The Glebe, Dunnington be considered when the Housing Capital Programme is presented to the Executive.
- (ii) That the Executive consider the rise in charges of 77% for adult interment at Dringhouses Cemetery be raised over two years e.g.; £150 this year and £140 next year.¹

REASON: As part of the 2011/12 budget consultation.

Action Required

1. Note request to amend adult interment cost at Dringhouses cemetery and advise Executive accordingly. DM

40. UPDATE ON EMPTY HOMES POLICY.

The Executive Member considered a report which advised of the results of the empty homes field survey carried out in November and December 2010 and the potential implications for the council's empty homes policy. It also advised of the recent empty homes policy proposals from the coalition government and the likely impact of these proposals upon the empty homes policy, having regard to the results of the field survey.

Councillor Simpson-Laing who had registered to speak on this item expressed her disappointment in both of the options in the officers report and that the council had made little progress. She suggested that York would benefit from having a guardianship scheme in place for empty commercial properties in the city and that this could be a way forward.

Officers outlined the report and advised that 161 properties had not responded to the postal questionnaire sent out in June 2010. Following a field survey of these properties, 95 were confirmed as status unknown. As the data is uncertain and the new government is expected to make further announcements regarding policy on the matter, Officers felt it would be beneficial to leave the Council's policy unchanged while more work is carried out on the data.

The Executive Member commented that she agreed with Officers and approved Option 2, with the additional recommendation that Officers bring a further report to a future decision session once the governments policy position is clear.

RESOLVED: (i) That the Executive Member approved Option 2 to leave the existing empty homes policy unchanged, to note the results of the postal survey and associated fieldwork and approve work to ensure that baseline data is more robust, including an annual field survey.

REASON: There is no statistical or anecdotal evidence to justify changing the council's existing empty homes policy. However, possessing accurate information regarding the number of empty properties in the city is essential in order to inform local empty homes strategies and enable us to respond to emerging national policy agendas and funding mechanisms. An annual field survey provides the best value for money response to these challenges and opportunities.

RESOLVED: (ii) That a further report be brought back to the Executive Member when the Governments position on the subject is clearer.

REASON: To keep the Executive Member informed.

41. ANNUAL PARKING SERVICES REPORT 2009/10

The Executive Member considered the fourth annual report for Parking Services. The report related to 2009/10 and is for information only.

Officers advised that the Council has a statutory duty to provide annual reports on enforcement activities in order to be as transparent as possible.

The Executive Member commented that she was pleased with the information provided in the report, in particular that 95% of the Council's car parks had achieved an award for safety and only 5 parking ticket appeals had been to the independent parking adjudicator.

RESOLVED: That the Executive Member noted the Annual Parking Services Report for 2009/10.

REASON: To keep the Executive Member informed on enforcement activities within the directorate.

42. PETITION RELATING TO SELECTIVE LICENSING

The Executive Member considered a report which advised of a petition received requesting that the council apply for selective licensing powers over houses in multiple occupation (HMO's) for the Hull Road ward area of the city.

Councillor Alexander who had registered to speak on this item advised that the recent article 4 direction being considered by the Executive can be seen as an attack on the tenants of HMO's where as selective licensing puts the onus on landlords and allows for some unity between them and residents. He asked that Officers look further into the licensing introduced under the Housing Act 2010, in particular additional licensing, to ensure that York has the balance right in the future.

The Executive Member noted the report and the comments made by Councillor Alexander. She requested that Officers provide further information on additional licensing in their report due in spring 2011.

RESOLVED: (i) That the Executive Member noted the information in the report and considered the petition and acknowledged advice from Officers that selective licensing is not the most appropriate tool to tackle Houses in Multiple Occupation in the Hull Road Ward.

REASON: Legal tests have not been met.

RESOLVED: (ii) That Officers include further information on Additional Licensing in their forthcoming report due in Spring 2011 on the introduction of an Accreditation Scheme.¹

REASON: To inform Members further on the subject.

Action Required

1. Provide further information on additional licensing in future report.

SW

Councillor Reid, Chair

[The meeting started at 4.30 pm and finished at 5.10 pm].

MEETING	DECISION SESSION - EXECUTIVE MEMBER FOR NEIGHBOURHOODS AND HOUSING.
DATE	15 FEBRUARY 2011
PRESENT	COUNCILLOR REID (EXECUTIVE MEMBER)

43. DECLARATIONS OF INTEREST

The Executive Member was invited to declare at this point in the meeting any personal or prejudicial interests she might have in the business on the agenda. She declared she had none.

44. PUBLIC PARTICIPATION - DECISION SESSION

It was reported that there had been no registrations to speak under the Council's Public Participation Scheme.

45. REVIEW OF THE YORHOME SERVICE.

The Executive Member considered a report that provided a summary of the progress made in the development of the 'YorHome' social lettings agency and discussed the viability of continuing with the service.

Officers gave an update and informed the Executive Member that the number of homes in the scheme had reached 50 and would be rising to 75 from 1st April, after a private landlord had requested to join the scheme. Officers stated that due to the successful management and growth of the scheme officers would be setting new targets and making growth alterations to the financial forecast for 2011/12.

RESOLVED: That option 2 be approved, to restructure the service and extend the scheme until 31st March 2012 with a review of progress in September 2011 which would include exploring the opportunities to create a holistic service for all irrespective of housing needs.

Reason: By maintaining the service the authority has an additional option in offering a comprehensive housing advice service. The service is vital in the authority's attempt to reduce the level of homelessness.

Cllr Ann Reid, Chair

[The meeting started at 4.00 pm and finished at 4.07 pm].

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Executive Member Decision Session – Neighbourhood & Housing

15th March 2011

Report of the Assistant Director for Housing and Public Protection

Update on the Private Sector Strategy

Summary

1. The report outlines progress delivering the Private Sector Housing Strategy and proposes a refreshed action plan to reflect and compliment the changes:
 - a) Emerging from the new coalitions government agenda;
 - b) To the local priorities in particular the new Climate Change Framework, the refreshed York Housing and North Yorkshire Housing strategies and the new Older Person strategy;
 - c) To funding regimes following the comprehensive review;
 - d) To new strategic partners and in particular the work being carried out by the new Leeds City Region Local Enterprise Partnership.

Background

2. In March 2009 Members approved the Private Sector Housing Strategy based on the evidence collected through the 2008 private sector stock condition survey. The strategy contains an action plan with five key strategic aims each with a series of objectives showing how the council and its partners will work to help improve and maintain the condition and management of owner occupied and privately rented homes in York. A Steering Group of stakeholders and partners monitors the progress
3. The Steering Group has met twice, the last time in November 2010 when the group reviewed the action plan. The overall progress of the five strategic aim is outlined in the attached **Appendix A** and has been identified as either a key achievement or an action to be taken forward in to the refreshed action plan

Strategic Aims

4. The conclusion of the steering group was that the City of York Council and its partner agencies were making good overall progress delivering the Private Sector Housing Strategy. However, it was felt that the action plan needs to have regard to the current challenges and opportunities. Partners' views and contributions resulted in the proposed changes to the action plan which are set out below.

Current Strategic Aims:	Proposed new Strategic Aims:
Encourage and support owner occupiers to maintain and repair their homes and introduce energy efficiency	Encourage and support Owner Occupiers to maintain and repair their homes
Encourage private landlords to provide good quality and well managed properties for their tenants	Encourage private landlords to provide good quality and well managed properties for their tenants
To help people whose independence may be at risk to remain in or return to their homes	To help people whose independence may be at risk to remain in or return to their homes
Maximise use of the existing housing stock and to increase the supply of decent affordable homes	Maximise use of the existing housing stock and to increase the supply of decent affordable homes
Strengthen existing and develop new partnerships to support the private housing sector	Strengthen existing and develop new partnerships to support the private housing sector
	To help to create sustainable homes and reduce carbon emissions from the domestic sector

5. Within the above revised strategic aims there are several revised objectives/actions. The full proposed action plan is attached as **Appendix B**. The most significant change to the action plan is to create a new sixth strategic aim, which will strengthen and focus private sector housing work on the local climate change framework agenda.

Aim 6: To help create sustainable homes and reduce carbon emissions from the domestic sector

6. The council has set very ambitious targets to reduce carbon. Within the city the domestic sector alone is responsible for 34% of all of York's CO₂ emissions. Work and funding opportunities are currently being explored with other councils through the Leeds City Region to develop a regional programme, called the Domestic Energy Efficiency Programme (DEEP) aimed both at stimulating the installation of energy efficiency measures and renewable technologies to reduce carbon emissions and helping residents to be warm and safe. Bradford Metropolitan Council on behalf of the councils in the Leeds City Region has submitted a regional growth fund bid.
7. This work will be further complimented by a study, which has been commissioned by our sustainability colleagues in City Strategy, which has analysed the gap between what is being currently delivered in the city, and what

is required to be delivered to meet our climate framework targets in 2020. A further report on this will be brought before members.

8. It is intended that this work will form the baseline for the council and its partners to develop both a three-year programme and longer-term action plan to help the city meet its targets. It is intended that a further paper will be brought to members in summer about these proposals.
9. Other changes include:

Aim 1: Encourage and support owner-occupiers to maintain and repair their homes

10. Following the comprehensive spending review it was clear that there was a commitment to the disabled facilities grant programme however, there was no specific commitment to providing funding for the private sector renewal programme (which currently funds the council programme of loans and energy efficiency grants programme to help vulnerable homeowners maintain their homes and be warm and safe). Going forward the council and its partners will need to be innovative in finding solutions to help residents. A separate paper will be brought to the executive member outlining the proposals for the council revised assistance policy.

Aim 2: Encourage and enable private landlords to provide good quality and well-managed properties for their tenants

11. The main changes here reflect the need to promote a healthy private rented sector seeking ways to reduce barriers to the sector. It also focuses on the growing number of houses in multiple occupations and the need to maintain and improve standards in this sector. Actions will aim to balance the need to promote landlords who provide well-maintained accommodation whilst taking action and seeking to tackle problems through the use of planning policy and through accreditation schemes, licensing/regulation and enforcement.

Aim 3: Enable people whose independence may be at risk remain in or return to their homes.

12. There is a renewed commitment to providing a funded adaptation programme and handyperson scheme. We have also focused our work regarding under and over occupation in the private sector. We anticipate with the changes to the housing benefit system that it is likely to put additional pressure on the private housing stock with a knock on potential impact being an increase in the number of HMOs and overcrowding in the city.

Aim 4: Maximise use of the existing housing stock to increase the supply of decent affordable homes in York.

13. We will continue to monitor the low levels of empty homes in the city. The executive member will recall a recent paper, which evidenced that there continues to be low levels of empty homes despite the current economic climate

in the city. However we recognise that where we can we should maximise their return to occupation.

Aim 5: Strengthen partnerships to support private sector housing improvements.

14. The emphasis here is to ensure that, with regard to private sector renewal York's interest and views are represented. There are significant changes occurring at all levels of partnerships in particular the Leeds City region along with changes to the strategic health service.
15. It is well recognised that good quality homes are important for the health and well being of those living in them. The proposed interventions in the strategy will contribute to the new public health agenda. For example both our work around improving energy efficiency by installing insulation in private householders and our enforcement work around improving insulation and heating in private rented accommodation will reduce the treatment of cold-related illnesses. Such conditions are a substantial financial drain on the NHS approximately £1 billion per year. Cold conditions heavily impact on circulation and around half of excess winter deaths are circulatory in cause. The number of excess winter deaths in England and Wales is estimated as 25,000 to 45,000 per year¹

Consultation

16. This report was written following the meeting of the steering group whose ideas contributed towards the revised strategic aims

Options

17. There are 3 options which the executive member is being asked to consider:
 - **Option 1** to approve the refreshed action plan with the addition of the sixth aim;
 - **Option 2** to maintain the current action plan, which is still valid until 2013; or
 - **Option 3** to amend the action plan

Analysis

18. Option 1 - The refreshed action plan provides a clear commitment to maintaining the relatively good standards in the private sector. It recognises that with reducing resources that we need to be innovative in finding ways of helping York residents, 84 % of whom live in the private sector.
19. Option 2 - The existing action plan doesn't reflect:

¹ Statistics from the social exclusion unit

- a) The new local priorities in particular the new Climate Change Framework, the refreshed York Housing and North Yorkshire Housing strategies and the new Older Person strategy.
- b) The change to the funding regimes following the comprehensive review;
- c) The new strategic partners and in particular the work being carried out by the new Leeds City Region Local Enterprise Partnership.

Corporate Priorities

20. Delivery of Private Sector Housing Strategy contributes to the following priorities:
 - Improve the actual and perceived condition and appearance of the city's streets, housing estates and publicly accessible spaces
 - Improve the health and lifestyles of the people who live in York, in particular among groups whose levels of health are the poorest
 - Improve the life chances of the most disadvantaged and disaffected children, young people and families in the city
 - Improve the quality and availability of decent affordable homes in the city

Implications

21. There are no implications arising directly from this report. Any financial and equalities implications arising from the individual actions and targets will need to both fully costed and assessed and will be brought to members as appropriate.

Risk Management

22. Regular monitoring and reporting of progress should ensure early intervention to minimise non-delivery. As such the risks score less than 16.

Recommendations

23. That the Executive Members:
 - Notes the overall progress made to date in delivering the Private sector housing strategy; and
 - Approves Option 1 as outlined in Para 17, to approve the refreshed action plan with the addition of the sixth aim.

Reason: So that the council can encourage the private sector housing stock to be maintained and reduce the carbon emissions

Contact Details

Author:

Ruth Abbott
Housing Standards &
Adaptations Manager
Te: 554092

Chief Officer Responsible for the report:

Steve Waddington
Assistant Director – Housing & Public Protection

Report Approved

Date

15th February 2011

Wards Affected:

All

For further information please contact the author of the report

Background Papers:

Private Sector Housing Strategy 2008-2013

Annexes

Appendices A and B

Appendix A. York Private Sector Housing Strategy Action Plan 2008-2013

Strategic Aim 2. To encourage private landlords to provide good quality and well managed properties for their tenants						
Objectives:	Why	Baseline position	Target/date	Resources	Current position	Lead*
Improve the condition of private rented homes in the city more in line with the city average for all occupied dwellings	Overall standards in the private rented sector are worse than other occupied houses	28.3% non Decent (3602 dwellings) against an average of 19.2 per cent for all occupied dwellings	By 2013 to bring rate of non decency in line with all occupied dwellings -19.2%	Existing	Completed most of the actions last year. Developing quarterly newsletter for landlords and letting agents	CYC Housing
Maintain and where possible improve energy efficiency of private rented homes and in particular flats in converted buildings	The energy efficiency of some private rented accommodation is much lower than for occupied dwellings as a whole	SAP 54 2008 for converted flats	By 2013 to bring the SAP rating of converted flats in line with the other sectors	Existing	Action to be taken forward as part of the new strategic aim 6	S4Y
Reduce the incidence of fuel poverty in private rented sector dwellings	Fuel poverty in the private rented sector is twice the rate of all occupied dwellings and three times that of owner occupied dwellings	No dedicated fuel poverty strategy	A dedicated fuel poverty strategy by April 2009	Existing	Action to be taken forward Draft action plan on hold with new initiatives -	CYC Housing
Improve the condition of houses in multiple occupation (HMOs) and smaller shared houses	Housing conditions within this sector are significantly worse than occupied housing as a whole	37.2% non Decent in 2008	By 2013 to reduce the gap between tenures	Existing	Key achievement Licensed HMO programme - on track to ensure that all licensed HMOs are free from category 1 hazards. Refreshed CoP will look at case	CYC Housing
Improve the security of private rented sector dwellings, particularly in the worst performing areas (Micklegate, Fishergate and Guildhall wards), dwellings (converted flats, pre 1919) and households (elderly, students)	There area a greater absence of core measures* in the private rented sector	24 per cent of private rented dwellings show an absence of core measures (compared to 9 per cent for owner occupied dwellings)	By 2013 to reduce the gap between tenures	Existing	Key achievement handyperson funding came to an end but extra funding through SYP.	Safer York Partnership / CyC Housing

KEY: tbc = To be confirmed / S4Y = Sustainability 4 Yorkshire / CYC Housing = City of York Council Community and Neighbourhood services

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Appendix B. York Private Sector Housing Strategy Action Plan 2008-2013

Strategic Aim 2. Encourage and enable private landlords to provide good quality and well managed properties for their tenants						
Objectives:	Why	Baseline position	Target/date	Resources	Progress	Lead*
Improve the condition of private rented homes in the city more in line with the city average for all occupied dwellings.	Overall standards in the private rented sector are worse than other occupied houses.	28.3% of private rented homes are non Decent against an average of 19.2 per cent for all occupied dwellings.	By 2013 to bring rate of non decency in line with all occupied dwellings	tbc		CYC Housing
Increase the role of the private rented sector in meeting housing need by improving access to those who traditionally face barriers to it.	Some households face barriers	41 household accessing private rented accommodation in 2009/10.	Number of people helped in to private sector accommodation through YorHomes and Choice based lettings.	tbc		CYC Housing
Improve the condition of houses in multiple occupation (HMOs) and smaller shared houses.	Housing conditions within this sector are significantly worse than occupied housing as a whole.	37.2% of HMOs classed as non Decent in 2008.	By 2013 to reduce the incidence of non decency in the HMO stock and bring in line with non decency in general housing stock (19.2%).	tbc		CYC Housing
Improve the security of private rented sector dwellings, particularly in the worst performing areas (Micklegate, Fishergate and Guildhall wards), dwellings (converted flats, pre 1919) and households (elderly, students).	There area a greater absence of core measures* in the private rented sector.	24 per cent of private rented dwellings show an absence of core measures (compared to 9 per cent for owner occupied dwellings).	By 2013 to reduce the gap between tenures.	Existing		Safer York Partnership / CYC Housing
KEY: tbc = To be confirmed / S4Y = Sustainability 4 Yorkshire / CYC Housing = City of York Council Communities and Neighbourhoods / *Core measures include secure door and window locking						

Appendix B. York Private Sector Housing Strategy Action Plan 2008-2013

Strategic Aim 3. Enable people whose independence may be at risk remain in or return to their homes.

Objectives:	Why	Baseline position	Target/date	Resources	Progress	Lead*
Maintain, and where possible increase, the number of vulnerable households living in homes classed as Decent.	Government target for 2010 already exceeded but need to keep a focus on this issue.	79% in 2008.	80% or more by 2013.	Existing .		CYC Housing.
Ensure that those who need adaptations or warden call to help them remain in or return to their accommodation receive the appropriate level of advice, support and assistance.	To meet the growing demand of an ageing population and disabled children with complex needs.	150 Disabled Facilities Grants administered per year.	175 Disabled Facilities Grants per year by 2013.	tbc.		CYC Housing.
Explore Procurement as a mechanism of providing a more efficient and value for money service.	To provide a speedier service for customers and to make best use of limited resources.	Single contract in place for stairlifts.	Seek new framework contracts for other types of work by 2013.	Existing.		CYC Housing.

KEY: tbc = To be confirmed / S4Y = Sustainability 4 Yorkshire / CYC Housing = City of York Council Communities and Neighbourhoods / *Core measures include secure door and window locking / CSCI =

Appendix B. York Private Sector Housing Strategy Action Plan 2008-2013

Strategic Aim 4. Maximise use of the existing housing stock to increase the supply of decent affordable homes in York.						
Objectives:	Why	Baseline position	Target/date	Resources	Progress	Lead*
Maintain, and where possible reduce further, the current low level of long term private sector empty properties in the city.	Need to ensure ongoing low level of long term empty properties.	0.9% in 2008.	0.9% or below by 2013.	Existing		CYC Housing
Tackle under occupation of private sector homes (this objective will be addressed as part of the wider Housing Strategy).	High levels of under occupation.	77% in 2008.	Below 77% under occupation by 2013.	Existing		CYC Housing
Actions towards these objectives will include:						
Maintain and where possible reduce further the low level of overcrowding of private rented sector homes (this objective will be addressed as part of the wider Housing Strategy).	Low levels of overcrowding .	4% in the private rented sector in 2008.	4% or below by 2013.	Existing		CYC Housing
Actions towards these objectives will include:						
KEY: tbc = To be confirmed / S4Y = Sustainability 4 Yorkshire / CYC Housing = City of York Council Communities and Neighbourhoods / *Core measures include secure door and window locking						

Appendix B. York Private Sector Housing Strategy Action Plan 2008-2013

Strategic Aim 5. Strengthen partnerships to support private sector housing improvements.						
Objectives:	Why	Baseline position	Target/date	Resources	Progress	Lead*
Maintain clear strategic leadership for private sector housing standards in the city.	To help all stakeholders with a role to play in improving private sector housing standards work together effectively.	Agreed private sector housing strategy 2008-13.	New private sector housing strategy agreed by 2013.	Existing		CYC Housing
Improve joint working between key agencies delivering services relevant to this strategy.	To achieve greater efficiencies working towards shared goals.	Private sector housing strategy 2008-13 steering group established.	Undertake annual progress review in November each year for the lifetime of the strategy.	Existing		CYC Housing
Explore new partnerships to deliver services both in the voluntary and private sector	To achieve greater efficiencies working towards shared goals	No contractor forum.	Contractor forum by Dec 2011.	Existing.		CYC housing.
Improve partnership working with private sector landlords	To help bring improvements in the management and maintenance of the private rented housing stock	1 main landlord fairs/conference per annum.	Minimum of 1 landlord fair per annum + targetted events when appropriate.	Existing, plus additional £10k annual funding for landlord forum administration.		CYC Housing.
Maintain and improve the North Yorkshire Local Authorities Strategic Partnership and Leeds Local Enterprise Partnership .	Sub regional partnership is an important arena for sharing good practice and bring investment in to the city .	North Yorkshire Private sector Steering group quarterly meetings .	Maintain programme of quarterly meetings and investment bids. Sharing good practice from across the Region and county.	Existing.		CYC Housing.
Maintain, and where possible improve, the level of customer satisfaction with services.	To ensure our policies and service delivery meets customer needs.	82 per cent of customers rated the grants and assistance service in 2007	90% satisfaction with services by 2013.	Existing.		CYC Housing .
KEY: tbc = To be confirmed / S4Y = Sustainability 4 Yorkshire / CYC Housing = City of York Council Communities and Neighbourhoods / *Core measures include secure door and window locking						

Appendix B. York Private Sector Housing Strategy Action Plan 2008-2013

Strategic Aim 6: Create sustainable homes and reduce carbon emissions from the domestic sector						
Objectives:	Why	Baseline position	Target/date	Resources	Progress	Lead*
Maintain, and where possible increase, the average energy efficiency of homes.	The overall energy efficiency of dwellings in York is relatively high when compared to the national figure.	Average city wide energy efficiency rating (SAP) 66 in 2008.	Average SAP rating for the city to be 66 or more by 2013.	Existing		S4Y
Improve the energy efficiency of homes in the worst performing areas of the city with a focus on private rented homes	Whilst overall energy efficiency is good some disparities in performance exist between areas.	Hull Road and Fishergate wards have average SAP rating of 48 and 58 respectively.	Minimum SAP rating of 65 in all wards by 2013.	Existing		S4Y
Reduce the domestic sector's CO2 emissions in line with the city's longer term climate change targets.	Carbon modelling indicates national plans alone will not allow York to meet its ambitious carbon reduction targets. Domestic dwellings account for 34% of all York's CO2 emissions.	DECC NI 186 - domestic sector CO2 emissions 2008 = 436kt	tbc following feasibility assessment by 2013	tbc		S4Y

KEY: tbc = To be confirmed / *Guildhall, Micklegate and Hull Road wards and pre 1919 terraced houses and converted flats / **the Government wants to see an end to fuel poverty in all vulnerable households by 2010 and in all households by 2016 / S4Y = Sustainable for York

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Executive Member Decision Session – Neighbourhood Services & Housing

15th March 2011

Report of the Assistant Director of Housing and Public Protection

Removal of Private Sector Renewal funding - Impact on the York Home Improvement Agency

Summary

1. The report advises the Executive Member about the local impact on services for York's private residents and in particular the York Home Improvement Agency, of the national removal of private sector renewal funding.

Background

2. As part of the Comprehensive Spending Review (CSR) there was a national decision to end the allocation of funding for private sector renewal from 1st April 2011. For York the 2010/11 allocation was £817k, which currently funds our discretionary help for the most vulnerable homeowners in the city to maintain their homes through our grants and assistance policy. The main help being through our programme for:
 - a) Loans– both the simple home safety loan for works less than £4k and for more extensive work and the home appreciation loan for more extensive work,
 - b) Energy efficiency grants both for elderly residents and for private tenants
3. The funding also helps the council's wider priorities by offering grants to encourage owners to bring empty homes back in to use which are then let through our YorHomes letting agency.
4. This work contributes directly to the aims to our private sector renewal strategy 2008-2013. The proposed refreshed action plan for the strategy outlined in a separate paper at this decision session recognises that we will have to find alternative ways of helping residents.
5. A revised grants and assistance programme will be brought to the executive member for a decision on in June 2011 which will review what financial assistance can be offered to customers in future by the council.
6. However, the removal of the funding has a direct effect on service delivery. Currently there are two main services, which deliver a range of services to

support and improve the housing conditions in the private sector and maintain the independence of the most vulnerable of York's residents

7. The council's own Housing Standards and Adaptations team which delivers both mandatory and discretionary functions. Mandatory functions include regulation of the private sector (with a focus on the rented sector) and the adaptation service (minor and major adaptations across all tenures). The discretionary service includes supporting the private sector renewal programme through advice and financial assistance (loans). Other significant area of work includes two council priorities (and emerging coalition priorities) around empty homes and the delivery of energy efficiency measures to homeowners and private rented sector.
8. The York Home Improvement Agency (HIA) whose primary focus has been delivering the discretionary private sector renewal programme by providing technical, caseworker and administrative support for customers to submit loans where appropriate. The contract held by Yorkshire Housing for the HIA is due to expire on the 31st March 2011. There is a separate contract with the same organisation for the handy person scheme, which is fully funded by supporting people, which ends in February 2012.
9. Impact on the Housing Standards and Adaptations service are that two fixed term posts, a sub regional loans officer and a technical officer post, both due to end on the 31st March 2011 and will not be renewed:
10. The impact on the York Home Improvement Agency will be that the contract for the agency will finish at the end of this month and the contract will not be renewed due to the lack of private sector renewal funding for their primary area of work helping customers to maintain their home through the provision of loans.
11. The HIA is funded directly by the council (£68k) and by the supporting people programme (£30k). It currently employs three officers and shares managers with two other agencies
12. Colleagues in the Supporting People team are already in discussion with Yorkshire Housing about redirecting 80% of their £30k funding to the York Handyperson, which offers support to elderly and vulnerable residents. Local research and surveys both for the private sector strategy and older persons strategy have identified the need for a local Handyperson services to help residents
13. The council is in discussions with the managers from the HIA to reduce the impact on the current customers who they are currently supporting to ensure that the impact on them is minimised. Together, we are ensuring that wherever possible work is completed before the HIA contract expires and putting in place transitional arrangements with those customers whose work will not be completed before 31st March 2011.

Consultation

14. The York Home Improvement Agency has been advised that the council will not be in a position to renew the contract at the end of this month. We will contact all customers advising them of the transitional arrangements when they have been finalised and confirm them in writing.

Options

15. Option 1 – To agree **to not** renew the York HIA contract on its expiry.
16. Option 2 – To agree to renew the contract for the York HIA on its expiry

Analysis

17. Option 1 – The withdrawal of the national funding for private sector renewal works will result in there being no capital funding from which to support the work currently carried out by the HIA. It is proposed that the supporting people funding that is currently allocated to the HIA be, in part, transferred to the York Handy Persons Scheme that is managed by the same organisation.
18. Option 2 – If the council were to agree to renew the contract it would need to find significant capital investment to fund a renewal / grants & assistance scheme. Without the capital funding, there will be no preparatory works for the HIA to carry out.

Implications

19. **Financial** – There is a loss of capital funding amounting to £817k, the impact of this reduction in funding will be a corresponding reduction in the housing loans/grants capital scheme. The reduction in capital funding also has an impact on the revenue account. Firstly, loans/grants offered generated income in the form of an administration fee for CYC, this reduction in income will be offset by the ending of the fixed term technical officer post (para 8). In addition £80k of the capital grant was used to fund staffing costs associated with the loans/grants programme which indirectly was the HIA work. Therefore, in 2011/12, the saving of £68k from ending the HIA contract will be required towards meeting this shortfall in revenue. The remaining £12k will be met from miscellaneous fee income generated through the teams other private sector works. This position will be reviewed during 2011/12 to establish if there are any efficiency savings which can be achieved due to the changes outlined in this report.
20. **Human Resources** - There are two FTE employees on fixed term contracts, which expire on 31st March 2011. As the work in which they are employed ceases to exist in its current form the post holders have been informed that their contracts will not be renewed. Normal provisions for redundancy have already commenced. With regard to the York Home Improvement Agency we have

advised them we are not seeking to renew the contract. They are no TUPE implications for the council.

- 21 **Equalities** - The reduction in funding will have an impact on vulnerable private sector householders as we will not be able to offer the same direct help through loans for repair and maintenance or grants for energy efficiency.
- 22 There are no other implications arising from this report.

Risk Management

- 23 The risks associated with the proposals in this report are low and score less than 16. In compliance with the Council's risk management strategy there are no direct risks.

Recommendations

- 24 That the Executive Members is asked to:
- Note the impact of the private sector renewal funding on service delivery both within the council and with our partnering organisation the York Home Improvement Agency; &
 - Approve Option 1 as outlined in Para 15, to **not** renew the York HIA contract on its expiry.

Reason: To ensure that the council does not incur unnecessary financial expenditure.

Contact Details

Author:
Ruth Abbott
Housing Standards &
Adaptation Manager
Tel: 554092

Chief Officer Responsible for the report:
Steve Waddington
AD – Housing & Public Protection

Report Approved **Date** 28th February 2011


Wards Affected:

All

For further information please contact the author of the report

Background Papers:

York Home Improvement Agency Contract

	
Meeting of Executive Member for Neighbourhoods & Housing	15th March 2011
Report of the Assistant Director - Housing and Public Protection	

Achieving the Decent Homes Standard

Summary

1. This report advises the Executive Member that City of York Council (CYC) met the Decent Homes standard in December 2010, in line with central governments expectations, through a programme of modernisation and improvement outlined as set out within the Housing Revenue Account Business Plan.

Background

2. Prior to the implementation of The Decent homes standard in 2004 CYC had spent 14 years carrying out its internal modernisation programmes under the highly successful banner of Tenants Choice which focuses on customer choice, respect and whole house modernisation rather than elemental works over a prescribed period of time.
3. In this area it was felt that meeting the Decent Homes Standard in its prescribed form would have been a backward step in the evolution of Tenants Choice and hence we developed our own standard which exceeded the national prescribed one, known as the 'York Standard'.
4. The Decent Homes standard prescribes 'life spans' for the internal elements covered under Tenants Choice (kitchens, bathrooms, electrical rewiring and heating systems), these differ from 15-40 years and hence a rolling programme of whole house modernisation is not possible due to the differing replacement 'life spans' of the elements which would lead to customers receiving the elements individually rather than all at the same time.
5. This would have had a negative impact on customers in terms of disturbance, decoration and expectation hence CYC have retained their whole house modernisation commitment under the York Standard.
6. Whole house modernisation is reflected as, should a property fail the decent homes standard CYC will look beyond this and evaluate the other ageing internal elements for replacement as well. Clearly quantifiable limits must be imposed in order to financially evaluate the affect of this and hence the commitment is that:

- should one or more of the internal elements of kitchen, bathroom and electrical rewiring fail the Decent Homes Standard CYC will aim to modernise the remaining elements that have reached or passed 66% of their 'lifespan'* at the same time.
- We also offer an additional allowance of up to £700 per dwelling for tenants to 'add' elements, i.e. extra tiling / kitchen cupboards / electric showers etc.

STOCK CONDITION SURVEY

7. In 2004 an independent stock condition survey was carried out to determine what investment was required to meet DH by December 2010. As a result, 2635 homes had some element of refurbishment carried out. As part of the Tenants Choice programme:
 - 2359 homes have had new Kitchen fitted;
 - 2298 homes have had new Bathrooms fitted;
 - 2498 homes have been Rewired; &
 - 2721 homes have had new Heating installed.
8. In addition to the Tenants Choice programme we have:
 - Installed Heating only to 1477 homes;
 - Re-roofer 677 homes;
 - Replaced Windows in 1160 homes.
9. The total investment in our homes to carry out the above works over the period is just under £34m.

Consultation

10. Regular consultation has taken place with tenants over the years through a number of annual events. The Tenant Choice exhibition allows customers to choose what products will be fitted during the scheme and provides feedback on the service. In 2008 we introduced the Tenant Choice focus groups, these have been highly informative and have allowed us to adapt the service we provide to meet customer needs, these are now held annually.
11. Customer satisfaction for all Decent Homes works has consistently reached 95%

Options

12. Option 1 – Continue to maintain the York Standard, as set out within the Housing Capital Programme, as the way forward when developing the revised HRA Business Plan.
13. Option 2 – To not continue with the York Standard as the basis for improving our homes.

* As defined by Decent Homes guidance

Analysis

14. Option 1 – Would enable the council to continue to maintain the current high levels of specification for modernisation works as well as maintaining a high level of customer satisfaction.
15. Option 2 – Not continuing with the York Standard would result in a reduction in the level and quality of works that were being carried out. It would also lead to reduced customer satisfaction.

Corporate Priorities

16. This report contributes to the following corporate priorities:
 - *Sustainable City* - We aim to be clean and green, reducing our impact on the environment while maintaining York's special qualities and enabling the city and its communities to grow and thrive.
 - *Thriving City* – We will continue to support York's successful economy to make sure that employment rates remain high and that local people benefit from new job opportunities.

Implications

17. **Financial** – The costs of maintaining the current level of works as the basis for the current capital programme which has recently been approved by Members.
18. **HR** – Not maintaining the current York Standard may result in the loss of Technical Surveying staff.
19. There are no other implications arising from this report.

Risk Management

20. The risks associated with the proposals in this report are low and score less than 16. In compliance with the Council's risk management strategy there are no direct risks.

Recommendations

21. The Executive Member is asked to:
 - Note that the Council has met the Decent Homes Standard in line with the Governments Dec 2010 Target: &
 - Approve Option 1 as outlined in Para 12, to continue to maintain the York Standard, as set out within the Housing Capital Programme, as the way forward when developing the revised HRA Business Plan.

Reason – To ensure that the council maintains its housing stock to an excellent standard

Contact Details

Author:	Chief Officer Responsible for the report:			
Andy Wilcock Project & TC Manager Housing Services Asset Management Tel No.3792	Steve Waddington AD – Housing & Public Protection			
	Report Approved	✓	Date	2 nd March 2011
Wards Affected: <i>List wards or tick box to indicate all</i>				All
				✓
For further information please contact the author of the report				

Background Papers:

None.



Meeting of the Executive Member –
Neighbourhoods & Housing

15th March 2011

Report of the Assistant Director – Housing & Public Protection

Decoration Voucher & Disturbance Allowance Scheme Allowances

Summary

1. This report proposes changes to the way we provide decoration & disturbance allowances for the council housing stock, to ensure that we achieve improved value for money and contractor performance.

Background

2. Decoration vouchers are currently provided for two main reasons, firstly to new tenants on re-let if the home they are offered is in a poor decorative state and secondly following modernisation via Tenants Choice (TC). There is a room by room denomination system to dictate the amounts offered, these are:

Living Room	£60	Bed-sit/Annex	£65
Dining Room	£60	Bedroom (double)	£55
Lounge/Dining Room	£65	Bedroom (single)	£55
Kitchen	£45	Bathroom	£45
Kitchen/Diner	£60	Separate toilet	£25
		Hall & Landing	£65

3. Through TC the vouchers are offered for each room disturbed whilst being refurbished. The individual Estate Manager on a void re-let however may often award on a sliding scale, below the room by room value, depending upon the condition of the area to be re-decorated. A 4 year contract to 2013 has been agreed to provide vouchers through B&Q, Dulux Decorating Centre and Homebase. In the financial year 2008/09 approximately £120,000 was spent on vouchers, approximately two-thirds of which was through the TC Scheme
4. Using the above denominations if a property was fully modernised through TC or required significant re-let decorations the total amount of vouchers could equate to:
 - 1 bed home - £270
 - 2 bed home - £325-385 (dependant on dining room or not)
 - 3 bed home - £465

5. A disturbance allowance is also allocated based on the time we are in the tenants home based on how many elements we are completing, this is up to a maximum of 3 weeks rent.
6. During 2009/10 figures when looking at the capital modernisation programme we carried out improvement works in 287 homes, the decoration and disturbance costs associated with this were:
 - Decorations Vouchers £312.83 Average = Total £89,782
 - Disturbance £295.28 Average = Total £84,745
7. Given the significant costs associated with decoration and disturbance, officer have been looking at alternative options to achieve better value for money whilst at the same time improving the service to customers.

Options

8. Option 1 - To agree to change the decoration voucher to a 'Paint Pack'
9. Option 2 – To change the level of disturbance allowances
10. Option 3 – To retain the status quo at this time.

Analysis

11. **Option 1** - Contact has been made the three existing contractors who provide the voucher option to consider the potential to introduce a 'Paint Pack' which would result in paint and brushes etc being delivered to the tenant to enable them to make good their decorations. Only Dulux have responded and brought forward options.
12. The Dulux proposal is to provide the customer with a 'Paint Pack' which includes everything that they need to decorate their home / affected areas. amount of paint provided will be sufficient to paint the rooms affected and will be based on an assessment of wall area / rooms affected. All the items required will be delivered to customers door and the paint choice goes up to a 2400 colour pallet. Detail of the customer literature can be found at Annex 1.
13. All paint packs will include the relevant COSHH sheets and application and storage recommendations.
14. Using the estimated cost for the paint pack, when considered against 2010/11's TC programme it is estimated that the cost would reduce by approximately 40% whilst at the same time providing tenants with sufficient quality materials to decorate their homes. The paint pack also has an option where tenants can substitute paint for wallpaper.
15. **Option 2** – Work has been ongoing with corporate procurement colleagues to renegotiate the current TC contracts. As a result of these negotiations it was agreed that all works would be completed within 10 working days. However it

was clear that the quality of the final job was should not in anyway deteriorate. Monitoring of the new working arrangements have show that the speed of the works has improved and works are now being completed within the 10 working day target and quality has not in anyway deteriorate. It is therefore proposed that the disturbance allowance paid to the tenant is reduced accordingly from the equivalent of 3 weeks rent to 2 weeks rent to reflect the reduction in the length of time the works take.

16. Again using the 2010/11 TC programme as a base, reducing the disturbance allowance as suggested would equate to a 33% cost reduction.
17. **Option 3** – agreement of this option would result in tenants continuing to have vouchers for decoration of their home and not benefit from an increased quality of produce as service. It would also result in tenants receiving disturbance payments for period of time when work is not been carried out.

Consultation

18. Customers on the 2010/11 and 2011/12 Tenants Choice programme where consulted during the annual exhibition held on the 5/6th November 2010, we asked them to complete in feedback cards and give views on the revised paint pack/disturbance allowance scheme.
19. 441 households where invited, 130 tenants attended and 98% where in favour of the new scheme

Implications

20. **Financial** – The costs associated with the decoration & disturbance payments are made from the HRA. The agreement of the proposals would reduce the cost to the service by approximately £50k per annum.
21. **Procurement** – Given that the current contracts that we have in place with voucher providers does not set out any minimum or maximum level of spend with them, to enter in to an additional contact to provide paint packs would not create any procurement problems.
22. There are no other implications arising directly from this report.

Risk

23. The risk associated with this proposal are low and as such score below 16.

Recommendations

24. That the Executive member:
 - Approves option 1 and 2 as set out in the report to change the way Decorations and Disturbance allowances are provided.

Reason – to ensure that the council provides a value for money efficient service to its tenants.

Contact Details

Author:
Andy Wilcock –
Projects & Tenants Choice
Manager

Chief Officer Responsible for the report:
Steve Waddington
AD Housing & Public Protection

Report Approved

Date 3rd March 2011

Specialist Implications Officer(s)

Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the author of the report



Dear Customer,

Decorating Scheme

We understand that having Tenants Choice modernisation works carried out in your home can be quite destructive to your existing decoration.

To help you after these works City of York Council and Dulux Decorator Centres have worked together to create a decorating pack that gives you a range of high quality products for you to decorate your home.

Each pack will contain:

- Diamond matt emulsion
- Acrylic eggshell
- Vinyl matt emulsion
- Diamond satinwood
- Polycell filler and abrasive paper
- Roller tray and sleeve set
- Masking tape and dust sheet
- Decorators caulk
- Brush pack

(wallpaper can be provided if requested, deductions in the paint supplied will apply)

The amounts of paint provided will be enough to decorate your home.

In this guide you will find information on your decoration pack voucher, your choice of colours, how to order your decoration pack and receiving your decoration pack

Regards

City Of York Council

Paint Pack

Dulux Decorator Centres

As the UK's leading decorating supplier, Dulux Decorator Centres are where the trade goes for professional quality paints, products and accessories. With a team of friendly expert staff on hand to help, we can advise on everything from colour choices to application techniques.

Choose your colours

The enclosed colour card has been designed to showcase a wide range of our most popular colours, and its easy to follow layout should make selection simple.



Placing your order

Ordering your paint pack is easy. Simply call our team on **0845 602 3128** and tell them you have a Paint Pack Allowance. You'll also need to give your name and address or the reference number shown on the voucher printed on the back of this booklet. We'll then confirm your Paint Pack entitlement and ask you which colour you have chosen.



Receiving your pack

Your pack will be delivered **FREE** to your home address and you will be contacted to agree the delivery day. Whilst it is not possible to guarantee a time for your delivery we will try to give you some idea of whether a morning or afternoon delivery is available. (Delivery available Monday to Friday, 7.30am-5pm).

Please note that when you receive your pack, you'll need to show this leaflet and voucher to the delivery driver along with a valid form of ID, such as a driving licence or your tenancy agreement.

Dulux Decorator Centres:



Unit 3 Auster Road
Clifton
York
YO30 4XA
Tel: 0190 469 3133

Terms & Conditions for use:

- Goods must not be released without seeing the complete Paint Pack literature and alternative proof of ID.
- Goods should only be supplied as agreed by the Housing Association/Local Authority.
- Goods supplied should be for decorating purposes only. Product or colour restrictions may apply and will be highlighted on the front of this brochure.
- Goods cannot be supplied after the allowance expiry date.
- Photocopies of the allowance will not be accepted and there is no cash equivalent.

For store use only:

- There must be no substitutions to the order unless approved by DDC Business Support.
- If substitutions are made which result in overcharges the DDC store will be charged back.
- All orders **MUST** quote the order reference number as the Customer Order Number.
- The customer's name and address (including postcode **MUST** be included in the 'delivery details' field in Chariot.
- All vouchers should be attached to the advice note and kept securely at the DDC Store for 12 months.
- Any questions please contact Dulux Decorator Centres Business Support on **0845 6036498**.

Contact Details

Contact us

To find your local Dulux Decorator Centre call 0845 850 2200 or go to www.duluxdecoratorcentre.co.uk



For the hard of hearing, we are happy to receive calls by Text Relay on **18001 0845 602 3128** or **18001 0845 850 2200**.

Calls may be recorded for quality and training purposes.



Voucher only to be removed by DDC employee.

Date: ____ / ____ / ____ Pack: _____

CUSTOMER NAME: _____

Address: _____

Reference number: _____

AUTHORISING SIGNATURE: _____

CUSTOMER SIGNATURE: _____

Allowance valid until: ____ / ____ / ____



PO Box 407
Finance and Housing Centre
Library Square
York
YO1 7YN





Meeting of Executive Member for Neighbourhoods & Housing Services

15th March 2011

Report of the Assistant Director – Housing & Public Protection

The Introduction of Tenant Inspectors

Summary

1. This report advises of the progress made in recruiting tenant inspectors and asks the Executive Member to endorse the proposed structure for reporting inspectors recommendations.

Background

2. In January 2010 Housing Services under went a mock inspection, part of this inspection covered the area of resident involvement. The inspection highlighted the need to complete and implement the Customer Engagement Strategy and within this a need to put in place a system of proactively involving tenants in the monitoring of the service and recommending changes. As a result of this Housing Services Management Team made a decision to introduce Tenant Inspectors.
3. Within the recently published consultation paper 'Local Decisions : a fairer future for social housing' the government indicates the intention to abolish the Tenant Services Authority (TSA) as the housing regulatory body and give that responsibility the Homes and Communities Agency (HCA). The government have also stated that they see a much bigger role for tenants in the regulation of landlords and that the creation of tenant inspection regimes should form a key component in an authorities' self regulating process.
4. A framework for how tenants can inspect aspects of the service and hold the service to account has been developed and a number of Tenant Inspectors recruited. The new Tenant Inspectors have undergone training to ensure that they are clear about their role and have the tools to successfully conduct an inspection. A group of front line staff have also volunteered to be involved in the inspection regime and have been actively promoting the scheme with colleagues in the department.

Consultation

5. As part of the consultation with the Federation of Tenant and Resident Associations on the development of the Customer Engagement Strategy there

has been discussion about the use of Tenant Inspectors which was well received.

6. Recruitment of the Tenant Inspectors has been through the open day the department held in November 2010, adverts in "Streets Ahead" and inviting applications from tenants who had made a complaint in the last 6 months.

Options

7. Option one – Acknowledge the introduction of a Tenant Inspection process and endorse the approach to decision making.
8. Option two – Acknowledge the introduction of a Tenant Inspections process and suggest an alternative approach to decision making.

Analysis

9. The aim is to train those tenants who have been successfully selected to act as inspectors, their training will be provided by the Tenant Participation Advisory Service (TPAS) and includes :
 - Background & context
 - Benefits of a range of inspection techniques
 - Planning a desk top review
 - Undertaking an observation exercise and mini-mystery shop
 - Practice interviewing & listening skills
 - Developing terms of reference, code of conduct & practicalities
 - Examples of tenant inspector projects & successes
 - Recording & presenting feedback report
10. The staff who have volunteered to be champions of the inspection service have also received training from TPAS and will have some involvement in assisting the inspectors with the process.
11. The inspectors will start by taking discrete areas of the service and test the service against the authority's standards and tenants' expectation. Following the inspection the tenants will write up their findings and present the report to a panel made up from the tenant inspectors and the staff volunteers (the tenants will always be in the majority). Their recommendations will then be presented to Housing Services Management Team (HSMT) for approval and where any suggestion requires a policy change, this will be subject to a report to the Executive Member. The outcomes will be published in the tenants' newsletter "Streets Ahead" to encourage greater involvement.

Corporate Priorities

12. The Tenant Inspectors support the Corporate strategy under the 'Inclusive City' theme.

13. The use of inspectors also supports the objectives set out within the Housing Services' Customer Engagement Strategy and also with wider government thinking on self regulation.

Implications

14. The implications arising from this report are:
- **Financial** - There will be some minor expenses and training costs that can be contained within existing budgets.
 - **Human Resources (HR)** - None
 - **Equalities** - As a new engagement method, this will increase the diversity of our involved customers.
 - **Legal** - None
 - **Crime and Disorder** - None
 - **Information Technology (IT)** - None
 - **Property** - None
 - **Other** - None

Risk Management

15. There are no foreseeable risks associated with the introduction of the Tenant Inspection process and as such score lower than 16.

Recommendations

16. The executive member is asked to:
- Approve option 1 and specifically endorse the proposed structure for reporting recommendations that are set out in paragraph 11.

Reason: By introducing the service it will encourage customer involvement in shaping the housing service and will provide the service with greater transparency

Contact Details

Author:	Chief Officer Responsible for the report:					
Tom Brittain Housing Operations Manager Tel No : 01904 551262	Steve Waddington Assistant Director – Housing & Public Protection					
	Report Approved	✓	Date	10 th January 2011		
Wards Affected: <i>List wards or tick box to indicate all</i>				<table border="1"> <tr> <td data-bbox="1177 555 1257 618">All</td> <td data-bbox="1257 555 1361 618">✓</td> </tr> </table>	All	✓
All	✓					
For further information please contact the author of the report						



**Decision Session – Executive Member for
Neighbourhoods and Housing****15 March 2011**

Report of the Director of Communities and Neighbourhoods

Annual Highway Maintenance Report**Summary**

1. This report provides a review of the service performance in highway maintenance over the last year, it examines issues arising and proposes programmes of work to be undertaken in the financial year 2011/12.

Background

2. The highway maintenance service covers a wide range of activities. It is delivered by a number of in-house teams, working in conjunction with external service providers. The Highway Maintenance Services (HMS) team in Neighbourhood Services (NS) has overall management responsibilities for the highway assets, it determines works programmes for Members to consider and arranges for smaller scale routine maintenance works to be carried out on a priority basis. The Civils team in HMS carries out most of the work activities, with the exception of street lighting and bus shelter maintenance, which are provided by external contractors Amey Local Government (Amey LG) and Stoneplan.
3. Larger LTP/CYC capital and revenue schemes are designed and managed by the Design team in HMS. The term contract that existed previously with Tarmac expired during this financial year and we are now procuring work through the Specialist Surfacing Framework Agreement alongside other authorities in the Tees Valley Alliance. Minor works are still carried out by the Civils team within HMS but for the coming year the Civils team will also act as Principal Contractor on all larger schemes using contractors procured using the framework.
4. Communities and Neighbourhoods, Street Scene team act as the corporate manager for grass cutting across the council and for amenity and landscaped areas requiring maintenance.

Review of 2010/11 and Proposals for 2011/12

Adoptions

5. Over the past year the highway network has increased by 0.5 kilometres of carriageway and 0.5 kilometres of footway due to adoptions and new development.

Customer Satisfaction

6. The annual Residents Opinion Survey was replaced by the Place Survey in 2009/10, which does not include the question concerning the overall condition of roads and pavements. A replacement question has been included in the latest Talkabout survey, with the following combined results:

	07/08 outturn	08/09 outturn	09/10 outturn
Satisfaction with roads and pavements	50%	50%	50%

Drainage

7. From the results of the latest surveys the drainage of water from footpaths and roads continues to show one of the highest levels of customer dissatisfaction within the highway maintenance service.
8. Members allocated £200k for high priority drainage works in 2010/11. This enabled significant resources to be employed tackling drainage problems within particular areas, rather than reactive response to individual enquiries.
9. Problem areas were identified from customer and member enquiries, and officers' local knowledge with those areas being prioritised in accordance with the criteria approved by members (City Strategy EMAP 2 June 2008):
- Locations where flooding affects, or is quite likely to affect, property
 - Locations adjacent to well used footways
 - Locations adjacent to footways near elderly person's homes
 - Locations where standing water is at a critical location for braking or turning
 - Locations where flooding problems are frequent and have been persistent for some years
 - Locations where flooding is particularly extensive
10. The priority list was reassessed through the year and amended where necessary to reflect changing circumstances. Each location was investigated, and remedial works carried out as necessary to improve the effectiveness of

the whole drainage system. All repairs have been carried out with a view to assisting future maintenance and thus reducing the recurrence of problems.

11. At the time of writing this report the programme of scheduled gully cleaning is on target for completion of all wards by the end of March.

Street Lighting

12. The Street Lighting Contract currently with Amey LG is currently into the first year of its three year contract extension. As part of the contract negotiations and identified efficiency savings the contractor currently cohabits with the council at Hazel Court.
13. The current energy supply contract for street lighting and illuminated signs is procured through arrangements agreed with the Yorkshire Purchasing Organisation (YPO) consortium of local authorities. The consortium purchases its energy from greener more environmental friendly sources as well as reducing the financial impact to the Council in a fluctuating energy market.
14. Previously the executive agreed with the Sustainable Street Lighting Scrutiny Sub Committee recommendation that we should continue with the review of the unmetered energy arrangements. As such the authority is moving towards a half hourly virtual meter basis. This is achieved by the installation of a specialist array device that measures the actual hours of darkness and will be used by the energy supplier to calculate their charges. The Council will only be charged energy costs for the actual hours of darkness the lighting units are lit compare to the current arrangement where the charge is based on agreed seasonal averages. This will lead to a reduction in the energy used and carbon emissions from all the street lighting apparatus.
15. The continuing programmed structural testing of steel columns and visual inspection of concrete columns within the city is indicating that 10% of steel columns and over 33% of concrete columns are in need of replacement immediately or within the next three years. At the full Council meeting on 24 February 2011 members approved the budget for 2011/12 and a capital amount of £50k was allocated for the replacement of unsound lighting columns.
16. The contractual response time for the repair of street lighting faults by the contractor from time of notification is 2 days. The existing working practices of arranging for faults to be attended mainly "after hours" are continuing to produce a response time well below half a working day thus providing a good service by the contractor.
17. Street Lighting is currently undertaking a number of trials of new and renewable techniques and technologies. Primary trials are being made into LED's and solar power with positive feedback being received. Other works have been undertaken to reduce carbon, primarily over 1000 mercury lanterns have been replaced with efficient fluorescent lanterns saving 120 tonnes of carbon.

18. Part night trials are about to be undertaken in the Monks Cross area to reduce energy carbon usage. It is proposed to turn some streetlights off for a minimum of 4 hours during the night and early morning.

Resurfacing and Reconstruction Works (R&R)

19. The programmes of footway schemes carried out by HMS started early in the financial year and particularly good progress has been made and all works is anticipated to be completed by 31 March 2010.
20. The footway Slurry Seal programme for 2010/11 was competed to a high standard with only minor remedial works, which were attended to promptly by the contractors.
21. The Surface Dressing programme ran very well with both the pre-patching and the dressing being laid to a good standard. The severe weather experienced in November and December has caused some chipping displacement on most of the schemes but their overall condition is satisfactory and the contractor has returned to remove any visible loose chippings. A further inspection will be carried out in March to determine any remedial works that may now be required.
22. Trials of a new surfacing material for use on concrete carriageways, called Master Layer, was carried out at Stray Road, and Cotswold Way with excellent results. Monitoring of these sites is ongoing and the resulting recommendations will be used in future scheme designs.
23. During 2011/12 HMS are intending to carry out a trial of Micro Asphalt surfacing to determine whether it's use as an alternative to resurfacing is beneficial in certain locations. Alongside this HMS are to carry out more Surface Dressing to major roads to prolong their lifespan before major resurfacing is required.
24. The carriageway resurfacing programme is on target with the majority of schemes already completed. Due to factors beyond HMS control there are however 5 capital schemes to carry over into next financial year, refer to annex 6.
25. The 5 schemes to carry over into 2011/12 are: -
 - . Haxby Road due to building works at Joseph Rowntree school and the need to carry out the surfacing when the school is closed
 - . Hull Road due to restrictions set in place by Network Management due to other major road closures on the network.
 - . Boroughbridge Road due to the A59 park and ride funding issues from Central Government
 - . Bootham Row due to the refurbishment of Radio York and the need for construction vehicle to gain access via this road.
 - . East Parade Micro Asphalt surfacing only.

26. In addition 3 revenue Micro Asphalt schemes are unable to be completed in 2010/11 and have been added to the capital programme for 2011/12. The locations of the schemes are Briar Avenue, Westfield Lane and Green Dike.
27. Efficiencies in the design and construction programme of capital works have enabled schemes on the reserve list at Brockfield Park Drive, Woodlea Bank, Davygate, Welland Rise, Wellington Street and Coney Street to be carried out at a total of £90,500.

Basic Maintenance (BM)

28. The severe weather condition this winter including large deposits of snow and extreme low temperatures has had a detrimental affect on the condition of the highway. This has resulted in an increase of potholes and surface deterioration throughout the network. To respond to the increase volume of defects and maintain the highway safe for users, during the months of December to February all repairs were of a 'make safe' nature. This allowed HMS to respond more quickly to the immediate safety issues.
29. The More for York process has introduced a computerised works system that interfaces the call centre with the inspectors and the BM gangs. This includes the use of mobile devices by both the inspectors and BM gangs.
30. In addition the More for York process has set up a control team to monitor back office activities and recommend efficiencies to the service. The monitoring period has been extended until at least 31 March 2011 to take into account the difficulties encountered on the introductions of the handheld technology.
31. The 'area working' system operates well to ensure that there is greater coordination of work instructions. The highway inspectors are now managing the BM gangs in their area leading to a more efficient service.
32. Routine and ad-hoc inspections and the 'area working' system has again demonstrated the effectiveness of this service through the continued high repudiation rate with regard to third party public liability claims. Information over the last 9 years is shown in the table below.

Year	Total Number of Claims	Claims Closed	Claims settled at Zero Cost	Claims Open	Repudiation Rate
2002/03	258	257	215	1	84%
2003/04	199	194	167	5	86%
2004/05	198	192	165	6	86%
2005/06	155	141	129	14	91%
2006/07	132	110	98	22	89%
2007/08	126	113	103	13	91%
2008/09	142	98	95	44	97%
2009/10	229	205	202	24	99%
2010/11	104 to date	31	30	73	97%

33. HMS is investigating the use of industry wide innovative solutions and techniques in maintaining the highway assets. This includes the use of preformed speed cushions that are bolted to the road surface which are more durable to traffic and easier to maintain.

Asset Management

34. During the year 2010/11 a draft non-auditable highway asset valuation was undertaken in accordance with the CIPFA guidance. The valuation was of the carriageway and footway asset only and the amount was £0.85 billion.
35. The proposal for the financial year 2011/12 is the submission of a draft auditable valuation and the Council is waiting for guidance from CIPFA on the method and what assets are to be included.
36. The use of hand held computer technology gave the opportunity to log the annual condition survey in a computer database and can be used to identify those sections of a street where the condition was variable along its length. This method gives a more representative condition of the network, as the process is able to record different grades along a section of highway rather than previously being Predominately Street based.
37. The condition data and the machine survey information have been used to determine the list of carriageway and footway schemes for 2011/12. The more detailed recording of survey data has given the opportunity to target the sections of highway in most need. It is the intention of HMS to adapt a more whole life cycle approach to optimize the treatments required.
38. The adoption of an asset based methodology for assessing programmed maintenance will lead to an improved treatment model for the highway network and other assets. The processes will improve the way HMS react to adverse situation on the network, such as the recent winter weather and respond quickly to mitigate the affects on the condition of the highway.
39. A survey of the Council's traffic signal assets is near completion and this will be loaded into the asset register and will be used on corporate GIS layers and energy submissions to our suppliers.
40. The severe weather conditions this winter have had a detrimental affect on the condition of the carriageway and footway network but at this moment in time we do not have the data to quantify the extent. It is proposed to start the annual condition survey in April a month earlier than normal to identify areas of the network that have deteriorated substantial and help to priorities our maintenance works.

Bridges

41. Minor repairs funded by the revenue budget have been carried out to various smaller bridges and walls. Arch four of Lendal Bridge which crosses the West Esplanade path has been waterproofed and refurbished from the authority's capital funding. The programme of General Inspections continues to provide an

overview of the condition of the bridge stock and these indicate that the Council's bridge stock is in a safe and serviceable condition.

42. An accelerated programme of more detailed Principal Inspections is continuing on 25 of the more major bridges. By the end of this year 15 will have been completed in the three years since funding has been made available. Along with the General Inspections these provide detailed information to enable the planning of a future works programme and comply with the management of highway structures code of practice.

Winter Maintenance

43. Approaching the end of February 2011 the designated network for precautionary gritting has been treated on 111 occasions compare to an annual average of 65. In addition there were continuous ad hoc treatments from the 25th November through to 27th December 2010. To date the newly designated secondary routes have received 4 treatments.
44. The designated footways were treated on 20 separate occasions with numerous ad-hoc treatments to deal with public and member requests for assistance to other non-designated footways.
45. The Winter Maintenance Control Group met on 4 occasions, added to this were daily telephone conversations with key personnel and daily member bulletins throughout November and December. There were numerous media interviews with the Chief Exec, Director, Ass Director and Heads of Service.
46. The off road and shared cycle routes were treated on 5 occasions but the depth and persistence of the snowfall made it difficult to keep them clear. Following the summer review in 2010 some 90 one ton self help bags were placed during the month of January.
47. It is estimated there will again be a large overspend on the budget at the end of the winter maintenance period.
48. During the winter of 2010/11 we have looked at various alternative methods of footway and cycleway treatments. We have concentrated on mechanical methods of snow removal from these areas. The "Euromech" cycleway sweeper and gritter, purchased ready for this winter proved to be a key piece of equipment, but was not really effective when dealing with heavy snowfall.
49. We have researched and are looking to trial quad bikes, and multi function off road machines for future use. We have also purchased 2 snow ploughs that will be mounted on the NPS tractors to supplement the gritting fleet during extended periods of severe weather.
50. The service will again be reviewed during the summer of 2011. All departments involved with the service will be asked to contribute in order to deliver a coordinated response.
51. It is generally accepted that the main designated routes are as concise as they can be. Therefore the review will take in areas such as, cycleways (both shared

and off road), footpaths, secondary routes, self help 1 ton bags and salt bin locations. Also with the experience and financial difficulties the service encounters over the last 2 years, the winter maintenance budget will need to be reassessed.

Grass and Tree Maintenance

52. Grass cutting went well this year despite the very changeable weather. We saw wet and warm conditions leading to rapid growth in June and near drought conditions in late July, which led to reduced growth. The frequency of cuts was adjusted to ensure standards were maintained throughout the season. It should be noted that the standard of maintenance of the cities highway verges received special mention from the Yorkshire in Bloom judges during their feedback for our winning entry last year.
53. Generally everything has gone well with tree maintenance and no serious accidents have occurred as a result of tree failures. Two mature trees have been felled due to impending subsidence claims. Tree diseases are increasing year on year possibly due to global warming and as such we have lost a lot of trees due to this along with mower damage and drought. As such Tree replacement planting is currently underway and should be finished by March.
54. One quarter of the highway trees have been inspected for safety as they are checked on a 4 yearly cycle. The trees surveyed and recorded on the Arboriculture Officers Database have now been successfully plotted as a layer on our York map program to enable all staff to check tree positions and species on sites.

Performance Indicators

55. The new performance framework for local authorities has produced a single set of national indicators and those impacting on the services in highway infrastructure are:
 - NI 168 – principal roads where maintenance should be considered (using the machine based SCANNER technique)
 - NI 169 – non-principal roads where maintenance should be considered (again using SCANNER)
56. Both of these indicators are linked into the DfT Departmental Strategic Objective to sustain economic growth and improved productivity through reliable and efficient transport networks.

Traffic Management Act (TMA)

57. All works carried out by HMS including street lighting is now being noticed in accordance with Traffic Management Act. A dedicated officer in the back office has been nominated and the level of workload encountered is being monitored.

Budgets and Works Programme Proposals for 2011/12

Highway Maintenance Budgets 2011/12

58. Details of the highway maintenance budgets, including an analysis of the variations on budget provisions 2010/11 to 2011/12 are shown in Annexes 1 and 2.
59. Due to pressure on the Council's revenue budgets as a result of the Local Government settlement and the Highway Infrastructure service review a revenue reduction of £424k has been proposed as follows:
 - £8k saving on alternative anti skid surfacing material
 - £150k saving on patching specification for hierarchy of road
 - £101k saving on surfacing contract rates
 - £58k saving on annual replacement of non-illuminated bollards
 - £87K More for York efficiencies through processes – Highway and Street Lighting (mobile technology)
 - £20k saving on street lighting energy costs.
60. The revenue budget distribution has been adjusted slightly to accommodate anticipated maintenance pressures but the overall amount remains the same as last year excluding the savings mentioned above.
61. CYC capital funding has remained the same for highways and bridges in 2011/12 with £200k being allocated to street lighting carbon reduction and a further £50k for column replacement. The LTP structural maintenance allocation increases by £260k but there is no more de-trunking money as the A19 scheme has been completed.

Highway Programmes for 2011/12

62. As explained in the report to the Executive Member Decision Session on 21 December 2010 on the Advanced Design of Programmes, full detail of the proposed programmes of work forms part of this report. The detailed programmes are attached in Annexes 3 to 5 covering carriageway, footway, street lighting, drainage and bridge works funded by revenue and CYC/LTP capital.
63. A reserve list of schemes can be found in annex 7 for approval. The schemes on the list will be undertaken if funds are available from savings in the programme detailed in annexes 3 to 5. Those schemes on the reserve list that are not undertaken in 2011/12 will form part of the 2012/13 programme.
64. At the full Council meeting on 24 February 2010 members approved the budget for 2011/12 an additional £166k of capital and £657k of revenue has been allocated to maintain the highway at it's condition prior the extreme winter

weather of late 2010. A list of identified structural maintenance schemes can be found in annexes 8 of this report.

Consultation

65. Due to the nature of this report no consultation has been undertaken.

Corporate Priorities

66. Through the proposed measures Neighbourhood Services supports delivery of the Thriving City, Sustainable City, Safer City, Inclusive City and Effective Organisation themes from the corporate strategy.

Implications

Financial Implications

67. The capital and LTP funding is shown in Annexes 1 to 9. The highway maintenance service will be provided in accordance with the prescribed budgets and there are no financial implications.

Human Resources (HR) and other implications

68. There are no HR implications identified in this report although NS flag up the potential implications should their workloads be altered to such an extent that there is insufficient work for the current size of the workforce. The proposals in this report should not have any impact on NS that cannot be accommodated.

Equalities

69. This report has taken into consideration the impact of the Council's Equality Strategy when recommending the proposed budget allocation and highway maintenance operations.

Legal

70. The Council has a statutory duty to carry out highway maintenance under Section 41 of the Highways Act 1980 and this report sets out the proposals and budgets to allow this to happen in the forthcoming financial year.

Crime and Disorder

71. There are no crime and disorder issues.

Information Technology (IT)

72. There are no IT implications in this report.

Property

73. There are no property implications.

Other

74. There are no other implications in this report.

Risk Management

75. In compliance with the Council's risk management strategy, the main risks that have been identified in this report are:
- Strategic Risks, arising from judgements in relation to medium term goals for the service
 - Physical Risks, arising from potential underinvestment in assets
 - Financial Risks, from pressures on budgets
 - People Risks, affecting staff if budgets decline
76. Measured in terms of impact and likelihood the risk score for all of the above has been assessed at less than 16. This means that at this point the risks need only to be monitored, as they do not provide a real threat to the achievement of the objectives of this report.

Recommendations

77. The Executive Member is recommended to:
- (i) Note the review of 2010/11 and proposals for 2011/12
 - (ii) Approve the allocation of budgets for 2011/12
 - (iii) Approve the implementation of the proposed programme
 - (iv) Approve the reserve list of schemes
 - (v) Approve the additional £823 capital and revenue scheme programme

Reason: To ensure delivery of highway maintenance services in an efficient and cost effective manner.

Contact Details

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Sally Burns
Director of Communities and Neighbourhoods

Report Approved Date: 28 February 2011

Wards Affected:



For further information please contact the author of the report.

Background Papers:

Annexes:

Annex 1 - Summary of Budgets and Annexes

Annex 2 - Highway Maintenance Revenue Budgets

Annex 3 - City of York Council Revenue Programme

Annex 4 - City of York Council Structural Maintenance Programme

Annex 5 - LTP Structural Maintenance Programme

Annex 6 - City of York & LTP Capital Budget Carryover Programme

Annex 7- Reserve List of Schemes

Annex 8 - City of York Council Additional £823k Capital and Revenue Scheme Programme 2011/12

SUMMARY OF BUDGETS AND ANNEXES

Annex Description	Comment	£k
Annex 1 <ul style="list-style-type: none"> Summary of budgets and annexes Variations on budgets 2010/11 to 2011/12 	Total highway maintenance budget	<u>9,031.40</u>
Annex 2 - Revenue Totals <ul style="list-style-type: none"> Revenue budgets, inclusive of £229k of programmed schemes in Annex 3 Additional scheme programme 	Total revenue	4,643.40 657.00 <u>5,300.40</u>
Annex 3 – Revenue Programmes <ul style="list-style-type: none"> Revenue footway slurry sealing programme Revenue carriageway surface dressing programme 	Total revenue programmed schemes (included in Annex 2 total)	55.00 174.00 <u>229.00</u>
Annex 4 – CYC Capital for structural maintenance <ul style="list-style-type: none"> Capital carriageway programme Capital footway programme Capital drainage programme Capital bridge programme Capital street lighting carbon reduction programme Capital street lighting column replacement Capital footway slurry sealing programme Additional Scheme programme 	Total CYC capital	541.00 635.75 35.00 200.00 200.00 50.00 38.25 166.0 <u>1,866.00</u>
Annex 5 – LTP structural maintenance <ul style="list-style-type: none"> LTP principal roads programme LTP non principal roads programme LTP surface dressing programme LTP footway programme LTP Street lighting replacements 	Total LTP structural maint.	268.50 657.00 327.00 524.00 88.50 <u>1,865.00</u>

ANNEX 1 continued

ANALYSIS OF VARIATIONS ON HIGHWAYS MAINTENANCE BUDGET PROVISIONS 2010/11 TO 2011/12

	Prog	Basic	Street	Illum Bollards	Safety	General	Drainage	Bus	Asset	Cycle	Bridge	Winter	Amenity	Sub Total	Struct Mtce				TOTAL
	Maint	Maint	Lighting	& Signs		Maint		Shelters	Mgt	Paths	Maint	Maint	Maint	Revenue	CYC	St Lght	Bridge	LTP	TOTAL
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
a) 2010/11 Original Budget	541.0	1248.0	1447.7	131.0	181.2	50.2	453.0	55.3	63.0	19.0	112.0	514.0	272.0	5087.4	1,250.0	450.0	200.0	2,802.0	9,789.4
b) In year issues																			
i) Exclude one-off budget growth 2010/11															-1,000.0	-250.0		-367.0	-1,617.0
ii) Energy Reductions			-20.0											-20.0					-20.0
iii) Additional Schemes														1,000.0					1,000.0
Inflated Budget	541.0	1248.0	1427.7	131.0	181.2	50.2	453.0	55.3	63.0	19.0	112.0	514.0	272.0	5067.4	1,250.0	200.0	200.0	2,435.0	9,152.4
c) Growth Proposals																			
Sub Total Growth	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
d) Proposed Savings																			
i) Anti-skid					-8.0									-8.0					-8.0
ii) Patching Carriageway		-150.0												-150.0					-150.0
iii) Non-illuminated bollards		-58.0												-58.0					-58.0
iv) Surfacing Contract		-101.0												-101.0					-101.0
v) More 4 York Saving	-36.0	33.2	-78.0		-11.2	-8.0		-5.0			-2.0			-107.0					-107.0
Sub Total Savings	-36.0	-275.8	-78.0	0.0	-19.2	-8.0	0.0	-5.0	0.0	0.0	-2.0	0.0	0.0	-424.0	0.0	0.0	0.0	0.0	-424.0
e) Other adjustments																			
i) LTP revised sum																		260.0	260.0
ii) De-trunked Roads revised sum																		-830.0	-830.0
iv) CYC Capital Street Lighting																50.0			50.0
v) Additional Schemes	637.0						20.0							657.0	166.0				823.0
Sub Total Other Adjs	637.0	0.0	0.0	0.0	0.0	0.0	20.0	0.0	0.0	0.0	0.0	0.0	0.0	657.0	166.0	50.0	0.0	-570.0	-303.0
Proposed Budget 2011/12	1,142.0	972.2	1,349.7	131.0	162.0	42.2	473.00	50.3	63.0	19.0	110.0	514.0	272.0	5,300.4	1,416.0	250.0	200.0	1,865.0	9,031.4

ANNEX 2

HIGHWAY MAINTENANCE REVENUE BUDGETS

	2010/11 Budget £k	2011/12 Budget £k
<u>Programmed Maintenance</u>		
Surface Dressing (see Annex 3)	174.0	174.0
Major Carriageway Patching Repairs	115.0	148.0
Concrete Road Repairs	21.0	21.0
Back Lanes Repairs	30.0	30.0
Footway Slurry Sealing (see Annex 3)	67.0	55.0
Central Area Works	53.0	40.0
Cushion Repairs	22.0	20.0
Prelims	17.0	17.0
Footway Contingencies	42.0	0.0
Additional Schemes	0.0	637.0
	541.0	1142.0
<u>Basic Maintenance</u>		
Area Working – Carriageway, footway & non-lit bollards	1248.0	972.2
<u>Street Lighting</u>		
Street Lighting Works – includes £30k recurring funds for street lighting column replacement	587.2	569.2
Street Lighting Energy	840.5	780.5
	1427.7	1349.7
<u>Illuminated Bollards and Signs</u>		
Illuminated Bollards & Signs	131.0	131.0
<u>Safety</u>		
Anti-Skid Repairs	30.0	22.0
Traffic Signs	33.0	30.0
Safety Fencing	28.0	25.0
Road Markings	90.2	85.0
	181.2	162.0

ANNEX 2 (Continued)

	2010/11 Budget £k	2011/12 Budget £k
<u>General Maintenance</u>		
Emergencies	22.0	22.0
Street Furniture	11.2	8.2
Street Nameplates	17.0	12.0
	50.2	42.2
<u>Drainage</u>		
Gully Cleaning – routine & reactive	258.0	258.0
Drainage repairs	156.0	156.0
Warping	39.0	39.0
Additional Schemes	0.0	20.0
	453.0	473.0
<u>Bus Shelter Maintenance</u>		
Bus Shelters		
	55.3	50.3
<u>Asset Management</u>		
Highway Management System	40.0	40.0
Condition Testing	23.0	23.0
	63.0	63.0
<u>Cycle Path Maintenance</u>		
Cycle Paths	19.0	19.0
	19.0	19.0
<u>Bridge Maintenance</u>		
Bridges (routine maintenance)	50.0	50.0
Bridge Inspections	62.0	60.0
	112.0	110.0
<u>Winter Maintenance</u>		
Winter Maintenance		
	514.0	514.0
<u>Amenity Maintenance</u>		
Trees	36.0	26.0
Verges	6.0	6.0
Grass Cutting	213.0	213.0
Amentiy Areas/Roundabouts	17.0	17.0
	272.0	272.0
Total Revenue Maintenance in base budget	5067.4	5300.4
Overall Total for Revenue	5067.4	5300.4

**CITY OF YORK COUNCIL REVENUE FOOTWAY SLURRY SEALING PROGRAMME
2011/12**

	Road	Ward	Estimate (£)
1.	Broome Close	Huntington & New Earswick	750
2.	Broome Road/Way	Huntington & New Earswick	2,750
3.	Garth Road (Part)	Huntington & New Earswick	2,000
4.	Briergate	Haxby & Wigginton	8,500
5.	Springwood	Haxby & Wigginton	3,000
6.	Appleby Glade	Haxby & Wigginton	2,750
7.	Pinelands	Haxby & Wigginton	2,750
8.	Bracken Close	Huntington & New Earswick	1,500
9.	Fern close	Huntington & New Earswick	1,500
10.	Green Way	Huntington & New Earswick	750
11.	Greenacres	Huntington & New Earswick	6,500
12.	Lea Way	Huntington & New Earswick	7,250
13.	Moor Way	Huntington & New Earswick	1,000
14.	Wood Way	Huntington & New Earswick	4,500
15.	Woodland Way	Huntington & New Earswick	9,500
		Total	<hr/> 55,000

CITY OF YORK COUNCIL REVENUE SURFACE DRESSING PROGRAMME 2011/12

	Road	Ward	Estimate (£)
1.	C301 Wheldrake Lane	Wheldrake	122,500
2.	Brackenhills	Rural West York	9,000
3.	Dikelands Lane	Rural West York	19,500
4.	Old Moor Lane	Dringhouses & Woodthorpe	11,000
5.	Field Lane Access Road	Heslington	12,000
		Total	<hr/> 174,000

Total City of York Council Revenue Programmes

£229,000

CITY OF YORK COUNCIL STRUCTURAL MAINTENANCE PROGRAMMES

City of York Council Capital Local Roads Programme 2011/12

	Flexible Construction	Ward	Estimate (£)
1.	Burton Stone Lane (Part)	Clifton	29,000
2.	Hempland Lane (Part)	Heworth	123,250
3.	Tranby Avenue (Part)	Osballdwick	152,750
4.	Fordlands Road (Part)	Fulford	15,000
5.	Acorn Way	Dringhouse & Woodthorpe	69,000
6.	Courtneys	Wheldrake	51,750
7.	Holly Bank Road	Holgate	34,250
		Total	<hr/> 475,000

	Rigid Construction	Ward	Estimate (£)
1.	Bramham Road	Westfield	7,000
2.	Flaxman Avenue	Hull Road	12,250
3.	Navigation Road	Guildhall	38,500
4.	Heslington Croft	Fulford	8,250
		Total	<hr/> 66,000

City of York Council Capital Footway Programme 2011/12

	Road	Ward	Estimate (£)
1.	Acorn way	Dringhouses & Woodthorpe	62,000
2.	Moorcroft Road	Dringhouses & Woodthorpe	91,000
3.	Eastholme Drive (Part)	Skelton, Rawcliffe & Clifton Without	57,500
4.	Dennis Street	Guildhall	4,500
5.	Brockfield Park Drive (Part)	Huntington & New Earswick	18,000
6.	Burnholme Drive (Part)	Heworth	56,000
7.	Fosten Grove	Heworth	16,000
8.	Highmoor Road	Dringhouses & Woodthorpe	21,250
9.	Abbots Gait (Part)	Huntington & New Earswick	14,000
10.	Fulford Cross	Fishergate	45,000
11.	Fordlands Road (Part)	Fulford	120,000
12.	Howe Hill Road (Part)	Holgate	24,500
13.	Ox Carr Lane (Part)	Strensall	19,250
14.	Church Lane Remote Footway (Part)	Haxby & Wigginton	41,250
15.	Fourth Avenue	Heworth	45,500
		Total	<hr/> 635,750

ANNEX 4 (continued)

City Of York Council Footway Capital Slurry Sealing Programme 2011/12

	Road	Ward	Estimate (£)
1.	Bowland Way/Coldbeck Close	Skelton, Rawcliffe and Clifton Without	5,250
2.	Beckfield Lane (Part)	Acomb	20,250
3.	Coniston Drive	Hull Road	1,750
4.	Foxwood Lane (Part)	Westfield	7,000
5.	Huntsman Walk	Westfield	4,000
			Total 38,250

City Of York Council Drainage Capital Programme 2011/12

	Road	Ward	Estimate (£)
	Various Issues	Various	35,000
			Total 35,000

City Of York Council Capital Bridge Programme 2011/12

	Road	Ward	Estimate (£)
	Severus Bridge	Holgate	100,000
	Piccadilly Bridge	Guildhall	100,000
			Total 200,000

City Of York Council Capital Street Lighting Programme 2011/12**Column Replacement**

	Road	Ward	Estimate (£)
	Various Locations	Various	50,000
			Total 50,000

Carbon Reduction

	Road	Ward	Estimate (£)
	Various Locations	Various	200,000
			Total 200,000

Total City of York Council Structural Maintenance £1,650,000

LTP STRUCTURAL MAINTENANCE PROGRAMMES**LTP Principal Roads Programme 2011/12**

	Road	Ward	Estimate (£)
1.	A166 Stamford Bridge Road (Part)	Derwent	51,250
2.	A1036 Malton Road (Part)	Heworth Without	147,000
3.	A19 Selby Road (Part)	Fulford	70,250
		Total	<hr/> 268,500

LTP Non Principal Roads Programme 2011/12

	Road.	Ward	Estimate (£)
	B Roads		
1.	B1224 Wetherby Road (Part1)	Rural West York	18,250
2.	B1224 Wetherby Road (Part2)	Rural West York	14,500
3.	B1227 Micklegate (Part)	Micklegate	81,000
4.	B1228 Elvington Lane (Part)	Wheldrake	99,750
5.	B1227 Clifford Street	Guildhall	110,000
6.	B1228 Elvington Lane (Part)	Derwent	97,000
	C Roads		
1.	C308 Naburn Lane (Part)	Wheldrake	14,750
2.	C300 Howden Lane (Part)	Wheldrake	15,250
3.	C408 Tang Hall Lane (Part)	Hull Road	75,250
4.	C413 Thanet Road (Part)	Dringhouses & Woodthorpe	37,000
5.	C90 Sheriff Hutton Road (Part)	Strensall	34,750
6.	C297 York Road, Dunnington (Part)	Derwent	59,500
		Total	<hr/> 657,000

LTP Surface Dressing Programme 2011/12

	Carriageway	Ward	Estimate (£)
1.	A1237 Harrogate Rd Rbt to Selby Rd Rbt	Rural West York/Skelton, Rawcliffe & Clifton Without	108,500
2.	B1222 Naburn Lane (Part)	Fulford	29,000
3.	Stockton Lane (Part)	Heworth Without	39,500
4.	A59 Harrogate Road (Part)	Rural West York	40,000
5.	A1237 Hopgrove Rbt to Haxby Road Rbt – Phase 1	Huntington & New Earswick	78,500
6.	Briar Avenue	Acomb	5,000
7.	Westfield Lane	Haxby & Wigginton	8,250
8.	Green Dike	Haxby & Wigginton	18,250
		Total	<hr/> 327,000

ANNEX 5 (continued)

LTP Footway Programme 20011/12

	Road	Ward	Estimate (£)
A Roads			
1.	A1036 Bishopgate Street (Part)	Micklegate	9,500
2.	A1036 Prices Lane (Part)	Micklegate	4,500
3.	A1036 Tower Street (Part)	Guildhall	13,000
B & C Roads			
1.	B1222 York Road (Part)	Wheldrake	48,500
2.	C419 Water Lane (Part)	Skelton, Rawcliffe & Clifton Without	9,000
3.	Leeman Road (Part)	Holgate	12,500
4.	Huntington Road (Part)	Huntington & New Earswick	9,000
Unclassified			
1.	Chatsworth Terrace (Part)	Holgate	16,000
2.	Heworth (Part)	Heworth	31,250
3.	Danebury Drive (Part)	Acomb	14,000
4.	Osbalwick Lane (Part)	Hull Road	90,000
5.	Lansdowne Terrace (Part)	Hull Road	8,000
6.	Neville Street	Guildhall	23,500
7.	School Lane (Part)	Bishopthorpe	35,000
8.	Heather Croft (Part)	Huntington & New Earswick	14,250
9.	Harington Avenue	Hull Road	57,000
10.	Shipton Road (Part)	Skelton, Rawcliffe & Clifton Without	19,000
11.	Clementhorpe (Part)	Guildhall	19,500
12.	Heslington Croft (Part)	Fulford	9,500
13.	Rawcliffe Drive (Part)	Skelton, Rawcliffe & Clifton Without	31,000
14.	Coney Street	Guildhall	50,000
		Total	<hr/> 524,000

LTP Street Lighting (structural maintenance and replacement) 2011/12

Road	Ward	Estimate (£)
Various	Various	88,500

Total LTP Structural Maintenance

£1,865,000

**CITY OF YORK COUNCIL & LTP CAPITAL BUDGET CARRYOVER PROGRAMME
20011/12**

	Road	Ward	Estimate (£)
	A Roads		
1.	A1079 Hull Road (Part), Dunnington	Derwent	121,000
2.	A59 Boroughbridge Road/Poppleton Road (Part)	Holgate	150,000
	B & C Roads		
1.	C94 Haxby Road (Part)	Huntington & New Earswick	150,000
	Unclassified		
1.	Bootham Row	Guildhall	40,000
		Total Carryover	461,000

CITY OF YORK COUNCIL RESERVE LIST OF PROGRAMMES 2011/12

Carriageway – Large Patching

	Road	Ward	Estimate (£)
1.	Heslington Lane (Part)	Heslington/Fulford	26,000
2.	Salisbury Terrace (Part)	Holgate	9,000
3.	Colliergate (Part)	Guildhall	15,000
4.	Church Street (Part)	Guildhall	20,000
5.	Low Petergate (Part)	Guildhall	20,000
6.	Murton Way (Part)	Osbalwick	30,000
7.	Marygate (Part)	Guildhall	25,000
8.	St Giles Road, Skelton (Part)	Skelton, Rawcliffe & Clifton Without	15,000
9.	Haxby Road, New Earswick (Part)	Huntington & New Earswick	30,000
10.	Poppleton Road (Part)	Holgate	30,000
11.	Boroughbridge Road (Part)	Acomb	10,000

Footway

	Road	Ward	Estimate (£)
1.	Middlethorpe Grove	Dringhouses & Woodthorpe	41,000
2.	Mount Vale Drive	Micklegate	17,000
3.	Peckitt Street	Guildhall	9,500
4.	Hempland Avenue	Heworth	107,000

ANNEX 8

CITY OF YORK COUNCIL ADDITIONAL £166K CAPITAL SCHEME PROGRAMME
2011/12

Carriageway

	Road	Ward	Estimate (£)
1.	C175 Osbaldwick Lane	Osbaldwick	166,000
			Total 166,000

Total CYC Additional Capital Scheme programme £166,000

CITY OF YORK COUNCIL ADDITIONAL £657K REVENUE SCHEME PROGRAMME
2011/12

Carriageway

	Road	Ward	Estimate (£)
1.	C420 Osbaldwick Link Road	Osbaldwick	45,000
2.	Sycamore Terrace	Clifton	28,000
3.	Almery Terrace	Clifton	9,000
4.	Longfield Terrace	Clifton	28,000
5.	Millfield Lane (Part)	Rural West York	41,000
6.	Chapelfields Road (Part)	Westfield	41,250
7.	Main Street, Copmanthorpe (Part)	Rural West York	14,750
8.	St Stephens Road (Part)	Westfield	55,000
9.	Firtree Close	Holgate	3,000
10.	Tilmire Close	Fulford	13,800
11.	Low Moor Avenue	Fulford	17,500
			Total 296,300

Carriageway Surface Dressing

	Road	Ward	Estimate (£)
1.	A59 Harrogate Road (Part)	Rural West York	38,000
2.	Lords Moor Lane (Part)	Strensall	22,200
3.	C281 Knapton Lane (Part)	Acomb	26,000
4.	Carter Avenue	Heworth	8,000
5.	Hewley Avenue	Hull Road	9,000
6.	Towthorpe Moor Lane (Part)	Strensall	12,000
			Total 115,200



**Decision Session - Executive Member for
Neighbourhoods and Housing****15 March 2011**

Report of the Assistant Director of Communities and Neighbourhoods

Snow Warden – Functions and Funding**Summary**

1. This report informs the Executive Member for Neighbourhoods and Housing of the advantages of the recruitment of snow wardens to enhance the city's winter maintenance resilience and to agree the scope of the role and method of funding.

Background

2. The idea of the Snow Warden scheme originated in Calgary in Canada, where a group of people known as Snow Angels commit to helping other more vulnerable members of the community in case of severe weather.
3. There is a long tradition of volunteering in York with over 3,000 organisations currently. There is also a continuous flow of new people coming forward to offer their time and look for varied opportunities to volunteer.
4. The economic challenges facing City of York Council and other public sector organisations coupled with the national drive to increase the role of volunteers make this an ideal time to build on the opportunities available to local residents.
5. Other councils, including the likes of Sheffield are trialling similar projects, but this is the first time it has been tried in York. The main objective will be to clear snow, hopefully with the assistance of their friends and neighbours, on minor roads, cul-de-sacs and those places where the council does not have the time or resources to deal with. The Snow Wardens will complement the work done by the council's winter maintenance teams and add to the city's resilience in extreme weather.

The principles on how it will work

6. Working with the Neighbourhood Management Unit and other partners, we would look to recruit a network of up to 50 volunteers through wards, parish councils, CANs Housing, housing associations and voluntary sector organisations who will spread salt and clear roads and pavement in their local area.
7. In the event of an over subscription, preference will be given to those areas which are close to the existing salt spreading routes so establishing a link to

the already treated part of the network, to areas with high numbers of vulnerable people or access to local shops and amenities.

8. Each Snow Warden will receive training from officers on working on the highway and the Government's Snow Code and the level of responsibility required in the event of heavy snowfall.
9. They will given a brief summary of the council's Winter Maintenance Manual and an insight into how the weather forecasting works. We would ask that they have access to a mobile phone or internet as they would become part of the flow of weather information and decisions on gritting during the periods of extreme weather.
10. They will be issued with a snow shovel, high visibility vest and gloves. Their location will be assessed, as where possible, when the bad weather comes, one-tonne bags of salt will be delivered to an agreed location. Alternative salt supplies will have to be considered on a location by location basis if the positioning of the salt bag is not possible.
11. Where access is possible and manoeuvrability can be carried out without risk, the snow wardens will be backed up by the council with tractor mounted snowploughs. These will not spread salt, but will, where possible, give the volunteers access to the treated network. This will be a road plough only, and not capable of clearing footpaths.
12. Additionally we will work with local residents physically unable to undertake snow clearance but keen to participate, by enabling them to act as a contact to receive and provide information.

Consultation

13. Consultation has been undertaken by the Neighbourhood Management Unit in partnership with the Street Based Volunteering Project (CVS). Voluntary groups, wards and parish councils are all very supportive of the idea. To date 42 volunteers have registered and further engagement is planned.

Corporate Priorities

14. Working with residents to deliver a service which best fits the area contributes to the council's strategic ambitions of creating a Safer City, Sustainable City, Healthy City and Inclusive City.

Financial Implications

15. It is estimated that the total cost of each individual set of equipment, plus the training and salt suppliers etc will be no more than £50. With a proposed maximum of 50 wardens, this will give a total annual cost of £2,500. It is proposed that this funding, plus the support of the tractor mounted ploughs will be from existing resources. This will have very little impact on the existing winter maintenance service, but will enhance the resilience at a local level. The funding made available to wards in 2011/12 for winter maintenance could contribute to addition wardens.

Human Resources

16. There are no human resources implications.

Equalities

17. The Equality Impact Assessment has been carried out for the provision of the Snow Wardens detailed in this report.

Legal Implications

18. After training, the snow wardens will be covered on the council's insurance policies. The only actions needed are:
- Register name and address of volunteers with Insurance dept (must renew yearly)
 - Provide description of task/tasks to be undertaken
 - Get signed form from volunteer to confirm they have received the training and hold on record (will need to do refreshers periodically)
19. The council has also regularly reminded members of the public that there is no law stopping people from clearing snow and ice on the pavement outside their property, pathways to local public spaces and amenities. If an accident occurs, it is highly unlikely that the council or an individual would be sued as long as care is taken and common sense is used to make sure that pavements and pathways are no more dangerous than before. People using areas affected by snow and ice also have responsibilities to be careful themselves.

Crime and Disorder

20. There are no crime and disorder implications.

Information Technology (IT)

21. As part of the costings set out in paragraph 15 above, the cost of transmitting text messages to the volunteers has been included. The mobile phone numbers will require storing on the councils early warning system.

Risk Management

22. In compliance with the council's risk management strategy, there are no risks associated with the information in this report.

Recommendations

23. That the Executive Member is asked to agree the scope of the Snow Warden role and to approve the use of the funding as set out in paragraph 15.

Reason: To enhance the winter maintenance resilience at a local level.

Contact Details

Author:

Martin Horner
Head of Civil Engineering
Communities and
Neighbourhoods
Tel: 553128

Chief Officer Responsible for the report:

John Goodyear
Assistant Director (Environment)
Communities and Neighbourhoods

Report Approved



Date 28th February 2010

Wards Affected:

All



For further information please contact the author of the report



Decision Session - Executive Member for Neighbourhoods & Housing

15th March 2011

Report of the Assistant Director – Housing & Public Protection

Public Protection Legal Actions

Summary

1. The purpose of this report is to enable the Executive Member for Communities & Neighbourhoods to review the results of legal actions (prosecutions, cautions and fixed penalties) undertaken by Environmental Health, Trading Standards, and Licensing Services in the Communities and Neighbourhoods Directorate for the period 1st October 2010 – 31st December 2011 and approve the continuation of the current enforcement policy.

Background

2. The Executive Member for Environment and Sustainability approved an enforcement policy for Environmental Health, Trading Standards, Licensing, Street Environment and Enforcement Services in March 2008.
3. This report details the results of prosecutions taken in the period 1st October 2010 – 31st December 2011 by Environmental Health, Trading Standards, and Licensing Services. In accordance with the policy each case is considered on its merits before legal proceedings are instituted.
4. Annex A summarises the prosecutions completed, fixed penalty notices and simple cautions that have been issued. A simple caution is a Home Office approved procedure which is an alternative to prosecution. It involves a written acceptance that an offence has been committed and may be drawn to the attention of a court if any subsequent offence is committed within two years of issue.

Consultation

5. Not applicable.

Options

6. Not applicable as members are being asked to note the content of the report.

Analysis

7. Not applicable.

Corporate Objectives

8. Two corporate priorities are “To reduce the actual and perceived impact of violent, aggressive and nuisance behaviour of people in York” and “To improve the health and lifestyles of the people who live in York”.

Implications

9. **Financial:** There are no financial implications associated with this report.
10. **Human Resources:** There are no Human Resources implications associated with this report.
11. **Equalities:** There are no equalities implications associated with this report.
12. **Legal:** There are no legal implications associated with this report
13. **Crime and Disorder:** Formal enforcement action taken by Environmental Health, Trading Standards and Licensing services contributes to reducing anti social behaviour and dishonest trading.
14. **Information Technology (IT):** There are no IT implications associated with this report.
15. **Other:** There are no other implications associated with this report.

Risk Management

16. There are no known risks associated with this report.

Recommendations

17. That the Executive Member:
 - Approve this report and the continuation of the current enforcement policy.

Reason: so that the Executive Member reviews formal enforcement activity undertaken by Environmental Health, Trading Standards, and Licensing Services.

Contact Details

Author:
Colin Rumford
Head of Environmental Health
and Trading Standards
Phone: 551502

Chief Officer Responsible for the report:
Steve Waddington
Assistant Director (Housing and Public
Protection)

Report Approved



Date 04/02/2010

Specialist Officer Implications: None

Wards Affected:

All



Background Papers:

Environmental Health, Trading Standards, Licensing, Street Environment and Enforcement Services Enforcement Policy (June 2008)

Annexes

Annex A: EH, TS and Licensing Formal Enforcement Action 1st July 2010 – 30th September 2010

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**Environmental Health, Trading Standards and Licensing
Formal Enforcement Action 1st October 2010 – 31st December 2010**

Animal Health

Defendant	Legislation	Nature of Case	Penalty	Costs
William BARLOW (Private Individual)	Dogs Act 1871 as amended by Dangerous Dogs Act	Dangerous dog	Control Order	£245.00
Stephen LAURENCE (Private Individual)	Dogs Act 1871 as amended by Dangerous Dogs Act	Dangerous dog	Control Order	£200.00
Graham THOMPSON (Private Individual)	Animal Welfare Act 2006	Failure to provide dog with veterinary treatment/causing unnecessary suffering.	150 hours community service	£566.47
Joanne THOMPSON (Private Individual)	Animal Welfare Act 2006	Failure to provide dog with veterinary treatment/causing unnecessary suffering.	150 hours community service	£566.46

A simple caution was issued under the Animal Welfare Act 2006 for causing unnecessary suffering to horses.

Food

A simple caution was issued under the Food Hygiene (England) Regulations 2006 to a Director for failing to comply with a Hygiene Improvement Notice.

A simple caution was issued under the Food Hygiene (England) Regulations 2006 to the Secretary and Manager of a business for failing to keep a food premises clean and maintained in good repair and condition.

Two simple cautions were issued under the Food Labelling Regulations 1996 for possessing food after the 'use-by' date.

Health & Safety/Licensing

1 x £50 fixed penalty notice was issued under the Health Act 2006 for smoking in a vehicle/premise.

Environmental Protection

Defendant	Legislation	Nature of Case	Penalty	Costs
Louise JACKSON (Private Individual)	Environmental Protection Act 1990 as amended	Breach of an abatement notice for noise nuisance	Fine £450.00	£730.00

Between 22-24 November 2010 an appeal against noise abatement notices served on Elvington Events Ltd and Elvington Parks Ltd was heard at York Crown Court. The appeal was dismissed and costs of £9,441.26 awarded to City of York Council.

Regional Scambuster Team

Defendant	Legislation	Nature of Case	Penalty	Costs
John Smith (Builder)	Fraud Act 2006	Operating a fraudulent business promoting energy efficiency grants	2 year Community Order Compensation £1030.00	£5000.00
Dennis Price (Builder)	Fraud Act 2006	Operating a fraudulent business promoting energy efficiency grants	2 year Community Order Compensation £1030.00	£5000.00

Please note: all fines imposed by the Courts are now subject to an additional £15 victim surcharge.



Executive Member for Neighbourhoods and Housing

15th March 2011

2010/11 Quarter 3 Performance Report

Summary

- 1 This report presents an overview of key performance issues for the portfolio at Q3 2010/11.

Background

- 2 This report is for information only. The Executive Member has asked for this report to be placed onto the agenda. This report focuses on the corporate strategy and directorate plan indicators for both the Neighbourhoods and Housing elements of the portfolio. A detailed progress report for Q2 in respect of all Housing's performance indicators and Service Plan actions is attached at Annex 1.

Performance overview

- 3 Of 14 relevant Corporate Strategy actions, 4 are complete, 6 are on target, 3 have fallen behind target, and a further action has been withdrawn and funding redirected.
- 4 68% of the relevant actions and measures in the 2010/11 directorate plan are on target to be delivered / targets met.
- 5 Performance for Housing indicators has improved considering all 30 reported indicators, only 9 have declined; 6 are stable and 15 improved from Q2 . Significant progress has been made in completing Housing Service Plan actions with the majority of year 1 milestones either having been completed or in progress with only 8 actions still to start.

Corporate Strategy

6 The table below provides more detail about progress to end of quarter 3 on the actions relevant to the portfolio.

Priority vision	CYC commitments	Improvement by 2012	2009/10 actions / milestones	Status	Comment
Sustainable City: We aim to be clean and green, reducing our impact on the environment while maintaining York's special qualities and enabling the city and its communities to grow and thrive	We will reduce the environmental impacts of council activities by making it as easy as possible for residents to recycle, investing in new ways to avoid landfill and through the Carbon Management Programme (CMP)	* Recycle, reuse or compost 50% of household waste. * Reduced CO2 emissions in the LA area per head by at least 0.8 tonnes (12% reduction) (LAA). * Reduce council's energy consumption in offices by 5% each year. * Save approximately an additional 1680 tonnes of carbon through the installation of 7 projects funded through Salix finance (approx. 740 t), and 940 tonnes through additional CMP Strategic Implementation Plan identified projects	Implement a wider rollout of kerbside recycling to 98% of properties by March 2011.	On target	Implementation programme is ongoing. The programme will be completed by mid February 2011. We will then move on to include a proportion of remote and rural properties by end March 2011.
			Use route optimisation software to make bin rounds and other vehicle routes more efficient.	Not on target	Pilot scheme in October was continued at the end of the pilot period. The software will continue to be used to review vehicle routes within waste and across other service areas. Remaining work on reviewing waste rounds will be completed during 2011/12 as part of ongoing budget and service review process.
			Raise recycling participation to 70% of York households through communications and investment in new recycling kit.	Project complete, but no measure	Roll out of new equipment almost completed, and a range of waste minimisation work is ongoing. Intention was always to measure participation late in the year after service changes had bedded down for most residents. The decision not to undertake a resident survey this year closed off a simple measurement method. The alternative was to bring in a specialist firm to measure participation using industry standard processes, but we cannot justify cost of doing this. Therefore we will measure the impact of investment and service changes indirectly through the recycling rate and landfill tonnage figures.
			Roll out improved kerbside recycling containers to approximately 60,000 households by March 2011.	Complete	Completed the replacement/upgrade programme for those properties that already had a kerbside recycling service. New boxes will continue to be deployed as part of the ongoing roll out of alternate weekly collection and kerbside recycling to new properties - due to be completed by end March 2011.

			Continue to modernise our street lighting with the aim of reducing energy consumption by 25% over 5 years.	On target	Cllr Reid agreed a detailed programme of light replacement at EMDS meeting on 22nd June 2010. The 2009/10 programme achieved a 2.5% reduction in energy use (£22k) and a reduced Co2 emissions by 126 tonnes. The 2010/11 programme should realise another 7.5% reduction in energy usage (£71k) and reduce Co2 emissions by 336 tonnes. Further reductions in the next years are likely to need more radical approaches. 10/11 programme is 90% complete - and will be completed by year end. Budget will be fully spent. Supporting City Strategy to develop an inventory of traffic lights, which we need before we can get an overall inventory that Northern Electric will sign off.
	We will improve the quality of the local environment and the condition of York's streets and public spaces	Reduce by 40% the level of service requests reported about litter in the street	Develop a joint city centre management and enforcement team by December 2010.	Not on target	Discussion is ongoing between CAN and CS regarding the structures of the departments in light of the More for York budget setting process.
			Implement a vehicle tracking system for the mechanical sweeper fleet by March 2011 to provide improved information to improve street cleanliness.	Complete	Tracking systems now in the mechanical sweeper fleet. We are now able to gather data which will help us to alter rounds to become more efficient and effective.
Inclusive City We will work to make sure that all citizens, regardless of race, age, disability, sexual orientation, faith or gender, feel included in the life of York. We will help improve prospects for all,	We will provide more affordable homes.	At least 275 affordable homes delivered (gross) (LAA)	Complete new build projects delivering 58 new homes for rent, and 74 bungalows/apartments for older people and those requiring extra care by March 2011.	Not on target	At the end of quarter three a cumulative total of 153 new affordable homes have been completed. An adjusted forecast for completions is now 249 against an LAA target of 252. Additionally we are working with Yorkshire Housing to secure a further 50 affordable homes that will be completed within the financial year and could therefore bring the year end total to almost 300 homes. Negotiations are at an advanced stage but have not been concluded in time to include them in this forecast. Irrespective of whether we can secure these additional homes, to achieve 249 affordable homes against an ambitious LAA target of 252 would be a considerable achievement given the backdrop of a very challenging housing market and economic downturn

tackle poverty and exclusion and make services and facilities easy to access.			Supporting 4 local young people into a youth build scheme by March 2011.	Withdrawn	No suitable property was found in York for this scheme and the Golden Triangle Partnership Board decided in September 2010 that the funding would be redirected to other projects that were certain of delivery by March 2011. Housing are pursuing funding to deliver a Yong Peoples Foyer.
	We will reduce fuel poverty for poorer households by improving energy efficiency and reducing costs for those households most in need	Each year take a minimum of 50 households on benefits from a Standard Assessment Procedure (SAP) rating of below 35, to above 35. (LAA)* Each year take a minimum of 50 households on benefits from a SAP rating of below 65, to above 65. (LAA)	To achieve at least 2000 referrals to the "hotspot" scheme during 2010/2011. (2000 is a partnership target - York's contribution is between 150-500)	Complete	By the end of the third quarter the CYC had met its target with 157 households being referred to the scheme enabling 255 measures (installation of energy efficiency grants/ benefit and fire safety checks). 400 referrals in total have been received this year with 593 measures being implemented.
			To expand the 'Free Insulation' scheme to the remaining 1800 homes in the Hull Road area by March 2011. To extend 'Free Insulation' scheme to the Guildhall ward by March 2011.	On target	Fishergate completed/Hull Road completed (apart from the one CESP funded area- aim to carry out this work in March) and the two identified super output areas in Guildhall ward are also completed. Further work in the city is currently being considered as part of the DEEP project and the RGF being submitted by the LCR.
	We will tackle homelessness by reducing the number of people in temporary accommodation, Bed & Breakfast and the number of rough sleepers	Reduce the number of households living in temporary accommodation to 110 (LAA) * Keeping the number of rough sleepers always below 4.	To ensure that the YorHome scheme becomes self financing by March 2011. To be on site to commence building of new foyer and sustainable emergency accommodation on the Ordance Lane site by March 2011.	On target	Yorhome report was approved by executive member for CANs on 15th at present the scheme has proved successful and can be sustained by employing the Yorhomes worker on 4 days a week it has achieved 50 lets and has a commitment from a private landlord to take on another 25 in April. It is planned to increase the number of lets to 75 by March 12 and 100 the year after

Safer City: We want York to be a safer city with low crime rates and high opinions of the city's safety record.	We will reduce the number of burglary and thefts within the city, using all available funds, such as target hardening.	Reduce serious acquisitive crimes by at least 18%	Respond to 100% of resident requests to have Cold Calling Control Zones	On target	Continuing to develop and respond to requests as they come in. To date we have 144 zones in place, with 49 having been refused overall.
	We will reduce the number of first time entrants into the criminal justice system and tackle public perception of anti-social behaviour	Reduce public concern about anti-social behaviour	Continue a targeted under age sales testing programme throughout 2010-11 to target the sale of alcohol, tobacco, fireworks, knives and spray paints	On target	Alcohol, Tobacco and Fireworks testing programme was undertaken in Q3. Of 47 test visits, 5 illegal sales were recorded. Alcohol: 1 illegal sale from 14 tests. Tobacco: 4 illegal sales from 27 tests. Fireworks: 0 illegal sales from 6 tests

National Performance Indicators

7 We have been able to gain some clearer information about the future of data collection for central government, and the national indicator set. The Secretary of State announced the abolition of the national indicator set in early October. It will be replaced with a single list of all the data that councils will be required to provide to central government. Some of those data returns that are likely to continue (e.g. DEFRA flycapture, Waste dataflow, Housing Business Plan, Housing Quarterly Return P1E) support former national indicators. The 10 former national indicators that will probably continue to be measured in some format are set out in the table below.

National Indicator		2009/10 performance	2010/11 target	2010/11 performance at Q3	On target?	Improving?
155	Number of affordable homes.	130	252	249 (annual forecast)	No	Yes
156	Number of households in temporary accommodation.	79	75	95 (Year to date)	No	No
168	Principal roads where maintenance should be considered.	4%	3%	Annual survey	Can't say	Can't say
169	Non-Principal roads where maintenance should be considered.	6%	9%	Annual survey	Can't say	Can't say
190	Control systems for animal health	Level 1.3	Level 2.0	Annual figure	Can't say	Can't say
191	Residual (landfilled) household waste – per household.	614kg	611kg	590kg (annual forecast)	Yes	Yes
192	% household waste reused, recycled or composted	43.26%	48.07%	44.35%(annual forecast)	No	Yes
193	% of municipal waste landfilled	56.73%	51.13%	54.95% (annual forecast)	No	Yes
196	Fly-tipping performance	Level 2 (effective)	Level 2 (effective)	Level 3 (not effective)	No	No

- 8 The second table below shows relevant NPIs that have been abolished, and where we do not need to collect and report data to central government during 2010/11. The rationale for abolishing the NPI set was to reduce administration, and to allow councils to agree their own measures. Through our service planning processes we will need to decide whether we value some of the data below enough to continue to collect it and use it as part of our ongoing performance management frameworks. Work is being done corporately to decide on whether we should undertake a resident survey in 2011/12. We have decided to continue collecting data for NPI160 and 195a-d for this financial year.

NPI	
3	Civic participation (Place Survey)
4	Satisfaction with opportunities to participate (Place Survey)
5	Overall/general satisfaction with local area (Place Survey)
138	Satisfaction of over 65s with home and neighbourhood (Place Survey).
160:	Tenant satisfaction with landlord (Status Survey)
182	Business satisfaction with Regulatory Services (prescribed survey method)
187 a+b	Fuel poverty (% of people receiving income based benefit living in homes with a low energy efficiency rating)
195 a-d	Local environmental quality (local cleanliness audits)

Directorate Plan

- 9 The CAN 2010/11 Directorate Plan sets out 110 actions and measures under the corporate strategy themes. Of these 20 relate to environmental and regulatory services, and 22 to Housing Services.
- 10 At end Quarter 2, the services are on target to deliver 68% of the programme to target. A small number of issues that were reported at green at end of Q2 have dropped to amber or red at end of Q3. The table below provides an overall assessment, and the text that follows provides more information.

Table: Overall Assessment of 2010/11 CAN Directorate Plan (elements relevant to the Executive Member)

This table summarises performance against the relevant actions and measures set out in the Directorate plan, provides an overall assessment of progress.

Objective	Traffic Light Actions	Traffic Light Measures	Overall rating ¹	Overall Assessment
Inclusive City	3 green 1 red	2 amber 1 red	57% (4/7)	Work to support young people through a self build scheme has been dropped in favour of other projects. Figure for temporary households has risen slightly during Q3. (79% at Q3)
Thriving City	1 green 1 red	1 amber	50% (1.5/3)	City centre management action has dropped from green to red during the quarter. Work ongoing with City Strategy as part of the budget setting process. (83% at end Q2)
Healthy City	2 green	2 amber	75% (3/4)	All this work is about affordable warmth. (75% at end Q2)
Safer City	2 green 2 amber	1 amber	70% (3.5/5)	Delivery of the housing anti-social behaviour strategy was delayed to broaden the work across all of CANs. Gas servicing was suspended during the cold weather to allow a focus on emergency repairs, causing the service to be below the 100% target for properties with a valid gas certificate. (70% at end Q2)
Sustainable City	7 green 1 amber	3 green 2 red	81% (10.5/13)	While improving, only one of the waste management NPIs is on target. Development of affordable housing slightly missing target. Therefore 2 issues at red. (77% at end Q2)
Effective Organisation	4 green 1 red	2 green 3 red	60 (6/10)	More for York savings target forecasting to be missed. 2 rent figures at red. (70% at end Q2)
Overall Service Priorities	19 green 3 amber 3 red	5 green 6 amber 6 red	24 green 9 amber.....68% (28.5/42)	(75% at end Q2)

¹ On basis of simple calculation – 1 mark for green, 0.5 mark for amber, totalled, and then divided by the total number of actions/measures.

Directorate Plan: Inclusive City

- 11 A key outcome measure under this heading is the LAA measure NPI 4 (residents who feel that they can influence decisions in their area). This was reported as green at end of quarter 2. But the decision not to undertake Resop in autumn 2010 means that this will not be measured in 2010/11, hence dropping to amber.
- 12 The number of York households living in temporary accommodation also continues to improve despite a rise in repossessions and homelessness across the UK. Around 79 households are forecast to be in temporary accommodation by the end of this year, compared to 167 when the recession started. The forecast will be achieved despite quarter 3 being a particularly busy period, with limited opportunities for moving people into permanent accommodation due to adverse weather conditions. – which also hampered turnaround times. Many cases are now more complex and take longer to resolve due to difficulties in securing private rented accommodation in the current economic climate. Forecast of 79 misses target slightly, whereas at Q2 we were able to forecast this as on target.
- 13 It has not been possible to support 4 young people into a youth build scheme as no suitable property was found in York for this scheme and the Golden Triangle Partnership Board decided in September 2010 that the funding would be redirected to other projects that were certain of delivery by March 2011. However Housing are pursuing funding to deliver a Young Peoples Foyer.

Directorate Plan: Thriving City

- 14 The corporate strategy included an action to develop closer working between Environmental Services teams and the City Centre team within City Strategy. This was reported as on target at end Q2, but as off target at end Q3. Work is going on between CAN and City Strategy as part of the budget setting process to finesse how issues that overlap both directorates can be managed in future. It has not therefore been possible to develop a joint team by end December as set out. Work will continue during 2011/12 to deliver more streamlined working methods in the city centre.

Directorate Plan: Healthy City

- 15 Affordable warmth projects are making good progress and additional funding is being sought to extend these further. Government has abolished the 2 measures under this heading (NPI187a, NPI187b) so both measures are treated as being at amber.

Directorate Plan: Safer City

- 16 Two corporate strategy actions undertaken through regulatory services teams set out above are on target to complete (Cold Calling Zones, and under age test sales programmes).
- 17 Gas safety procedures have been reviewed resulting in significant progress towards the target of having 100% of council properties having a valid gas certificate. The severe winter weather during December meant that resources were transferred from planned gas servicing (working towards the certificate target) towards dealing with an unprecedented number of emergency boiler repair jobs. As a result, at end December the number of properties with a valid certificate had fallen from 99.0% (end Q2) to 96% (end Q3). Actions are in hand

to undertake gas servicing in these properties and get the programme of routine maintenance back on track.

- 18 Housing produced an Anti Social Behaviour strategy initially to be housing focused. However they were then asked to develop the strategy further to become a city wide strategy. The strategy has now been agreed and will be currently being rolled out alongside the Safer York Partnership. This change of emphasis has caused slippage on the timetable.

Directorate Plan: Sustainable City: Affordable Homes

- 19 Maximising the number of affordable homes for the City is a key priority in the refreshed Housing Strategy. Currently the number of affordable homes developed is very slightly under target (249 forecast against a target of 252). Given the current financial climate, delivering a programme of this size has been a significant achievement.
- 20 Additionally we are working with Yorkshire Housing to secure a further 50 affordable homes to be completed within the financial year. This could bring the year end total to almost 300 homes. Negotiations are at an advanced stage but have not been concluded in time to include them in this forecast.

Directorate Plan: Sustainable City: Local Environmental Quality

- 21 Two service plan areas address local cleanliness: Neighbourhood Pride Service, and Street Environment and Enforcement Service. The main outcome measures for both services are the NPI195a-d measures – which are measured by a survey of local cleanliness undertaken 3 times per year. The second of this year's three NPI195a-d local cleanliness surveys was undertaken in November. The survey results were very positive across all four elements. We think that the implementation of a second annual sweep in high obstruction housing areas has made a real improvement to the detritus figures in particular. The final survey will be undertaken in late February and early March.

Recorded levels of:	Litter	Detritus	Graffiti	Fly-posting
2008/09	8.9%	11%	4.7%	1.1%
2009/10	4.4%	7.5%	2.1%	0.2%
2010/11 (after 2 surveys)	3.3%	6.6%	0.5%	0%

- 22 The first 9 months of 2010/11 has seen a 14% rise in fly-tipping incidents (NPI196) compared with last year - from approximately 64 per month to about 73 per month. The third quarter was a much quieter month – with just 63 incidents reported per month. Street environment service is undertaking about 21% more enforcement activity than last year. It is not clear why the level of fly-tipping has increased, but the Executive member will be aware that last year saw a very large reduction in the problem, and we still expect to be well ahead of the level of fly-tipping experienced in 2008/9 (about 93 incidents per month).

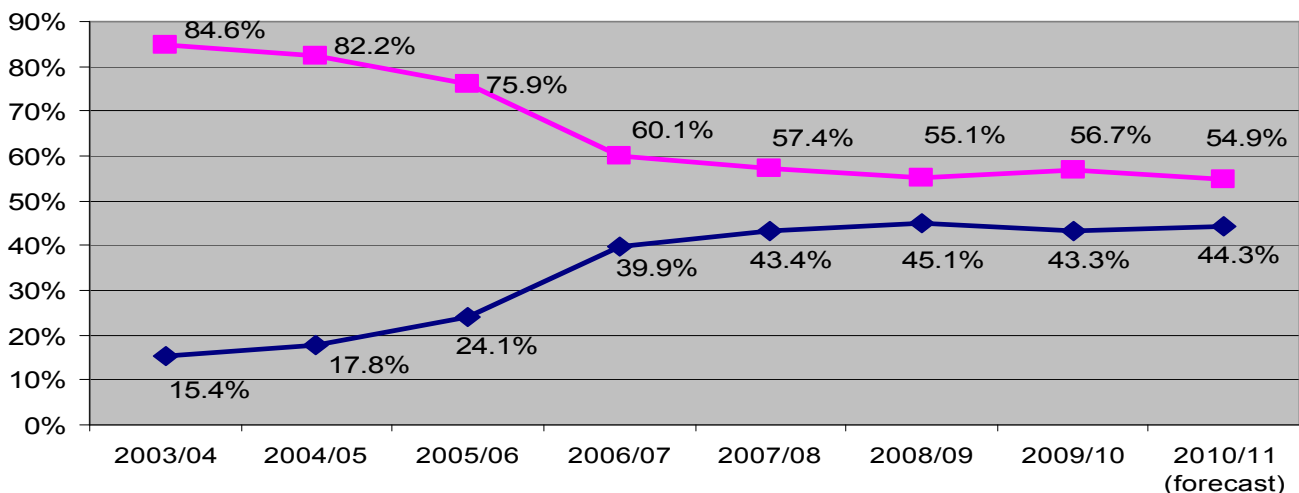
Directorate Plan: Sustainable City: Waste Management

- 23 NPI 191-193. Waste collection and management (NPI 191 was an LAA indicator). Although current forecasts based on Q2 indicate that recycling and landfill levels are starting to improve, this year's targets of 48.1% for recycling and 51.1% for landfill will not be achieved.

- 24 The amount of waste that we are collecting is continuing to reduce. We will achieve the 2010-11 LAA target of 611kg for NPI191, set 3 years ago. We expect to collect 590kg of residual waste per household this year – compared with 663kg in 2007/08.
- 25 We expect to collect 102,780 tonnes of municipal waste this year, compared with 106,300 tonnes last year (3.3% reduction). Overall we will landfill 56,480 tonnes this year, compared with 60,300 tonnes last year – giving an improved NPI193 figure of 54.9%.
- 26 We expect to recycle an extra 1220 tonnes of household waste this year. However green waste levels collected this year will reduce by 860 tonnes – meaning that overall we will recycle and compost 40020 tonnes out of the 90240 tonnes of household waste that we collect – giving a rate for NPI192 of 44.3%.
- 27 The reduction in the total amount of waste being collected, and in the amount of residual waste being collected is partly due to the improved recycling opportunities for residents. The trend is also in part due to national trends in reduced levels of packaging, as well as national economic trends around (for example) reduced sales of newspaper and glass bottles. While these are positive in terms of the overall amount of waste being collected, they have made it more difficult to increase the recycling rate (NPI192). Overall perhaps the key issue is that we will reduce waste to landfill this year by 6.3% (3820 tonnes less).
- 28 Extensive work on improving recycling has been going on throughout this year:
- expanding full recycling and fortnightly residual waste collection to an additional 16,600 properties by end March 2011. The roll-out is expected to be completed by mid February 2011.
 - providing improved kerbside recycling containers to approximately 60,000 households. The roll out of the three box recycling system was completed in mid October. Initial data suggests that replacing the old recycling equipment with new has led to a 2.7% increase in recycling.
 - Ongoing waste minimisation work.

Waste Management in York

◆ % household waste reused, recycled or composted
 ■ % of municipal waste landfilled



	2009/10	2010/11 target	2010/11 forecast
Household waste collected	91726	89930	90240 (-1.6%)
Household waste recycled	22924	25960	24140 (+5.3%)
Household waste composted	16754	17270	15890 (-5.2%)
Household waste recycled and composted	39678	43230	40030 (+0.9%)
Residual (landfilled) household waste	52048	46700	50220 (-3.5%)
NPI192: (household recycling and composting rate)	43.3%	48.1%	44.3%
Municipal waste collected	106289	104780	102780 (-3.3%)
Municipal waste landfilled	60296	53570	56480 (-6.3%)
NPI193: (municipal waste landfilled rate)	56.7%	51.1%	54.9%
Number of households	84819	85133	85133
NPI191: residual household waste per households	614kg	549kg (LAA target 611kg)	590kg

Directorate Plan: Effective Organisation

- 29 The More for York service development programme in environmental services is continuing as a key priority. The service started to pilot a new approach to processing customer service requests in partnership with York Call Centre staff from 4th October. An updated environmental services CRM system went live on that date. Hand held devices are being used in the field, and back office administration officers from across teams have been brought together alongside the YCC staff. This pilot will continue until March 2011.
- 30 The service is currently forecasting an overspend during the year, and will not make all 100% of its savings target under More for York during 2010/11. These 2 measures are at red.
- 31 A review of current and former tenant arrears has taken place which has resulted in current tenant arrears being more than £90k less than at the same point last year, ahead of target. Former tenant arrears have reduced steadily over the year and are now nearly £200k below last year's level.

Consultation

- 32 The report is an information report and therefore no consultation has been undertaken regarding its contents.

Options

- 33 The report is an information report and therefore no options are provided.

Corporate Priorities

- 34 The expanded portfolio is relevant to 6 of the corporate strategy themes.

Implications

Financial

35 The are no financial implications.

Human Resources

36 There are no human resources implications.

Equalities

37 There are no equalities implications.

Legal

38 There are no legal implications.

Crime and Disorder

39 There are no crime and disorder.

Information Technology

40 There are no IT implications.

Property

41 There are no property implications.

Risk Management

42 The report is primarily a look back at service performance and therefore there are no significant risks in the content of the report.

Recommendations

43 The report is an information report and therefore no recommendations are made.

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Report Approved



Date 1st Nov 2010

Specialist Implications Officers

Financial: None, **Human Resources:** None, **Equalities:** None

Legal: None, **Crime and Disorder:** None, **Information Technology:** None

Property: None, **Risk Management:** None

Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the author of the report

Background Papers:

Communities and Neighbourhood Directorate Plan 2010/11

Housing Service Plan 2010/11

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Housing Service Plan Q3 Progress Report

April – December 2010



Agenda Item 3

**Housing Service Management Team - Senior Managers
Performance Meeting**

19th January 2011

**Service Plan Performance Report covering the period April –
December 2010**

Introduction

1. This report provides a quarterly update on the Performance Indicators in the Housing Service Plan 2010/11 for the period April to December 2010, and progress on quarter 3 actions contained in the Service Plan.
2. For 2010/11 the suite of indicators included in service plans and performance reports have been reviewed, to ensure that performance monitoring aligns with the drives for quality improvement across the service. 102 indicators covering all aspects of the housing service have been identified, with 42 classed as headline indicators to focus on key areas of performance. Annex 1 provides a complete list of all the indicators, which are in the service plan, with current performance and status where this is available.
3. The new indicator suite drew on advice from mock inspection, and on the range of indicators used in the HouseMark core benchmarking. Many of the indicators have not been collected in York before, so the focus has been on confirming definitions, establishing collection methods, calculating baselines and extrapolating targets. Also many of the indicators are satisfaction measures based on an annual survey, or other annual measures, so the number of indicators for which data is available in year is limited.

Changes to Performance Frameworks and Indicators

4. The indicator suite includes 11 National Indicators. As part of the changes introduced by the coalition Government, the national indicator set is being replaced with a new single comprehensive list of all the data Central Government require. A draft of the new data list is currently out to consultation. The new list focuses on data returns and collections rather than indicators and measures, although many of the indicators which have been used over recent years are based on the data items in these collections.
5. Some data collections and national indicators are no longer required by central government, and it remains for local authorities to determine whether they wish to continue to collect them, for local use.
6. The national Place survey has been cancelled. The Tenant Satisfaction Survey (STATUS) is no longer a statutory requirement, but this will be continued on an annual basis, for local use. Questions relating to place survey indicators have been

included in the Annual Housing Monitor and we will continue to report against the old indicators, but relating to Council tenants only.

7. The Department for Energy and Climate Change (DECC) announced in December 2010 that NI 187 is no longer required to be collected: “NI 187 imposes a significant burden on local authorities. DECC statisticians have developed a methodology that more accurately measures fuel poverty at a local authority level and this doesn't impose a burden on local authorities. NI 187 will be discontinued for the remaining reporting period to 31 March 2011 and will not be included on the comprehensive data list. Local authorities are therefore no longer obliged to collect data for NI 187 unless they wish to for their own purposes.”
8. NI 195c (Neighbourhood Services indicator relating to graffiti) is no longer required nationally, but the Communities and Neighbourhoods directorate has decided to continue collecting this indicator for 2010/11.
9. Customer First data. The indicator on the percentage of letters replied to within 10 days is no longer required to be reported centrally, and is no longer being collected. The percentage of external telephone calls answered within 20 seconds is still monitored, but quarter 3 reports have not yet been received.
10. Equalities data: There is an indicator in the service plan “Percentage of lettings by equality strands” which represents a body of data which is best presented in the form of a broader equalities report. As it is not a single indicator, it is not possible to report this data in the performance report.

Performance Scorecard

11. Annex 1 and the tables from paragraph 17 below show a performance scorecard, which looks at the performance against target, direction of travel and benchmarking information. Performance status measures the current (Q3) actual performance against target. The scorecard shows the annual target for 2010/11, but also a profiled target where necessary. Status is shown as follows:

	On or exceeding profiled target
	Less than 5% outside profiled target
	More than 5% outside profiled target

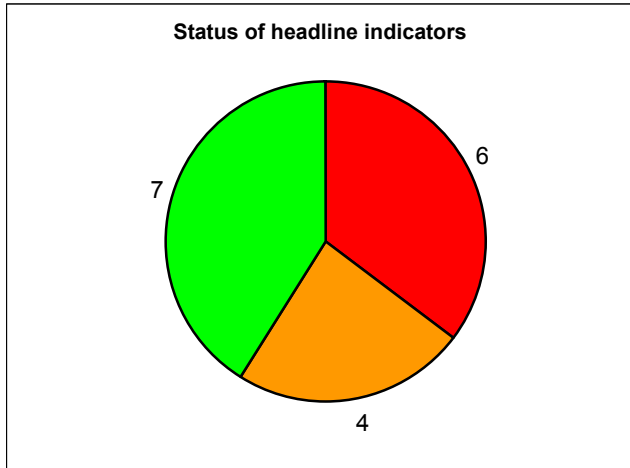
12. Direction of travel compares current performance with the last reported figure, usually 2010/11 Q2, or in the case of profiled indicators, the 09/10 quarter 3 performance.

↑	Improving
↔	Stable
↓	Declining

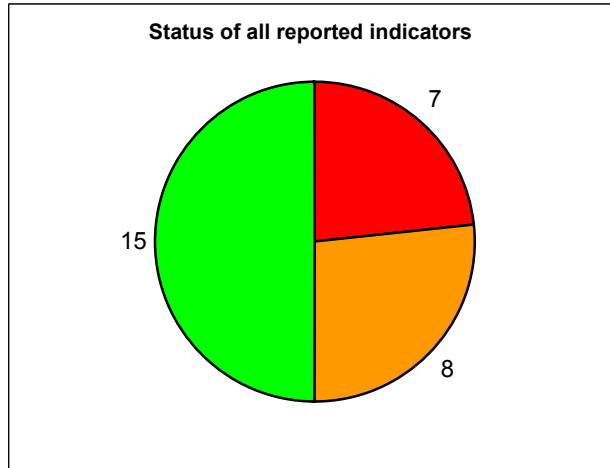
13. Where possible, the scorecard provides the top quartile threshold value from the 08/09 HouseMark core benchmarking data from 276 housing providers. For some indicators this data is not available, so quartile values from 08/09 HIP data or BVPI 07/08 have been used to provide a benchmark.

14. The pie charts below show the status of current performance for those headline indicators for which updated data is available (17 indicators), and for all reported indicators (30 indicators). Three indicators which were reported at Q2 do not have data available in the current report. These are highlighted in red text in Annex 1 and the reasons are described in the paragraphs below.

Current performance against target



Based on 17 reported indicators with a further 25 unreported



Based on 30 reported indicators with a further 72 unreported

15. Of the 17 headline indicators reported, 7 have declined, 2 remained stable and 8 improved from the relevant comparator position.
16. Considering all 30 reported indicators, only 9 have declined; 6 are stable and 15 improved from Q2 or the relevant comparator.

Performance issues to note

17. The paragraphs below show the reported indicators by service area, identifying indicators where the status is red together with comments and action to be taken to improve performance, and also highlighting notable successes and significant changes from Q2 performance.

Homelessness Service

	09/10 actual	10/11 Q2	Current perf	Annual Target	DoT
NI156 Number of homeless households living in temporary accommodation	79	76	95	75	↓
Number of 16-17 years olds accepted as homeless	35	26	32	33	↓
Number of households prevented from homelessness	1076	305	447	1130	↓
Homelessness decisions made within 33 working days (average time to make decisions)	21.47	21.75	15.02	33	↑

18. The Homelessness Service had an exceptional year in 2009/10, with a concerted effort leading to very high performance on all indicators. However performance in 2010/11 has not been able to sustain this level or meet the challenging targets set as a result of last year's achievements. Quarter 3 has been particularly busy, and this

combined with a lack of opportunities for move-on into permanent accommodation, has contributed to an increase in the number of households in temporary accommodation. In the current economic climate it is difficult to secure private rented accommodation, and this also affects the ability to prevent/relieve homelessness. Preventions continue to run at a much lower level than last year, hence are not hitting target, but at a steady rate quarter on quarter. It is recommended that this indicator be used as a context setting measure of volume rather than a targeted indicator for future reporting.

19. Although there has been a significant increase this year in young people approaching all agencies as homeless or for advice, the number of 16 and 17 year olds accepted as homeless this quarter has dropped (6 in Q3 compared to 12 and 14 in previous quarters). An increased number of young people are being picked up by children's social care, and this trend is expected to continue. Decisions are being made promptly, with the average time taken well down on previous quarters.

Affordable homes

	09/10 actual	09/10 Q3	Current actual	Current perf	Annual Target	DoT
NI 155 Number of affordable homes delivered (gross)	130	99	153	249 (forecast)	252	↑

20. Homes are not delivered in equal numbers over each quarter. 153 homes have been delivered to date, but the current forecast is for 249 homes to be delivered by year-end against a target of 252. We are working with Yorkshire Housing to secure a further 50 affordable homes that will be completed within the financial year and could therefore bring the year end total to almost 300 homes. Negotiations are at an advanced stage but have not been concluded in time to include them in the forecast above. Irrespective of whether we can secure these additional homes, to achieve 249 additional homes against an ambitious LAA target of 252 would be a considerable achievement against the backdrop of a very challenging housing market and economic downturn.

Other 'Your Place' indicators

	09/10 actual	Current perf	Annual Target	DoT
NPI 195c: % of relevant land and highways that is assessed as having unacceptable levels of graffiti	2.1%	0.5%	4%	↑
NPI 196: Fly-tipping Performance	2	3	2	↓
NI 141 Percentage of vulnerable people achieving independent living (Supporting People)	69.38%	69.4%	72%	↓

21. The latest November data for fly tipping shows 25% more tipping taking place. Levels of graffiti at the November survey point are much improved on last year's position. Supporting People data is only available 4 weeks after the end of the quarter. Q2 figures have declined compared to Q1 and are at last year's level. This has been affected by one underperforming provider, and relates to a changing client group. It is being managed to support improvements.

Repairs

	09/10	10/11	Current	Annual	DoT

	actual	Q2	perf	Target	
Percentage of 4 hour repairs completed on time	91.4%	96.3%	97.3%	95.0%	↑
Percentage of same day repairs completed on time	97.1%	98.9%	99.1%	98.1%	↔
Percentage of general repairs (20 working days) completed on time	96.1%	94.8%	95.6%	98.0%	↑
Average number of days to complete all repairs	4.26	4.93	4.54	5.30	↑
Percentage of urgent repairs completed within govt timescale	96.92%	97.4%	N/A	99%	
Average number of days to complete non-urgent repairs	5.03	5.63	5.61	7	↔
Gas safety - percentage of properties having a valid gas safety certificate	98.9%	99.03	95.85	100%	↓

22. Quarter 3 has posed challenges to the repairs service due to the early onset of the freezing weather and its duration. This caused a very significant increase in emergency and non emergency gas/heating repairs, to such an extent that the decision was taken to suspend gas servicing to allow a focus on responsive repairs to meet customer need. The repairs were significantly higher than the previous years (1571 jobs in Dec 10, 941 in Dec 09 and 892 in Dec 08).
23. Due to the suspension of gas servicing work at the end of December there were 312 certificates outstanding, with 21 warrants raised (compared to 160 at the end of November, and only 73 at the last reporting point at end September). A plan has been developed to bring the servicing back on track during the next quarter.
24. Although the increased number of repairs jobs is not fully reflected in the wider performance data (jobs are reported only once invoiced, so not all December's jobs are currently included), the number of 04 and SD reported jobs in December is much higher than November (522 04 compared to 338, and 801 SD compared to 519), and than December 2009 (251 04 and 521 SD). Despite this increased volume, the proportion of jobs completed on time continues to improve.
25. There is an issue with the reporting of the percentage of urgent repairs completed within government timescales this quarter. The introduction of mobile working and resulting changes in SOR codes have had unforeseen impacts on the reporting process relating to jobs classed as RTR. November and December's figures have proved inaccurate and are not reported here, pending further investigation.

Adaptations

	09/10 actual	10/11 last	Current perf	Annual Target	DoT
Percentage of minor adaptations completed within 20 days of assessment (council tenants)	89.0%	90.8%	87.0%	92.0%	↓
Percentage of major adaptations completed within 60 days of assessment (council tenants)	33.7%	44.4%	40.6%	40.0%	↓
Percentage of customers satisfied with overall grants and loans service	95.4%	100%	100%	95%	↔
Percentage of customers satisfied with adaptations service (council tenants & owner occupiers)	97%	96.5%	99.9%	95%	↑
% of customers satisfaction – quality of life in their home has been improved by work carried out (Disabled facilities grant and adaptations – owner occupier & council tenant)	97.8%	95.7%	97.1%	100%	↑

26. Although performance on completion of both minor and major adaptations has declined this quarter, small numbers on both these indicators increases the variability. Work is ongoing to refine the indicators to better reflect the performance and drive improvement in the adaptations service.
27. Customer satisfaction indicators for the adaptations service are available some weeks after the quarter end, so Q2 figures are now available. Satisfaction levels are generally very high, but the number of respondents is very small so few conclusions can be drawn.

Income management and voids

	09/10 actual	09/10 Q3	Current perf	Q3 Target	Annual Target	DoT
Rent lost through voids	0.98%	0.73%	0.83%	0.72%	0.95%	↓
% of tenants evicted as a result of rent arrears	0.30%	0.23%	0.14%	0.22%	0.29%	↑
Current rent arrears as % of annual rent due	1.80%	2.88%	2.51%	2.56%	1.49%	↑
Former rent arrears as % of annual rent due	3.32%	3.44%	2.67%	3.26%	1.79%	↑
% rent collected (including current arrears b/fwd)	97.50%	95.53%	96.27%	96.62%	98.54%	↑
% rent collected (excluding current arrears b/fwd)	99.60%	98.26%	98.51%	98.93%	100.28%	↑
% of rent collected (BV66a)	98.40%	95.71%	96.32%	96.46%	98.68%	↑
	09/10 actual	10/11 Q2	Current perf	Q3 Target	Annual Target	DoT
Average number of days to re-let empty properties (overall)	20.94	21.58	20.35	-	21	↑
Average number of days to re-let empty properties (excluding temporary accommodation)	22.70	20.50	20.27	-	21	↑
Average number of offers per letting (excluding non-secure)	1.998	1.82	1.81	-	2	↔

28. The cumulative re-let time was adversely affected in Q1 by the letting of hostel rooms and temporary properties which had been vacant for extended periods due to the success in avoiding homeless presentations. Performance in quarters 2 and 3 has been consistently within target, and consequently the cumulative figure has now reached target levels. The rent loss through voids was similarly affected by the situation with temporary accommodation. However, the main influence on this indicator has been the Discus bungalows. The demolition of a number of Discus properties in the latter part of 2010 has not yet been fully reflected in the figures, and work is underway to calculate a corrected void rent loss figure.
29. Four rent arrears indicators have been introduced based on the HouseMark annual core benchmarking. A more accurate profile of targets for these indicators has been calculated for this report, together with comparative figures for last year, to enable robust comparisons for in-year monitoring. Current tenant arrears are more than £90k less than at the same point last year, ahead of target. Former tenant arrears have reduced steadily over the year and are now nearly £200k below last year's level. All three rent collection indicators are running slightly behind target, but are still ahead of last year's position.
30. Evictions for rent arrears are well below last year's level, with 11 evictions to date (compared to 18 at this point last year).

Customer

	09/10 actual	Current perf	Annual Target	DoT
Percentage of complaints responded to in full within target time	73.20%	63.3%	88%	↓

31. Within Housing Services in Q3 only 63.3% of complaints were dealt with within the appropriate timescale, declining from 81% in Q2. However the number of complaints received was much higher (60 compared to 36 in Q2). A separate report on complaints provides further details.
32. Data on the Customer First indicator of external telephone calls answered within 20 seconds has not yet been received for Q3.

Staff

	09/10 actual	Current perf	Annual Target	DoT
Reduce average number of days sickness per employee	15.03 days		9 days (annual)	
Complete all staff appraisals by the end of June 2010	71%	97%	100%	↑

33. Figures on the number of sickness days lost per FTE are not yet available for Q3. Compared to last year significant progress has been made in completing staff PDR's, with only 5 left outstanding. For those PDR's remaining line managers have programmed in PDR meetings.

Service Plan Action Update

34. Following the mock inspection and reflecting the recommendations and improvement timescales suggested by the inspectors, Housing set a very challenging improvement action plan with a total of 63 actions broken down into 145 milestones to be completed in year 1 of the Housing Service Plan (by March 2011). Although the following actions have had timescales extended to reflect the impact of the organisational review and a freeze on appointing staff.
- Develop a customer access strategy reviewing service standards and performance measures with customers. This will be taken forward once service standards are agreed with customers as part of the work on developing local offers to be in place by April 2011
 - Appoint Equalities and Engagement Facilitator - pending outcome of the organisational review
 - Review CRE compliance and identify gaps - this will be picked up following peer review of the Council's Single Equality Framework in the spring
 - Develop Equalities and Diversity Strategy including action plans ensuring that EIAs are undertaken as appropriate - as above
 - Involve customers in programming works and contractor selection - As part of the council's efficiency drive many of the contracts have been extended. This will be taken forward as soon as an opportunity presents itself.
 - Establish an Asbestos Management lead - This is on hold until the Asset Manager is being appointed.

- Extend benchmarking to include , Complaints , ASB, Homelessness and Resident Involvement. This will be progressed once the Local Offers have been agreed
- Review funding arrangements for resident involvement
- Develop HRA Business Plan - This is to be completed following outcome of HRA Subsidy Review.
- Review training plan to take into account NMU operatives transferring to Housing and report to HSMT on impact on training resources. This was delayed due to the current post holder being on maternity leave who has now returned and will be taken forward in the next couple of months.
- Publish Tenant and Leaseholder information leaflets incorporating service standards on website
- Hold staff recognition award ceremony - This is on hold due to organisational development review.

35. Of the 119 milestones to be completed by the end of December 2011 (The progress status for each of these milestones is attached at Annex 2, as follows - green status denotes those actions that have been completed (or dropped), amber those actions that are in progress and red denotes actions still to start):

- 75 milestones have been completed (63%).
- 28 are In progress (24 %)
- 8 to start (7%)
- 7 dropped (6%)

36. Of the completed actions this has included :

- The development of key strategies, including ASB, Housing, Older Person's Value for Money , ICT, Customer Engagement and Value for Money strategies
- Implementation of customer profiling
- Developing a procedure from moving fire hazards in blocks of flats including guidance to tenants
- Adoption of a Contractors Code of Conduct
- Reviewing the decoration policy and introducing decoration packs following Tenant Choice work which will make significant efficiency savings
- Reviewing Asset Management Contractors list
- Completion of benchmarking information so we are able to determine how we compare in terms of value for money and performance against other housing organisations
- Improvements to the allocations policy through introducing accompanied viewing and auditing a percentage of lettings.
- Reviewing the gas servicing procedure which has reduced the backlog significantly
- Improving the performance management framework through the production of a 3 year service plan, the introduction of quarterly extended HSMT with service managers dedicated to performance issues, the establishment of a scrutiny sub group of the Residents Federation so tenants are able to challenge performance
- The introduction of tenancy verification visits

- Strengthened the approach to dealing with Anti-Social Behaviour not just through the implementation of the ASB strategy but through extending the mediation service to RSLs
- The review of cleaning arrangements in blocks of flats and the introduction of notice boards displaying cleaning service standards to occupants
- Reviewed customer satisfaction surveys
- Review of staff sickness and the introduction of quarterly reports which are considered by HSMT
- Production of a communication plan across all service areas
- Established a peer education scheme in schools covering teenage pregnancy, homelessness and child poverty
- The relocation of Housing Options to St Leonards
- Reviewed the YorHome scheme and Project 92
- Reviewed the Occupational Therapist service

37. Whilst there has been significant progress in actioning the service plan there are eight milestones still to start which are outlined below. However lack of progress against these should be considered in the context of the challenging programme set and achievements to date despite a number of staff vacancies in various teams. HSMT are asked to consider the milestones below, note comments and revise completion timescales.

38. Milestones still to commence

Action	Milestone	Officer	Date	Comments
Develop Housing approach to equalities and diversity	Work with corporate team to ensure diversity is featured within Housing's procurement processes	A Davies	June 2010	Work on this has slipped . This will be taken forward in June 2011 following the peer review of the Council's Single Equality Scheme.
Clarify the decoration policy and deliver training to appropriate staff on how it should be applied	Review assistance and support for elderly and disabled customers who are unable to undertake decorations. Consider providing assistance from funding for decoration vouchers and added value options.	A Wilcock	Sept 2010	The decoration policy following Tenant Choice works has been reviewed changing from vouchers to decoration packs. This will form part of the decoration/disturbance allowance review to be completed by April 2011.
Improve Leasehold Management	Consider extending the service offering to leaseholders including routine repairs or access to capital improvements	Asset Manager	Aug 2010	This will commence when the new Asset Manager is appointed
Improve Procurement	Encourage corporate to develop a procurement strategy	K Grandfield	Dec 2010	Due to other work commitments this action has been put on hold and will be taken forward for inclusion in Housing's Service Plan 2011/12
	Develop a Housing Procurement Strategy and include an action plan for all housing procurement linked to value for money	K Grandfield	Dec 2010	Due to other work commitments this action has been put on hold and will be taken forward for inclusion in Housing's Service Plan 2011/12
Develop measures to reduce young people homelessness	Undertake prevention work with families to prevent future homelessness	B Ward	Mar-2010	Work has not started on this action. It is to be incorporated onto the bigger review of Homelessness to be undertaken later in the year. Suggested timescale is put back to March 2011

Develop a compensation policy and ensure customers and staff are clear about the policy	Raise awareness of policy with staff and customers including providing information on the website and in the information handbook	S Brown	Dec 2010	This action was to be taken forward by K Robinson who has now left the authority. It is therefore being action by S Brown. A policy has been drafted and is currently out to consultation with the Councils Complaints Manager and Insurance Manager and will be considered by HSMT in Feb 2011. Following approval it will be disseminated to staff. Suggest that the timescale for this is revised to March 2011.
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39. The following milestones have been dropped

- Establish with customers the demand to move to two hour slots for repair appointments and offer evening and weekend appointments and incorporate external contractors into appointment scheme looking to mobile working/optitime project. – This action is a More for York action.
- Review the approach to letting adapted properties to ensure that delays are minimised - No work intended on this as the new CBL policy should ensure only appropriate customers bid for vacancies
- Consider introducing a housing applicants newsletter - The CBL implementation from April 2011 will provide a regular newsletter as part of the implementation
- Carry out work with Annual Housing Survey respondents to establish why satisfaction with opportunities to participate is low - This action is unable to be taken forward due to confidential issues with the release of names of respondents
- Bring back 15 empty hospital properties back into use.
- Report options to HSMT.
- Agree terms with hospital - Having considered the options available it was not financially viable to take this project forward.
- Agree discretionary documents for inspection. It is unlikely that the service will be inspected due to the changes in Housing's Regulatory framework.

Conclusions

40. The performance indicators included in the 2010/11 Service Plan represent a significant change from those previously reported. As such the collection methods, baselines and targets for many indicators are still in development. Many indicators are also based on annual or periodic data collection or surveys. As a result only about 45% of the headline indicators and 30% of all indicators are reportable at this stage in the year.
41. Reported performance is generally similar to Q2, or slightly improved. Half of the reported indicators are now on target and less than a quarter are at red status. Half the indicators are also improving compared to last quarter, or the relevant comparator.
42. The timeliness of completion of emergency repairs continues to improve, despite exceptional seasonal demand. Re-let times are now on target, with good performance in Q2 and Q3 compensating for the significant issues with void times for temporary housing in Q1. Targets for arrears are being exceeded, although those for rent collection have slipped slightly. Exceptional demands on services have had an

effect on performance, in relation to households in temporary accommodation and timely response to complaints. The demand for gas and heating repairs has led to the suspension of gas servicing operations, hence this indicator is well below target. HSMT and Service Managers are asked to consider what actions could drive further improvement and address weaknesses in performance in their areas.

43. Significant progress as been made in completing Service Plan actions with the majority of year 1 milestones either having been completed or in progress with only 8 actions at this point still to start. HSMT and Service Managers are advised to regularly review progress against the Housing Service Plan to minimise slippage against completion timescales.

Recommendations

44. HSMT is asked to note progress on Service Plan actions to date and agree the revised timescales for completing the actions still to start.
45. In the light of changing requirements for indicators and data to be reported to central government and corporately, HSMT is asked to consider whether the following indicators should be removed from service plan monitoring for the current year, or from the refreshed 2011/12 service plan
- NI 187 – no longer nationally required for 10/11, to be replaced with a nationally collated measure for 2011/12. Recommend removing from plan and replacing with appropriate national or local measure.
 - NI 195c - no longer nationally required for 10/11 but being locally collected for 10/11
 - Customer First - % of letters replied to within 10 days – no longer internally reported, and not being collected for 10/11. Recommend reviewing as part of work on service standards.
 - Customer First - % of external telephone calls answered within 20 seconds – no longer internally reported, but data is still available. Recommend reviewing as part of work on service standards.
 - Percentage of lettings by equality strands – this is not a single indicator, but a body of data which contributes to a wider picture of equalities. Recommend removing from performance measures section of plan, and reporting as part of a broader report on equalities.

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