

Public Document Pack

Mid Devon District Council

Decent and Affordable Homes Policy Development Group

Tuesday, 17 March 2015 at 2.15 pm
Exe Room, Phoenix House

Next ordinary meeting
Tuesday, 16 June 2015 at 2.15 pm

Those attending are advised that this meeting will be recorded

Membership

Cllr P J Heal (Chairman)
Cllr Mrs E M Andrews
Cllr W J Daw (Vice Chairman)
Cllr D J Knowles
Cllr R F Radford
Cllr Mrs J Rendle
Cllr R Wright

A G E N D A

Members are reminded of the need to make declarations of interest prior to any discussion which may take place

- 1 **Apologies and Substitute Members**
To receive any apologies for absence and notice of appointment of substitutes.
- 2 **Public Question Time**
To receive any questions relating to items on the Agenda from members of the public and replies thereto.
- 3 **Minutes** (*Pages 5 - 8*)
To approve as a correct record the minutes of the meeting held on 20 January 2015 (copy attached).
- 4 **Chairman's Announcements**
To receive any announcements that the Chairman may wish to make.
- 5 **Draft Tenant Involvement Policy** (*Pages 9 - 16*)
To receive a report from the Housing Services Manager providing a review of the existing tenant involvement policy which was last approved

in January 2012.

- 6 **Draft Tenant Involvement Strategy** (*Pages 17 - 32*)
To receive a report from the Housing Services Manager providing a review of the existing tenant involvement strategy which was last approved in January 2012.
- 7 **Financial update for the ten months to 31 January 2015** (*Pages 33 - 48*)
To receive a report from the Head of Finance presenting a financial update in respect of the income and expenditure so far in the year.
- 8 **Performance and Risk report for the first three quarters of 2014-15** (*Pages 49 - 54*)
To consider a report of the Head of Communities and Governance providing Members with an update on performance against the corporate plan and local service targets for 2014/15 as well as providing an update on the key business risks.
- 9 **Affordable Housing Projects update** (*Pages 55 - 58*)
To receive a report from the Head of Housing and Property Services providing Members with an update on the Council's housing development programme.
- 10 **Council Motion No. 514 (Councillor Mrs J Roach - 19 January 2015)**
To consider the following Motion referred by the Council to the Decent and Affordable Homes Policy Development Group:

"That this Council considers and investigates the possibility of applying to the Secretary of State to transfer Charlton Lodge to Mid Devon District Council (Localism Act Sect 15) to enable Mid Devon District Council to provide a scheme similar to the Abundant Life Project being run at Dartington."
- 11 **Council Motion No. 516 (Councillor Mrs J Roach - 22 January 2015)**
To consider the following Motion referred by the Council to the Decent and Affordable Homes Policy Development Group:

"That this Council resolves to investigate the possibility of acquiring Charlton Lodge, Orchard Lea and Bampton residential Homes in order to meet unmet housing needs in this district."
- 12 **Homes and Communities (HCA) Consumer Standards** (*Pages 59 - 66*)
To receive a briefing paper from the Housing Services Manager providing an update on the Homes and Communities (HCA) Consumer Standards and compliance with complaint handling.
- 13 **RENTplus** (*Pages 67 - 68*)
To receive a report from the Housing Enabler & Business Support

Manager providing information regarding a new affordable housing product.

- 14 **Public Sector Housing Policy and Empty Homes Strategy**
To receive a verbal update report from the Private Sector Housing Lead Officer on the timetable for the review of these two policy documents.
- 15 **Presentation on the new arrangements for housing support**
To receive a presentation from the Tenant Involvement Manager and Supported Housing Manager on the new arrangements for housing support.
- 16 **Devon Home Choice Working Group update**
The recommendations of the Working Group report had been considered by the Cabinet on 8 January 2015. They had resolved that the recommendations be referred back to the Head of Housing and Property Services for further consideration. The Head of Housing and Property Services has since met with the Working Group where it was concluded that more time was needed to gather together information from the authorities who had already taken steps to remove Band E. The proposal was to revisit this issue at the June PDG meeting with any revised recommendations being presented to the Cabinet in September 2015.
- 17 **Chairman's Annual Report for 2014/15 (Pages 69 - 70)**
To receive the Chairman's annual report on the work of the Policy Development Group since May 2014 which will be submitted to Council on 29 April 2015.
- 18 **Identification of items for the next meeting - 16 June 2015**
Members are asked to note that the following items are identified in the work programme for the next meeting:
- Void Policy
 - Compensation Policy
 - ASB Policy and procedures
 - 5 Year Asset Management Plan
 - Rent Arrears management Policy (to be confirmed)
 - Housing Strategy (to be confirmed)

Note: This item is limited to 10 minutes. There should be no discussion on the items raised.

Kevin Finan
Chief Executive
Monday, 9 March 2015

Anyone wishing to film part or all of the proceedings may do so unless the press and public are excluded for that part of the meeting or there is good reason not to do so, as directed by the Chairman. Any filming must be done as unobtrusively as possible from a single fixed position without the use of any additional lighting; focusing only on those actively participating in the meeting and having regard also to the wishes of any member of the public present who may not wish to be filmed. As a matter of courtesy, anyone wishing to film proceedings is asked to advise the Chairman or the Member Services Officer in attendance so that all those present may be made aware that is happening.

Members of the public may also use other forms of social media to report on proceedings at this meeting.

Members of the public are welcome to attend the meeting and listen to discussion. Lift access to the Council Chamber on the first floor of the building is available from the main ground floor entrance. Toilet facilities, with wheelchair access, are also available. There is time set aside at the beginning of the meeting to allow the public to ask questions.

An induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter. If you require any further information, or

If you would like a copy of the Agenda in another format (for example in large print) please contact Sarah Lees on:

Tel: 01884 234310

Fax:

E-Mail: slees@middevon.gov.uk

Public Wi-Fi is available in all meeting rooms.

MID DEVON DISTRICT COUNCIL

MINUTES of a MEETING of the DECENT AND AFFORDABLE HOMES POLICY DEVELOPMENT GROUP held on 20 January 2015 at 2.15 pm

Present

Councillors

P J Heal (Chairman)
Mrs E M Andrews, W J Daw (Vice Chairman), D J Knowles,
R F Radford, Mrs J Rendle and R Wright

Also Present

Councillors

R L Stanley and K D Wilson

Present

Officers:

Nick Sanderson (Head of Housing and Property Services),
Roderick Hewson (Principal Accountant), Helen Carty (Housing
Policy Officer) and Sarah Lees (Member Services Officer)

Member	Minute No	Type of Interest
Cllr Mrs E M Andrews	47	Personal

42 APOLOGIES AND SUBSTITUTE MEMBERS

There were no apologies for absence.

43 PUBLIC QUESTION TIME

There were no members of the public present.

44 MINUTES

The Minutes of the Meeting held on 25 November 2014 were approved as an accurate record and **SIGNED** by the Chairman.

45 CHAIRMAN'S ANNOUNCEMENTS (00:01:31)

The Chairman updated the Group on the recent Cabinet decision in relation to the Devon Home Choice Working Group report which was presented to them with the Group's recommendations on 8 January 2015.

The Cabinet had considered that the recommendations were phrased more as questions rather than strong recommendations needing a decision from them. They had therefore resolved to refer the matter back to the Head of Housing and Property Services to consider the matter further. A meeting was scheduled to take place

between the Head of Housing and Property Services and the Working Group on 11th February. The Chairman confirmed that the Working Group's conclusions would remain the same but that the recommendations would be brought forward again having been more constructively reworded.

46 **GENERAL FUND BUDGET 2015/16 - UPDATE (00:03:53)**

The Group had before it, and **NOTED**, * a report from the Head of Finance considering the options available in order for the Council to move towards a balanced budget for 2015/16. Since the last meeting the Council had received formal confirmation of its Formula Grant Settlement for 2015/16 which was £83K better than anticipated. However, there had been no provisional notification for 2016/17 making financial planning very difficult. The Council Tax freeze grant offered for 2015/16 was 1% which if accepted by Council would increase the budget gap by £25K. The referendum limit for 2015/16 had been agreed at 2%.

The budget gap for 2015/16 had reduced since the last meeting from £650K to £99K. This was principally due to predicted savings in the new Waste and Recycling Scheme, an increase in Development Control fees and a Revenue Contribution to Capital reduction.

Discussion took place regarding the possibility of further savings in relation to waste as a result of future reductions in diesel costs. It was predicted that the majority of savings in relation to running this service area would be due to charging for the collection of garden waste. More accurate data would be presented to Members once the results of the trial were known.

Note: * Report previously circulated; copy attached to the signed minutes.

47 **HRA BUDGET 2015/16 (00:17:43)**

The Group had before it * a report from the Head of Finance and the Head of Housing and Property Services providing an estimate of the budget required for the operation of the Housing Revenue Account (HRA) in 2015/16. It included a proposal on the rent increase and a schedule of other fees and charges.

The Principal Accountant explained to the Group how the proposed increases in rent worked out across all of the Council's properties and explained that the target was to converge all rents with the Formula Rent as soon as possible. For the vast majority of tenants there would be a 3.4% increase in order to bring them in line with Formula Rent. There were no proposed increases in community alarm charges, however, a 2.3% increase was proposed for garage rents and a £20 increase in garage ground rents.

Discussion took place regarding:

- The restrictions in place to prevent local authorities from imposing huge rent increases where they were currently lagging behind Formula Rent.
- Charging for parking on sites previously occupied by garages would need to be looked at on a case by case basis since some housing estates had wide roads and opportunities to park on the roadside were numerous whereas other sites provided less opportunities.

- The proposed increase of 25p per week to rent a garage was not thought to be beneficial given that many garages were proving difficult to rent out.

RECOMMENDED to the Cabinet that:

- a) The HRA budget proposals within the report be approved.
- b) The property rent increases within the report be approved, that garage ground rents be increased by £35 per year but that there be no increase in garage rents.
- c) Investigations be made into the feasibility of creating a Special Purpose Vehicle for further development opportunities.

(Proposed by the Chairman)

Notes: (i) *Report previously circulated; copy attached to the signed minutes;

(ii) Cllr Mrs Eileen Andrews declared a personal interest as she was a Council tenant.

48 **PROPOSED REVIEW OF TENANCY AGREEMENTS (00:36:17)**

The Group had before it, and **NOTED**, a report * from the Housing Services Manager informing Members about the proposed review of tenancy agreements used by Housing Services when letting Council homes. This included a timetable of the tasks needed to be completed and a proposed action plan. Introductory and secure tenancy agreements were reviewed late in 2009/early 2010. Since that time, flexible tenancies (2 and 5 year terms) had been introduced and this had now created an opportunity to revisit the existing conditions of tenancy and amend them where appropriate to be in line with statutory requirements and good practice.

Discussion took place regarding any future clauses in relation to offensive weapons, these needed to be fair and mindful of the fact that some Tenants may need them in order to carry out their employment, for example, a tenant owning a gun to assist a farmer with pest control. Licenses would be needed and the correct procedure for holding such weapons complied with. Such eventualities would need to be fairly dealt with by any new Tenancy Agreement.

Note: *Report previously circulated; copy attached to the signed minutes.

49 **AFFORDABLE HOMES UPDATE (00:51:15)**

The Group received a verbal update from the Head of Housing and Property Services regarding the projected delivery of Affordable Housing between 31 March 2014 and 1 April 2015. 58 would properties would be delivered by the end of this financial year. The Corporate Plan target had been to deliver 80 but the Council were in the hands of the developers in delivering housing schemes. There had also been limitations on Section 106 monies and in the future smaller sites would not have to provide affordable housing.

A report would be brought to the next meeting of Group providing more information in relation to the social housing proposed at Birchen Lane, Palmeston Park, Beech Road, Tiverton and Burlescombe.

50 SPECIAL PURPOSE VEHICLE (00:57:22)

The Group received a verbal update from the Principal Accountant. It was explained that this concept did not relate to an actual motorised vehicle but the potential for the Council to set up a separate company with its own financial accounts which could open up more opportunities, not be subject to so many limitations and have the ability to attract extra funding. Discussions were in the very early stage and all eventualities needed to be considered before moving forwards. All the implications would need to be understood in terms of set up and running costs. An informed decision would need to be made in consultation with all Members.

Mid Devon District Council Officers could be employed to carry out maintenance and repairs but this would be a chargeable cost against the Special Purpose Vehicle. Lettings would also be conducted through the current mechanisms but there would also be a charge against the company. However it was repeated that these considerations were in the very early stage.

51 IDENTIFICATION OF ITEMS FOR THE NEXT MEETING - 17 MARCH 2015 (01:10:58)

In addition to the items already listed in the work programme for the next meeting, the following items were requested to come to the next meeting:

- Chairman's Annual Report
- Changes to the Scheme of Delegation within the Constitution to allow the Head of Housing and Property Services to apply for funding to develop new homes
- Update on Affordable Homes development proposals

(The meeting ended at Time Not Specified)

CHAIRMAN

DECENT & AFFORDABLE HOMES PDG 17 MARCH 2015

THE DRAFT TENANT INVOLVEMENT POLICY

Cabinet Member Cllr Ray Stanley
Responsible Officer Housing Services Manager

Reason for Report: The existing tenant involvement policy was approved in January 2012 and is now due for review.

RECOMMENDATION(S): The Cabinet adopts the draft Housing Services tenant involvement policy.

Relationship to Corporate Plan: The Council must run the Housing Service efficiently and effectively and in accordance with the provisions of the regulatory framework. The Corporate Plan includes a pledge entitled: "Better Homes" where the long term vision is to ensure that the housing needs of our residents are met through the provision of good quality housing. It also contains a pledge relating to the empowerment of our communities.

Financial Implications: The Housing Service has set aside a budget for tenant involvement activities.

Legal Implications: The Tenant Involvement and Empowerment Standard within the Regulatory Framework for Social Housing sets out a number of required outcomes and specific expectations which the Housing Service, as a Registered Provider (RP) of social housing is expected to meet.

Risk Assessment: The regulator holds Boards and Councillors responsible for ensuring that registered providers meet the consumer standards, including the Tenant Involvement and Empowerment Standard. Failure to deliver the outcomes and expectations required could lead to reputational risk and some tenant dissatisfaction.

1.0 Introduction

1.1 The Homes and Communities Agency (HCA) is responsible for the regulation of social housing. The regulatory framework is underpinned by the principle of co-regulation which means that, in the case of a local authority such as the Council, with retained stock, Councillors are responsible for ensuring the standards are met and that others such as tenants, MPs and other elected representatives have a role in scrutinising that this is delivered.

1.2 The regulatory framework consists of a number of standards and these are divided into those relating to economic issues and those relating to consumer issues. The Council is only required to comply with the consumer standards; the economic standards apply to housing association and other RPs.

1.3 The Tenant Involvement & Empowerment Standard specifies that tenants must be given a wide range of opportunities to influence service delivery and to be involved in scrutinising all the work undertaken by the Housing Service.

2.0 **The Revised Draft Policy**

2.1 The draft policy refers to the regulatory framework and also to the Council's statutory obligations which arise because it has retained stock.

2.2 It acknowledges that not all of our tenants will want to get involved and respects their right not to do so. This is particularly important because last year, all tenants were consulted on their views in relation to tenant involvement. The results demonstrated a high level of apathy. Over 3000 households were sent a questionnaire survey but only 122 responses were received either by post or online. 29 tenants were invited to attend a focus group to give us their views, but, unfortunately, this was not very well attended, with only 3 attending. Of the tenants who responded to the survey:

- Almost 50% said that they would find it easier to get involved with more online opportunities
- 54% said that they did not want to attend meetings
- 66% said that they were unable to attend a meeting very easily
- 48% said that they did not feel comfortable meeting new people

2.3 Whilst the draft policy contains a commitment to working in partnership with tenants to deliver service improvements, it states that the Housing Service will gather feedback by various methods and use a variety of different methods to communicate with tenants.

2.4 It describes how we will offer tenants opportunities to participate and to scrutinise all aspects of service delivery.

3.0 **Equality & Diversity**

3.1 The draft policy contains a statement which sets out the statutory obligations of the Council as a Registered Provider of social housing.

3.2 In particular, it states that we will not tolerate any discriminatory remarks or actions and that we will challenge anyone who behaves in that manner. This is important so that tenants from every section of society feel comfortable because they are aware that meetings are inclusive and that they can attend meetings or other events in the knowledge that any offensive behaviour will be dealt with firmly.

3.3 In practice, in order to ensure that any tenant who wants to get involved can do so, the service is tailored to the needs of those who are involved. For example, meetings of the Scrutiny and Improvement Group (the SIG) are held at Phoenix House, an accessible venue. Tenant representatives are reimbursed for any costs associated with work undertaken on behalf of the Council and this will include travel costs, childcare and the cost of telephone calls.

3.4 Training is offered to those tenants who express an interest and a variety of different options are on offer, including online and residential training, which means that it is accessible to most people who wish to participate.

4.0 **Tenant Involvement**

4.1 The SIG reviewed this draft strategy at their meeting on 12 February 2015 and did not seek any changes to the wording.

4.2 The PDG is asked to recommend that the Cabinet approves the draft Tenant Involvement policy.

Contact for more Information: Mrs Claire Fry, Housing Services Manager, Tel: 01884 234920 cfry@middevon.gov.uk

Circulation of the Report: Councillor Ray Stanley, Management Team

List of Background Papers: The Tenant Involvement & Empowerment Standard (part of the Regulatory Framework for Social Housing)

Mid Devon District Council

Tenant Involvement

Policy Number: HSG v3

February 2015

DRAFT

Version Control Sheet

Title: Tenant Involvement Policy

Purpose: To inform residents of our approach to tenant involvement

Owner: **Housing Services Manager**
cfry@middevon.gov.uk
Telephone number 01884 234920

Date: February 2015

Version Number: v3

Status: Review of Policy

Review Frequency: 3 yearly

Next review date: **February 2018**

Consultation **This document was sent out for consultation to the following:**

Cabinet Member
Scrutiny and Improvement Group
Management Team
Decent and Affordable Homes PDG

Document History

This document obtained the following approvals.

Title	Date	Version Approved
Head of Service		
Management Team		
Cabinet Member		
Decent and Affordable Homes PDG		
Cabinet		

1. INTRODUCTION

All registered providers must meet the Homes and Communities Agency's (HCA) consumer standards. One of these standards is the Tenant Involvement and Empowerment standard, as set out in the regulatory framework for social housing in England from April 2012. The regulatory framework for social housing required outcomes for this standard relate to:

- Customer service
- Choice and complaints, Involvement and empowerment
- Understanding and responding to the diverse needs of tenants

2. SCOPE

This policy applies to how we will develop greater involvement of tenants in the decision-making processes of the Housing Service leading to service improvement and improved tenant satisfaction.

3. RELATED DOCUMENTS

- Tenancy Agreement
- Section 105 of the 1985 Housing Act
- The regulatory framework for social housing in England

4. The POLICY

This policy demonstrates our commitment to tenant involvement and to providing better homes and communities. The aim of this policy is to develop our structure to ensure we have effective involvement with tenants, and include leaseholders, in developing and improving services to meet their needs, ensuring that tenants have a chance to scrutinise the work of the housing service, and to strengthen our communities.

- This policy has been developed to ensure that the regulatory framework, set out in the National Standards informs the work of the Housing Service. We will demonstrate this by:
 - Working in partnership with tenants in all aspects of housing management, by offering a menu of involvement shaped around the diverse needs of our tenants and offering opportunities to review the work of the Housing Service and to make recommendations to elected members
 - Creating and developing a culture of mutual trust, respect and partnership between all parties at all levels
 - Making the best use of the resources available being mindful of the need to spend funds available wisely

We will involve tenants in housing management by a wide range of methods including:

- Making information easy to access, written in Plain English and, where possible, jargon free
- Acknowledging that many tenants do not wish to get involved and respecting their right not to do so. We will provide formal involvement methods, whilst promoting maximum inclusion through other less formal methods
- Finding the most appropriate way to consult individually and collectively and being clear about the choices on offer

5. INFORMATION

Tenants will be provided with information in a variety of ways, regarding the following:

- Issues affecting their homes and tenancies
- Housing management policies and practice
- Any proposals for change
- Rent increases

6. CONSULTATION

The Council is obliged to consult secure tenants on certain aspects of housing management. Section 105 of the Housing Act 1985 requires public sector landlords to have arrangements to inform and consult secure tenants who are likely to be affected by some proposed changes in matters of housing management. We also have a commitment to keeping tenants informed about other matters and to offering choices and opportunities to make recommendations to elected members. We will therefore provide information about:

- Major improvement or repair programmes
- Changes to policy and strategies
- Performance targets and priorities
- Activities for tenant involvement
- The timetable for newsletters
- The Annual Report

7. PARTICIPATION

Tenants will have ample opportunity to participate and play an integral part in:

- Scrutinising and challenging how services are managed and provided
- Giving us their opinion on how to improve service delivery

8. SUMMARY

Establishing meaningful involvement is not always about attending a meeting or saying yes to every idea put forward. It is about working in partnership to make better decisions in the work that we do to improve our housing service for all tenants. Tenants will be able to give us their views by various methods:

- Social Media and email
- Face to face
- Telephone
- Written
- Tenant involvement events

9. EQUALITY AND DIVERSITY

As a registered provider of social housing, the Council has an equality duty and is bound by the provisions of the Equality Act 2010. This means we must ensure that there will be no discrimination or unfair treatment on the grounds of gender (or gender reassignment), background (e.g. gypsies and travellers, asylum seekers) race, colour, ethnicity or national origin, faith, sexual orientation, marital/civil partnership status, age, disability, social position, politics, trade union membership or social disadvantage. We will not tolerate any discriminatory remarks or actions and will challenge anyone who behaves in that manner. Tenants will be excluded from any further involvement if they continue to behave in an offensive or discriminatory manner.

10. REVIEW

This Policy has been written in line with and meets current relevant legislation. Unless there are changes to such legislation beforehand, the next review of this policy is due February 2018.

DECENT & AFFORDABLE HOMES PDG 17 MARCH 2015

DRAFT TENANT INVOLVEMENT STRATEGY

Cabinet Member Cllr Ray Stanley
Responsible Officer Housing Services Manager

Reason for Report: The existing tenant involvement strategy was approved in January 2012 and is now due for review.

RECOMMENDATION(S): The Cabinet adopts the draft Housing Services tenant involvement strategy.

Relationship to Corporate Plan: The Council must run the Housing Service efficiently and effectively and in accordance with the provisions of the regulatory framework. The Corporate Plan includes a pledge entitled: "Better Homes" where the long term vision is to ensure that the housing needs of our residents are met through the provision of good quality housing. It also contains a pledge relating to the empowerment of our communities.

Financial Implications: The Housing Service has set aside a budget for tenant involvement activities.

Legal Implications: The Tenant Involvement and Empowerment Standard within the Regulatory Framework for Social Housing sets out a number of required outcomes and specific expectations which the Housing Service, as a Registered Provider (RP) of social housing is expected to meet.

Risk Assessment: The regulator holds Boards and Councillors responsible for ensuring that registered providers meet the consumer standards, including the Tenant Involvement and Empowerment Standard. Failure to deliver the outcomes and expectations required could lead to reputational risk and some tenant dissatisfaction.

1.0 Introduction

1.1 The Homes and Communities Agency (HCA) is responsible for the regulation of social housing. The regulatory framework is underpinned by the principle of co-regulation which means that, in the case of a local authority such as the Council, with retained stock, Councillors are responsible for ensuring the standards are met and that others such as tenants, MPs and other elected representatives have a role in scrutinising that this is delivered.

1.2 The regulatory framework consists of a number of standards and these are divided into those relating to economic issues and those relating to consumer issues. The Council is only required to comply with the consumer standards; the economic standards apply to housing association and other RPs.

- 1.3 The Tenant Involvement & Empowerment Standard specifies that tenants must be given a wide range of opportunities to influence service delivery and to be involved in scrutinising all the work undertaken by the Housing Service.
- 2.0 **The Revised Strategy**
- 2.1 The review of the tenant involvement strategy was informed by a survey of tenants undertaken during Spring 2014. Every Council tenant was surveyed and the low level of response provided a vivid demonstration of the apathy to tenant involvement activities which we have encountered in recent years.
- 2.2 Over 3000 households were sent a questionnaire survey but only 122 responses were received either by post or online. 29 tenants were invited to attend a focus group to give us their views, but, unfortunately, this was not very well attended, with only 3 attending.
- 2.3 Of the tenants who responded to the survey:
- Almost 50% said that they would find it easier to get involved with more online opportunities
 - 54% said that they did not want to attend meetings
 - 66% said that they were unable to attend a meeting very easily
 - 48% said that they did not feel comfortable meeting new people
- 2.4 The draft tenant involvement strategy has been reviewed and includes an expanded menu of involvement which gives more opportunities for getting involved remotely online.
- 2.5 The menu of involvement consists of three different types of activity:
- Those that involve a low level of demand on time by staying informed
 - Those that involve some commitment of time by getting participating in consultations
 - Those that involve a higher level of demand on time because they entail participating in decision making
- 2.6 The activities included in each strand are detailed within the strategy.
- 2.7 It should be noted that in recent years, there has been increased interest in electronic means of communication. These methods of communication offer significant cost savings for the Housing Service. Whilst there is a recognition that such methods of engagement will not appeal to all tenants, with the increased numbers of Smartphones in use, it is an area where the service can be developed. The "MDDC Housing" page on Facebook now has 150 likes and it is used to disseminate information about a whole range of issues such as service improvements, issues of concern, events, performance, and new homes available for housing applicants. The page is also used to celebrate success.
- 2.8 The Scrutiny & Improvement Group (the SIG) offers tenants and also one leaseholder a real opportunity to get involved in how the Housing Service is delivering services to tenants. The SIG reviews all new policies, and those

under review, performance and other areas of work and is able to make recommendations to the Cabinet Member and to the Decent and Affordable Homes PDG. It is tenant-led and is currently considering a name change in order to make it more accessible to other tenants. In recent years, the SIG has become increasingly involved in the production of the Annual Report and the success of the calendar sent out during the Autumn of 2014 can be attributed in a large part to the contribution of the group to the design and editing.

3.0 Equality and Diversity

3.1 The menu of involvement had been designed in such a way as to enable tenants to get involved as much or as little as they want. If tenants have sensory or mobility issues, the service can be tailored to meet their needs. The strategy enables the Council to provide training to those tenants who want or need it. The options available for training include courses that can be completed online and the training available enables interested tenants to overcome any barriers to getting involved.

4.0 Tenant Involvement

4.1 The SIG reviewed this draft strategy at their meeting on 12 February 2015 and did not seek any changes to the wording.

4.2 The PDG is asked to recommend that the Cabinet approves the draft Tenant Involvement Strategy.

Contact for more Information: Mrs Claire Fry, Housing Services Manager, Tel: 01884 234920 cfry@middevon.gov.uk

Circulation of the Report: Councillor Ray Stanley, Management Team

List of Background Papers: The Tenant Involvement & Empowerment Standard (part of the Regulatory Framework for Social Housing)

TENANT INVOLVEMENT STRATEGY 2015 - 2018

February 2015

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- Being consulted
- Participating in decision making

5.0 Scrutiny arrangements

6.0 Training

7.0 Conclusion

Appendix A – Menu of Involvement

Appendix B – Tenant Involvement Action Plan 2015/2016

|

INTRODUCTION

1.0 The Aims and Objectives of the Strategy

This new strategy for 2015-2018 builds on previous tenant involvement strategies. The purpose of tenant involvement is to find out the priorities of our tenants and this includes leaseholders. This will enable us to focus on listening to tenants' views and aspirations and to ensure tenants are able to influence future service delivery by scrutinising performance and identifying areas for improvement. During 2014 we surveyed tenants asking them how they wanted to engage with us. We have incorporated their views within this strategy.

The main aims and objectives of our strategy are to make sure tenants:

- Can contribute to the debate about how we use the resources available to us in such a way as to deliver services appropriate to their needs
- Have opportunities to identify issues relating to service delivery and to influence service improvement
- All have an opportunity to participate in the work which we do
- Feel that they have been listened to and their views considered
- Find it easier to get involved and have their views heard
- Have confidence in the housing service and are satisfied with the service they receive

2.0 Who is responsible for delivering this strategy?

To make this strategy a reality we need help from all those with an interest in the housing service:

- Elected members
- Tenants, residents and leaseholders of Mid Devon
- Mid Devon District Council employees
- Community and voluntary sector
- Partners and other stakeholders

3.0 The Statutory & Regulatory Framework

The National Standard relating to Tenant Involvement and Empowerment contains certain expectations and as a result RP's must:

- Tailor our services to meet the needs of our tenants
- Treat all tenants with respect and fairness
- Ensure tenants are given opportunities to influence and be involved in shaping services to reflect local priorities
- Give tenants opportunities to identify areas for improvement and delivery
- Offer training and support to tenants to help them develop their skills and capacity so that they can make a meaningful contribution

4.0 Menu of involvement

The menu of involvement for 2015-2018 is set out below, and more detailed information about delivery is contained in Appendices A and B of this strategy.



Our programme of involvement is divided into three parts:

- Staying informed (low level of demand on time)
- Being consulted (some demands on time)
- Participating in decision making (higher level of demand on time)

Staying informed

Housing News 4U
Website

Facebook, Twitter, email and any other forms of social media

Service Business Plan and Performance information

Annual Report

Letters to individual tenants about their tenancy and work to their home

Being consulted

Facebook, Twitter, email and any other forms of social media
Surveys and Web Polls
Email Group
Neighbourhood walkabouts
Estate Representatives
Tenants and Residents Groups
Neighbourhood based events

Participating in decision making

Scrutiny and Improvement Group (the SIG)
Attending the Decent and Affordable Homes Policy and Development Group (PDG) Meetings
Facebook, Twitter, email and any other forms of social media
Tenant Inspectors for Voids
Tenant Inspectors for Planned Maintenance
Short-term Focus/Working Groups
Editorial Group
Local Tenants and Residents Groups

5.0 Scrutiny arrangements

The Regulatory Framework encourage landlords and tenants to work together to improve the levels of service delivered. We are committed to offering opportunities for tenants to scrutinise the work of the Housing Service and have a well-established Scrutiny and Improvement Group. This group's role is to:

- Monitor and check performance
- Challenge and improve services
- Ensure the Housing Service runs the business well and that it meets the needs of its tenants

6.0 Training

We recognise the need for targeted training and development opportunities for tenants and staff. We give new staff a briefing about tenant involvement as part of the induction process. We also encourage and support tenants to access training activities. This enables our tenant representatives to have an understanding of current housing issues. Training has been focussed on individuals but group training is also available, if a need is identified.

7.0 Conclusion

This strategy has outlined the Council's principles and approach to tenant involvement. The Tenant Involvement Strategy will be monitored by the Scrutiny and Improvement Group annually. This strategy will be reviewed January 2018.

APPENDIX A: MENU OF INVOLVEMENT

Staying Informed	Details
Housing News 4U	<ul style="list-style-type: none"> • Tenant magazine providing information on current issues/events and services • Newsletter can be provided in a range of formats such as large print, audio or electronic
Website	<ul style="list-style-type: none"> • A range of information and links • Dates and details of tenant involvement activities
Performance and Business Plans	<ul style="list-style-type: none"> • In depth information relating to performance • Available on our website, in our offices or sent out on request
Annual Report	<ul style="list-style-type: none"> • In depth information relating to how our service have performed over the past 12 months
Receive information from various teams on a regular and ad hoc basis	<ul style="list-style-type: none"> • Tenants receive individual information about their tenancy including rent and charges • Tenants and leaseholders receive information regarding any major improvements works to their homes • Tenants receive a Tenant Handbook
Being Consulted	Details
Surveys and Web Polls	<ul style="list-style-type: none"> • Tenants can take part in completing surveys by telephone, text messaging, over the Internet or in person
Email Group	<ul style="list-style-type: none"> • To establish a group of tenants who wish to be consulted by email
Local Estate Based Events	<ul style="list-style-type: none"> • Consultation takes place in various locations across the district to inform and consult tenants on a on a variety of issues.
Social Networking	<ul style="list-style-type: none"> • Tenants asked regularly for feedback and views on service improvements

Neighbourhood Walkabouts	<ul style="list-style-type: none"> We visit each area at least every six months to meet tenants and check for repair needs. Tenants are invited to join officers and elected members as they walk around their area to raise any concerns and share ideas for improvement

Participating in decision making	Details
Scrutiny and Improvement Group (the SIG)	<ul style="list-style-type: none"> Membership consists of a maximum of up to twelve independent tenants (and one of those tenant places is reserved exclusively for a leaseholder) and the Lead Member for Tenants' from the Decent & Affordable Homes Policy and Development Group (PDG). The group examine, in detail, how we manage the service and how we deliver these services to tenants and for them to make recommendations to the Cabinet Member for Housing, the PDG and the Cabinet to improve the service
Tenant Inspectors for Voids	<ul style="list-style-type: none"> We recruit tenants that inspect our standard of repair for our void properties and ensure they are up to the Decent Homes Standard
Short-term Focus/Working Groups	<ul style="list-style-type: none"> Ad hoc groups are held as and when necessary to consult on issues relating to a service These groups are ideal for tenants who have a particular interest in areas of interest to them
Tenant Inspectors for Planned Maintenance	<ul style="list-style-type: none"> We recruit tenants to check our Planned Maintenance works. The role of Tenant Inspector is to assist in the 'liaison' between the tenant and the Planned Maintenance Team

Editorial Group	<ul style="list-style-type: none"> • This group consists of tenant volunteers who are involved in editing newsletters
Tenants and Residents Groups	<ul style="list-style-type: none"> • Tenants and Residents Groups are where local tenants and residents get together and discuss housing issues in their neighbourhood
Estate Representatives	<ul style="list-style-type: none"> • Tenants can represent the interests of their neighbours in a block of flats, street or any other agreed specified area within their neighbourhood

APPENDIX B: TENANT INVOLVEMENT ACTION PLAN 2015/2016

This Action Plan is a working document for the Housing Service. The actions in this plan are designed to make sure that our work in 2015/2018 achieves the aims and objectives set out in the Tenant Involvement Strategy.

	ACTION REQUIRED	COMPLETION DATE	SUCCESS MEASURE / OUTCOME
1	Promote and develop on-line services and the use of social media to engage with the wider community by updating the tenant involvement web, Facebook and Twitter pages on a regular basis. Publish involvement activities, survey results, outcomes etc	On going	Web pages will be current and more informative for tenants <ul style="list-style-type: none"> • Tenants kept informed • Encouraging involvement opportunities • Improved, 24/7 access to information for service users
2	Produce four newsletters per year with tenant editors and one representative from the Scrutiny and Improvement Group (SIG)	January April July October	Newsletters published and sent out to all tenants and are promoted on our web, Facebook and Twitter pages <ul style="list-style-type: none"> • Keeping all tenants informed • Encouraging involvement opportunities
Page 29	Produce the Housing Service Annual Report	Annually	Sent out to all council households by the required date <ul style="list-style-type: none"> • Informing tenants on how well we performed last year • Encouraging tenant engagement
	Promote and increase tenant involvement with Neighbourhood Officers and Community Housing Support Officers by facilitating and supporting the use of social event such as coffee sessions, , keep fit sessions, healthy lifestyle events, gardening clubs and other events which promote greater sustainable communities	On going	<ul style="list-style-type: none"> • Achieving wider aspiration of tenant, residents and all service users and their communities • Improve residents lifestyles and build sustainable communities in our neighbourhoods
5	Promote Neighbourhood Walkabouts on our website, Facebook and Twitter pages, newsletters and on communal notice boards	Annually	Increase involvement on our estates. Evidence outcomes and publish on website, communal notice boards, newsletters etc <ul style="list-style-type: none"> • Better tenant satisfaction at a local level • Tailoring services to suit the needs of tenants in local areas • Improving neighbourhoods • Help create communities where people want to live

6	Increase engagement with young people by working in partnership with agencies who engage with young people	On going	Young people's views being incorporated in the service delivery
7	Increase tenant profiling	On going	Use customer knowledge to identify services most relevant to tenants <ul style="list-style-type: none"> • Capture views from current under- represented groups • Increased scope for inclusion • Tailor our services to meet tenants' needs
8	Continue to support Tenants and Residents Groups and promote the need for more involvement groups to reach the 'hard to reach' groups. Ensure all are accessible for people across the seven strands of diversity. Use tenant profiling information to target specific groups	On going	Promote the work of the current Tenant and Residents Groups across the district by having good news articles on our website, Facebook, Twitter pages, communal noticeboards and in newsletters <ul style="list-style-type: none"> • Increased numbers of groups in our neighbourhoods • Leading to better community cohesion • Increased involvement in shaping service delivery • Better tenant satisfaction • Improving neighbourhoods
9	Increase tenant involvement, especially from the tenants in rural communities	On going	More partnership working with Parish Councils. Promote estate representatives in the rural areas <ul style="list-style-type: none"> • Help create communities where people want to live • Ensuring the views of rural tenants' are being captured • Better tenant satisfaction locally • Tailor service to meet tenants' needs

10	Continue to support existing Tenant Inspectors for Voids and Planned Maintenance and encourage more to come forward	On going	Promote the work of the Tenant Inspectors across the district by having good news articles on our website, Facebook and Twitter pages, communal noticeboards and in our newsletters
11	Continue to support existing Estate Tenant Representatives and encourage more to come forward	On going	<p>Promote the work of the Estate Reps across the district by having good news articles on our website, Facebook and Twitter pages and in the newsletters</p> <ul style="list-style-type: none"> • Help create communities where people want to live • Views of rural tenants' being captured • Better tenant satisfaction locally • Tailor service to meet tenants' needs

DECENT AND AFFORDABLE HOUSING 17 MARCH 2015

FINANCIAL UPDATE FOR THE TEN MONTHS TO 31 JANUARY 2015

Cabinet Member Cllr Peter Hare-Scott
Responsible Officer Head of Finance

Reason for Report: To present a financial update in respect of the income and expenditure so far in the year.

RECOMMENDATION(S): The Cabinet note the financial monitoring information for the income and expenditure so far for the 2014/15 financial year.

Relationship to the Corporate Plan: The financial resources of the Council impact directly on its ability to deliver the corporate plan; prioritising the use of available resources brought forward and any future spending will be closely linked to key Council pledges from the updated Corporate Plan.

Financial Implications: Good financial management and administration underpins the entire document.

Legal Implications: None.

Risk Assessment: Regular financial monitoring information mitigates the risk of over or underspends at year end and allows the Council to direct its resources to key corporate priorities.

1.0 Introduction

- 1.1 The purpose of this report is to highlight to Cabinet our current financial status and the likely reserve balances at 31 March 2015. It embraces both revenue, in respect of the General Fund and Housing Revenue Account, and capital and aims to focus attention on those areas which are unlikely to achieve budget. It is particularly important for next year's budget setting and, looking further ahead, for the medium term financial plan.
- 1.2 Favourable variances generating either increased income or cost savings are expressed as credits (negative numbers), whilst unfavourable overspends or incomes below budget are debits (positive numbers). This report only includes budget variances in excess of £10k as the purpose of the report is to concentrate on material issues that may require further investigation/action. Budget variances are expressed net of budgeted transfers to or from earmarked reserves, which were previously approved by Cabinet. A more detailed analysis will be provided with the final outturn report for the year.

2.0 Executive Summary of 2014/15

2.1 The table below shows the opening position of key operational balances of the Council, the forecasted in year movements and final predicted position at 31 March 2015:

Usable Reserves	31/03/2014	Forecasted in year movement	31/03/2015
	£k	£k	£k
Revenue			
General Fund	(2,460)	203	(2,257)
Housing Revenue Account	(2,004)	(344)	(2,348)
Capital			
Major Repairs Reserve	-	(559)	(559)
Capital Receipts Reserve	(835)	600	(235)
Capital Contingency Reserve	(963)	599	(364)

3.0 The General Fund Reserve

3.1 This is the major revenue reserve of the Council. It is increased or decreased by the surplus or deficit generated on the General Fund in the year. This reserve held a balance of £2,460k as at 31/03/14.

3.2 The forecast General fund *deficit* for the current year is £233k as shown at Appendix A. The most significant movements this month comprise:

	£
Deterioration of recycling income	30k
Leisure centres income down	24k
Housing Benefit subsidy	(20)k
Reduction of sundry waste overspend	(17)k
Rebate of fees received from Audit Commission	(15)k
Leisure pension costs	26k

3.3 Major variances are highlighted at Appendix B. The current incomes from our major funding streams are shown at Appendix C, whilst current employee costs are shown at Appendix D.

4.0 Housing Revenue Account (HRA)

4.1 This is a ring-fenced account in respect of the Council's social housing function. Major variances and proposed corrective action are highlighted at Appendix F.

4.2 Appendix E shows that the reserve opening balance is £2,004k. A forecast underspend of £344k, after transferring a net £1k from the renewable energy earmarked reserve, would increase the available balance to £2,348k.

4.3 The most significant items of this underspend are:

- Savings due to the deferment of a number of capital projects £(149)k
- Salary savings across a number of teams £(128)k
- Additional in-house work carried out on adaptations work and other savings in Planned Maintenance, resulting in a surplus £(69)k
- Income from freehold owners relating to sewage plan £(47)k
- 0.4% shortfall in dwelling rents £41k

5.0 Major Repairs Reserve

5.1 The Major Repairs Reserve had a nil balance at 31 March 2014. This year's expenditure projects a closing balance of £559k after the underspend detailed in Appendix G.

6.0 Capital Programme

6.1 The status of this year's capital programme is shown at Appendix G.

6.2 Committed and Actual expenditure is currently £8,801k against a budgeted Capital Programme of £11,526k.

6.3 Forecast underspends currently amount to £856k, which are mainly composed of the following (please see notes on appendix G):

- | | |
|---|-------|
| • Works in relation to major repairs of our council houses | £559k |
| • Spend in relation to renewable energy projects | £120k |
| • Spend on affordable housing projects | £177k |
| • Work associated with new recycling premises, charged to revenue | £50k |

Please note sums in relation to the first three items will remain in earmarked reserves to fund future spending requirements in these areas.

6.4 Forecast slippage into 2015/16 amounts to £1,338k; this mainly comprises the following projects:

- | | |
|---|-------|
| • Vehicles associated with new waste & recycling scheme due to commence in October 2015 | £225k |
| • The project to deliver the Tiverton Pannier Market Roof | £110k |
| • Birchen Lane redevelopment project | £173k |
| • Economic Development schemes | £160k |
| • Projects related to ICT/ Digital Transformation delivery | £460k |

7.0 Capital Contingency Reserve

7.1 The Capital Earmarked Reserve has been set aside from Revenue to fund Capital Projects; the movement on this reserve is projected below:

	£k
Capital Earmarked Reserve at 1 April 2014	(963)
Funding required to support 2014/15 Capital Programme	599
Forecast Balance at 31 March 2015	(364)
	=====

8.0 Capital Receipts Reserve (Used to fund future capital programmes)

8.1 Unapplied useable capital receipts are used to part fund the capital programme, the movement on this account for the year to date is given below:

	£k
Unapplied Useable Capital Receipts at 1 April 2014	(835)
Net Receipts to date (includes 8 RTB's)	(169)
Current Balance	(1,004)
Forecast further capital receipts in year	(22)
Forecast Capital Receipts to be applied in year	791
Forecast Unapplied capital receipts c/fwd. 31 March 2015	(235)
	=====

9.0 Treasury Management

9.1 The interest position so far this financial year can be summarised as follows:

Interest Received:

	Budget	Forecast	Variance
	£k	£k	£k
Interest from HRA funding	(110)	(60)	50
Investment Income Received	(65)	(65)	0
	-----	-----	-----
Net Interest	(175)	(125)	50
	=====	=====	=====

10.0 Conclusion

10.1 Members are asked to note the revenue and capital forecasts for the financial year. It is quite clear that a number of our service areas are experiencing difficulty in achieving their budgeted income and costs in the current year. Indeed as this report now covers the first ten months of the financial year it is almost certain that we will have overspent by March 2015. This is of concern for the future in the context of budget setting and the ability to support the capital programme.

10.2 Some services are clearly struggling to manage within their current budgets, as depicted by this latest monitoring report. This demonstrates that service budgets are now extremely "lean" and the last three to four years of salami slicing x% from all service budgets will not be possible from 2016/17 onwards.

Members will be aware that further funding cuts next year and beyond are almost certain and therefore the service provision status quo cannot remain. Consideration of various scenarios to enable a balanced budget, of *prioritised services*, will need to be made in advance of a new corporate plan being produced by the new membership after the May 2015 elections.

Contact for more information:

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Circulation of the Report:

Cllr Peter Hare-Scott, Management Team

**GENERAL FUND FINANCIAL MONITORING INFORMATION
FOR THE PERIOD 01 APRIL TO 31 JANUARY 2015**

Com	General Fund Summary	Note	2014/15 Annual Budget £	Full Year Forecast (Net of Trf to Earmarked Reserves (EMR) (0 = On budget) £	Variance %
	Cllr C J Eginton				
CM	Corporate Management	A	1,050,500	19,000	1.8%
LD	Legal & Democratic Services: Member/Election Ser	B	545,760	11,000	2.0%
	Cllr N V Davey				
CP	Car Parks	C	(434,000)	2,400	0.6%
ES	Cemeteries & Public Health	D	(37,510)	11,000	-29.3%
GM	Grounds Maintenance	E	542,680	(28,000)	-5.2%
ES	Open Spaces	F	156,900	14,000	8.9%
WS	Waste Services	H	2,400,260	246,500	10.3%
	Cllr C R Slade				
CD	Community Development	I	419,900	(23,500)	-5.6%
ES	Environmental Services incl. Licensing	D	691,300	46,100	6.7%
RS	Recreation And Sport	J	141,910	116,000	81.7%
	Cllr P H D Hare-Scott				
FP	Finance And Performance	K	631,520	(22,000)	-3.5%
RB	Revenues And Benefits	L	311,550	(138,000)	-44.3%
	Cllr R L Stanley				
HG	General Fund Housing	M	309,900	(106,900)	-34.5%
ES	ES: Private Sector Housing Grants	D	110,460	0	0.0%
PS	Property Services	G	755,430	(32,000)	-4.2%
	Cllr R J Chesterton				
PR	Planning And Regeneration	N	415,620	62,000	14.9%
CD	Community Development: Markets	I	(21,910)	22,000	100.4%
	Cllr B M Hull				
CS	Customer Services	O	797,360	(2,500)	-0.3%
HR	Human Resources	P	421,690	39,800	9.4%
IT	I.T. Services	Q	913,660	(31,800)	-3.5%
LD	Legal & Democratic Services: Legal Services	B	187,150	13,000	6.9%
	All Sections		10,310,130	218,100	2.1%
IE260	Interest Payable		8,110		0%
IE290	Interest Receivable		(175,000)	50,000	29%
	Contribution to Capital Programme		125,000		
	Net recharge to HRA		(1,205,890)		
	Capital financing		122,520		
	Other major Income and Expenditure movements:				
	EMR for Waste Services - recycling depot move			(65,000)	
	Net 2014/15 General Fund Budgeted Expenditure		9,184,870		
	Forecast in year (Surplus) / Deficit			203,100	
	General Fund Reserve 01/04/14			(2,460,711)	
	Forecast General Fund Balance 31/03/15			(2,257,611)	

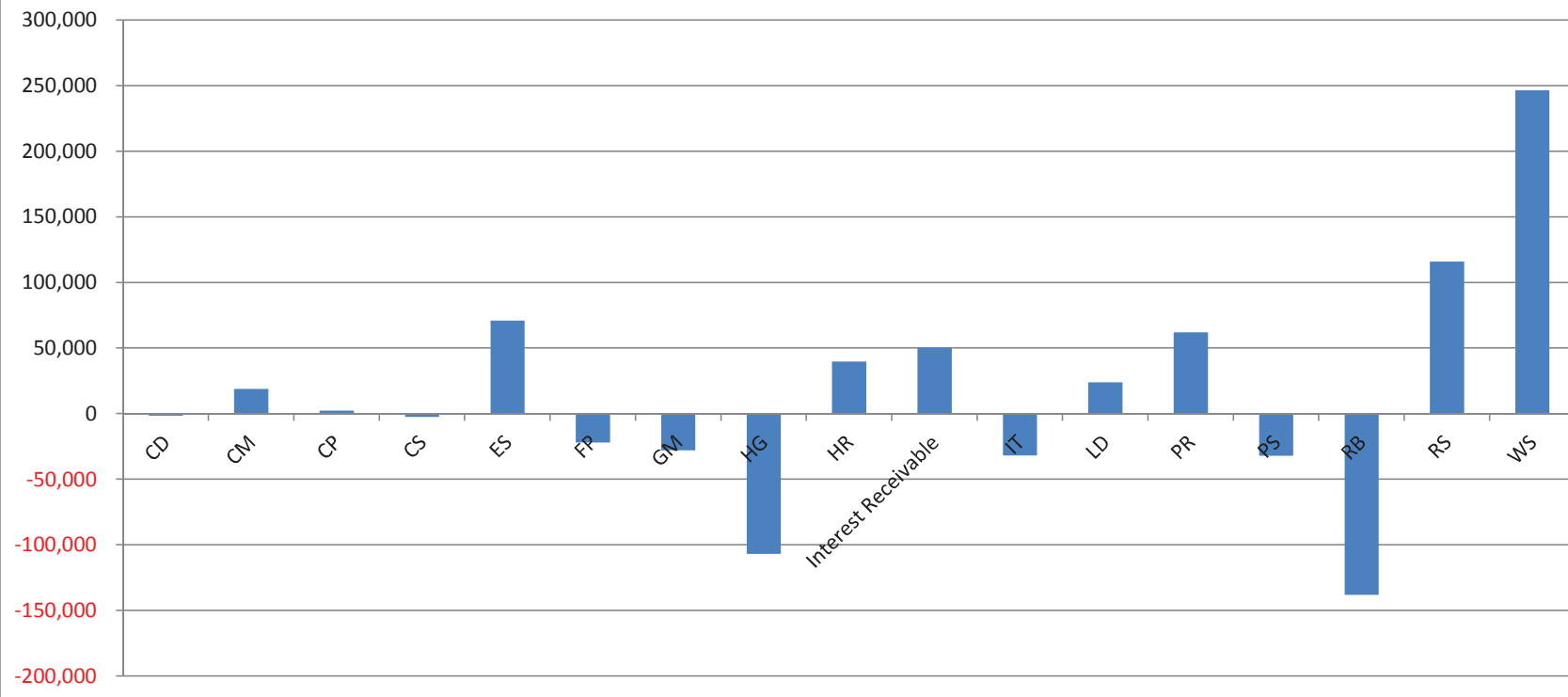
GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD 01 APRIL TO 31 JANUARY 2015

Note	Description of Major Movements	Comments	Full Year Forecast Variation (Net of Trf to EMR)	PDG
A	Corporate Management			
	Audit Commission rebate following partial winding up of the organisation.		(15,000)	Cabinet
	Costs in relation to pension backfunding calculations provided by DCC's pension fund actuary.		34,000	Cabinet
			19,000	
B	Legal & Democratic Services			
	Increased salary costs - increased S106 work & maternity cover		21,000	Cabinet
	Recruitment costs		10,000	Cabinet
	Consultancy & staffing for individual election registration (IER)		11,000	Cabinet
	Increased income		(18,000)	Cabinet
			24,000	
C	Car Parks			
	Forecast of £14.3k below income target on P&D has been amended to reflect current position at month 10		14,300	MTE
	Forecast of £14.3k below income target on night charges has been amended to reflect current position at month 10		14,300	MTE
	Increased income from Residential & Business Permits		(5,000)	MTE
	Income from Off-Street fines are above budget		(6,000)	MTE
	Underspend against utilities on MSCP		(14,000)	MTE
	Other sundry movements		(1,200)	MTE
			2,400	
D	Environmental Services combined			
	Bereavement Services salary overspend due to restructure changes		11,000	MTE
	Environmental Enforcement salary savings due to vacant post & staff changes		(10,000)	CWB
	Environmental Health salary savings vacant posts		(15,000)	CWB
	Environmental Health restructure costs		72,000	CWB
	Other sundry movements		(900)	CWB
			57,100	
E	Grounds Maintenance			
	Salary underspend has grown due to continued staff turnover.		(25,000)	MTE
	Other sundry movements		(3,000)	MTE
			(28,000)	
F	Open Spaces			
	Urgent repair to Queen Elizabeth Park wall in Crediton		14,000	MTE
			14,000	
G	Property Services			
	Public Convenience savings due to Tiverton Town Council taking over 4 Tiverton PC's		(12,000)	MTE
	Vacant posts in Property Services		(27,000)	MTE
	Market Walk Professional fees paid		7,000	MTE
			(32,000)	
H	Waste Services			
	Predicted total cost of move to the new recycling depot - (£65k included in a 14/15 ear marked reserve)		75,000	MTE
	Loan repayment for the new recycling baler		19,000	MTE
	One off training and installation costs for the new recycling baler		20,000	MTE
	Cost of temporary members of staff in Refuse and Recycling		50,000	MTE
	Over-time and agency spend up in Refuse mostly due to additional rounds and catch-up		40,000	MTE
	Over-time and agency spend in Recycling due to sickness/holiday cover and move to new depot		35,000	MTE
	Hire and fuel costs for generators at Silverton Mill		13,000	MTE
	Rent at both Silverton Mill and the new depot		9,000	MTE
	Additional income for recycling materials		(10,000)	MTE
	Lease budget for refuse vehicles not required as vehicles purchased		(30,000)	MTE
	Hire cost for additional Refuse vehicle		39,000	MTE
	Trade waste income and recharges forecast to be higher then budgeted		(39,000)	MTE
	Predicted increase in trade waste disposal charges		43,000	MTE
	Salary savings in Waste Management		(20,500)	MTE
	Other sundry movements		3,000	MTE
			246,500	

I	Community Development		
	Salary savings, vacant post and uncovered maternity leave	(24,800)	CWB
	Market income not achieving target budget - proactive work is being carried out to try and rectify this	30,000	CWB
	Other sundry movements	(6,700)	CWB
		(1,500)	
J	Recreation And Sport		
	LMLC salaries	10,000	CWB
	EVLC salaries (net of management post saving)	(5,000)	CWB
	CVSC salaries	15,000	CWB
	Pension overspend (all sites)	26,000	CWB
	Utilities all sites	(12,000)	CWB
	Income all sites	26,000	CWB
	Maintenance	25,000	CWB
	CVSC works (reception & gym area)	25,000	CWB
	Other sundry movements	6,000	CWB
		116,000	
K	Finance And Performance		
	Salaries - uncovered maternity	(22,000)	Cabinet
		(22,000)	
L	Revenues And Benefits		
	Housing Benefit Subsidy	(93,000)	CWB
	NNDR Charity Rate Relief not required under new NNDR scheme	(45,000)	CWB
		(138,000)	
M	General Fund Housing		
	Underspend on salaries due to an unfilled post for a period pending management restructure	(29,000)	DAAH
	DARS/B&B Costs - underspend	(15,000)	DAAH
	DCC funding for Youth Homelessness Post	(20,000)	DAAH
	Grant funding - Red House for vulnerable young adults	14,600	DAAH
	Reduction in bad debt provision based on a detailed review of previous years debts and income being received	(57,500)	DAAH
		(106,900)	
N	Planning And Regeneration		
	Building Regulations fees under target / salary saving	30,000	CWB
	Development Control fees	(140,000)	CWB
	Development Control salaries	25,000	CWB
	Local Plan costs	60,000	CWB
	Planning restructure costs	102,000	CWB
	Land charges income improving	(25,000)	CWB
	Fwd Planning staffing costs (net of CIL shortfall)	10,000	CWB
		62,000	
O	Customer Services		
	Salaries	6,500	CWB
	Purchase of payment kiosk for reception area	12,500	CWB
	Postage	(12,000)	CWB
	Other sundry movements	(9,500)	CWB
		(2,500)	
P	Human Resources		
	Income target for selling services not going to be achieved	17,000	Cabinet
	Increased salary costs due to JE	7,000	Cabinet
	Replacement of time recording system (Wintime)	15,800	Cabinet
		39,800	
Q	I.T. Services		
	Vacant post currently being filled by an apprentice, resulting in salary savings	(6,800)	Cabinet
	Saving on call costs and advertising	(6,000)	Cabinet
	Head of BIS recharge to NDDC	(19,000)	Cabinet
		(31,800)	
	FORECAST (SURPLUS)/DEFICIT AS AT 31/03/15	218,100	

Cabinet	29,000
CWB	82,100
DAAH	(106,900)
MTE	213,900
	218,100

2014/15 General Fund Projected Outturn Variance £



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Key + = Overspend / Income under target - = Savings / Income above budget

- | | | | |
|-----------|-------------------------|----------------------------|---------------------------|
| CD | Community Development | Interest Receivable | |
| CM | Corporate Management | IT | |
| CP | Car Parks | LD | Legal and Democratic |
| CS | Customer Services | PR | Planning and Regeneration |
| ES | Environmental Services | PS | Property Services |
| FP | Finance and Performance | RB | Revenues and Benefits |
| GM | Grounds Maintenance | RS | Recreation and Sports |
| HG | General Fund Housing | WS | Waste Services |
| HR | Human Resources | | |

GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD 01 APRIL TO 31 JANUARY 2015

	2014/15	2014/15	2014/15	2014/15	Full Year	
	Annual Budget	Profiled Budget	Actual	Variance	Forecast	Variance
	£	£	£	£	Variation	%
					£	%
Building Control Fees	(297,030)	(247,525)	(180,356)	67,169	60,000	-20%
Planning Fees	(672,000)	(560,000)	(739,684)	(179,684)	(140,000)	21%
Land Searches	(105,210)	(87,675)	(114,042)	(26,367)	(25,000)	24%
Car Parking Fees - See Below	(689,860)	(582,360)	(568,367)	13,993	16,400	-2%
Leisure Fees & Charges	(2,377,630)	(1,954,861)	(1,925,780)	29,081	26,000	-1%
Trade Waste Income *now includes recharges	(583,990)	(574,344)	(608,655)	(34,311)	(39,000)	7%
Licensing	(111,410)	(101,250)	(109,627)	(8,377)	(8,000)	7%
Market Income	(131,420)	(109,517)	(83,768)	25,749	30,000	-23%
	(4,968,550)	(4,217,532)	(4,330,279)	(112,747)	(79,600)	1.6%
Pay and Display					Spaces	Bud Income pa per space
Beck Square, Tiverton	(80,500)	(67,083)	(65,176)	1,907	40	(2,013)
William Street, Tiverton	(41,300)	(34,417)	(30,561)	3,856	45	(918)
Westexe South, Tiverton	(44,000)	(36,667)	(35,181)	1,485	51	(863)
Wellbrook Street, Tiverton	(13,900)	(11,583)	(11,516)	68	27	(515)
Market Street, Crediton	(37,600)	(31,333)	(28,437)	2,896	39	(964)
High Street, Crediton	(40,400)	(33,667)	(41,778)	(8,111)	190	(213)
Station Road, Cullompton	(23,000)	(19,167)	(18,522)	644	112	(205)
Multistorey, Tiverton	(90,800)	(75,667)	(83,524)	(7,857)	631	(144)
Market Car Park, Tiverton	(186,800)	(155,667)	(165,878)	(10,211)	122	(1,531)
Phoenix House, Tiverton	(5,000)	(4,167)	(3,111)	1,056	15	(333)
Additional Income 14/15	(44,000)	(36,667)	0	36,667	0	0
	(607,300)	(506,083)	(483,684)	22,399	1,272	(7,698)
Season Tickets	(31,500)	(31,500)	(29,949)	1,551		
Residents Parking	(9,110)	(9,110)	(10,755)	(1,645)		
Business parking	(9,000)	(9,000)	(9,793)	(793)		
Town Hall, Tiverton	0	0	(2,234)	(2,234)		
Other Income	(32,950)	(26,667)	(31,951)	(5,285)		
	(689,860)	(582,360)	(568,367)	13,993		
Standard Charge Notices (O	(22,000)	(18,333)	(23,720)	(5,387)		

GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD 01 APRIL TO 31 JANUARY 2015

	2014/15	2014/15	2014/15	2014/15
	Annual Budget	Profiled Budget	Actual	Variance
	£	£	£	£
Total Employee Costs				
General Fund				
Community Development	255,140	212,617	179,713	(32,904)
Corporate Management	814,520	678,767	709,748	30,981
Customer Services	670,660	558,883	553,481	(5,402)
Environmental Services	923,530	769,608	799,283	29,675
Finance And Performance	587,280	489,400	469,069	(20,331)
General Fund Housing	186,890	155,742	127,947	(27,795)
Grounds Maintenance	417,410	347,842	324,154	(23,688)
Human Resources	292,870	244,058	264,258	20,200
I.T. Services	529,450	441,208	412,462	(28,746)
Legal & Democratic Services	370,940	309,117	330,119	21,002
Planning And Regeneration	1,420,670	1,183,892	1,165,205	(18,687)
Property Services	316,090	263,408	235,826	(27,582)
Recreation And Sport	1,476,980	1,230,817	1,275,380	44,563
Revenues And Benefits	682,780	568,983	575,203	6,220
Waste Services	1,703,400	1,419,500	1,447,115	27,615
	10,648,610	8,873,842	8,868,963	(4,879)
Housing Revenue Account				
BHO09 Repairs And Maintenance	947,660	789,717	761,783	(27,934)
BHO10 Supervision & Management	1,315,080	1,095,900	1,039,551	(56,349)
BHO11 Special Services	230,340	191,950	172,131	(19,819)
	2,493,080	2,077,567	1,973,464	(104,103)
Total	£ 13,141,690	£ 10,951,409	£ 10,842,428	£(108,981)

	2014/15	2014/15	2014/15	2014/15
	Annual Budget	Profiled Budget	Actual	Variance
	£	£	£	£
Agency Staff				
General Fund				
Car Parks	0	0	0	0
Community Development	0	0	0	0
Corporate Management	0	0	0	0
Customer Services	0	0	5,518	5,518
Environmental Services	0	0	0	0
Finance And Performance	0	0	0	0
General Fund Housing	0	0	0	0
Grounds Maintenance	5,000	4,167	5,052	885
Human Resources	0	0	0	0
I.T. Services	0	0	0	0
Legal & Democratic Services	0	0	17,422	17,422
Planning And Regeneration	0	0	0	0
Property Services	0	0	678	678
Recreation And Sport	0	0	0	0
Revenues And Benefits	0	0	1,357	1,357
Waste Services	30,000	25,000	54,148	29,148
	35,000	29,167	84,176	55,009
Housing Revenue Account				
BHO09 Repairs And Maintenance	2,000	1,667	0	(1,667)
BHO10 Supervision & Management	0	0	4,881	4,881
BHO11 Special Services	0	0	0	0
	2,000	1,667	4,881	3,214
Total	£37,000	£30,834	£89,057	£58,223

**HOUSING REVENUE ACCOUNT FINANCIAL MONITORING INFORMATION FOR
THE PERIOD 01 APRIL TO 31 JANUARY 2015**

		2014/15 Annual Budget	Forecast	Variance
Housing Revenue Account (HRA)	Notes	£	£	%
BHO01 Dwelling Rents	A	(12,466,560)	41,000	-0.3%
BHO02 Non Dwelling Rents	B	(525,060)	8,000	-1.5%
BHO03 Warden Services	C	(329,080)	8,000	-2.4%
BHO04 Leaseholders' Service Charges	D	(13,500)	0	0.0%
BHO05 Contributions Towards Expenditure	E	(35,300)	(47,000)	133.1%
BHO06 Community Alarms	F	(133,930)	(11,000)	8.2%
BHO06B Miscellaneous Income	G	(19,000)	8,000	-42.1%
BHO07 H.R.A. Investment Income	H	(41,000)	0	0.0%
BHO09 Repairs And Maintenance	I	2,647,920	(69,000)	-2.6%
BHO10 Supervision & Management	J	1,800,000	(65,000)	-3.6%
BHO11 Special Services	K	382,970	(63,000)	-16.5%
BHO17 Bad Debt Provision	M	25,000	0	0.0%
BHO18 Share Of Corporate And Democratic Services	N	181,600	(5,000)	-2.8%
BHO20 Interest Payable	O	2,812,000	0	0.0%
BHO23 Capital Costs and Transfers to Reserves	P	145,580	(149,000)	-102.3%
Solar PV expenditure			27,000	
Solar PV expenditure funded from reserves			(27,000)	
Solar PV income			(176,000)	
Solar PV income transferred to reserves			176,000	
		(5,568,360)	(344,000)	-6.2%
Net recharge to HRA		1,205,890		
Capital Charges		2,186,490		
Statutory Annual Accounting Adjustments		(2,186,490)		
Contribution to / (from) earmarked reserves		4,362,470		
Net Housing Revenue Account Budget		0		

	£k
Total HRA reserve as at 01/04/14	(2,004)
Forecast variance for the year (see above)	(344)
Forecast HRA reserve as at 31/03/15	(2,348)

Housing Maintenance Fund	£k
Opening balance	(4,252)
Reserve utilised for capital works	1,500
Budgeted transfer to reserves	(2,324)
Forecast closing balance	(5,076)

Renewable Energy Fund	£k
Opening balance	(345)
Expenditure forecast for this year (£150k capital + £27k above)	177
Income forecast for this year	(176)
Forecast closing balance	(344)

**HOUSING REVENUE ACCOUNT FINANCIAL MONITORING INFORMATION FOR THE PERIOD
01 APRIL TO 31 JANUARY 2015**

Note	Description of Major Movements	Corrective Action	Forecast Variance £
A	0.4% shortfall in dwelling rents so far	None	41,000
B	Garage rent shortfall	None	8,000
C	New Learning Disability contract arrangements generating less than budgeted	None	8,000
D	None	N/A	0
E	Income generated from freeholders in relation to sewage treatment plant upgrade works	N/A	(47,000)
F	Alarms performing better than expected	N/A	(11,000)
G	Minor variance	N/A	8,000
H	None	N/A	0
I	Increased contractor spend in order to meet the performance standards the service has set itself is offset by additional work carried out on adaptations and savings in Planned Maintenance.	N/A	(69,000)
J	Several staffing savings across a number of teams.	N/A	(65,000)
K	Significant staffing savings arising from ceasing operations	N/A	(63,000)
N	Minor variance	N/A	(5,000)
O	None	N/A	0
P	Revenue contribution to capital not required. Some projects will happen next year instead and others could be funded from elsewhere.	N/A	(149,000)
		TOTAL	(344,000)

MID DEVON DISTRICT COUNCIL
MONITORING OF 2014/15 CAPITAL PROGRAMME

Appendix G

Code	Scheme	Adjusted approved Capital Programme 2014/15	Actual Expenditure	Committed Expenditure	Total	Variance to Adj Capital Programme	Forecast (Underspend)/ Overspend	Forecast Slippage to 15/16	Notes
		£	£	£	£	£	£	£	
	Leisure								
	Lords Meadow Leisure Centre								
CA618	Lords Meadow All Weather Pitch	38,000	10,315	2,136	12,450	(25,550)	(25,500)		Project complete retention due Mar '15 £2.1k
	Exe Valley Leisure Centre								
CA622	Additional Car parking provision	18,000	39,317	2,506	41,823	23,823	23,800		Project Complete retention due Apr '15 £2.5k
	General Car parks								
CA709	MSCP improvements	50,000	(6,144)	7,098	954	(49,046)		49,000	Retention due Feb '15 £7.1k. Spend on this project will be reprioritised in 15/16
	Other MDDC Buildings								
CA403	Town Hall Redevelopment Project	47,000	0	1,200	1,200	(45,800)		46,000	This sum is earmarked for Potential access works
CA811	Associated works to new recycling premises '16 shop'	50,000	0	0	0	(50,000)	(50,000)		The costs associated with this move are revenue in nature & are therefore coded there direct, however they will be met by an earmarked reserve.
	Play Areas								
CA616	Tiverton skate park replacement - end of life	27,000	20,590	4,814	25,404	(1,597)			Retention due Apr '15 £4.8k
CA608	Play area refurbishment - Newcombes Meadow, Crediton	114,000	114,007	0	114,007	7			
	Other								
CA431	Public Convenience- Lowman Green, Tiverton remodel for kiosk subject to payback period	60,000	5,671	0	5,671	(54,329)		54,000	This project will now be completed during 15/16
CA432	Public Convenience- The Green, Crediton remodel for drying room following loss of Lords Meadow Depot	20,000	0	0	0	(20,000)	(20,000)		Recommendation to go to March Cabinet for asset transfer to Crediton Town Council
CA420	Land drainage flood defence schemes	50,000	27,714	711	28,425	(21,575)			Note flooding works in relation to Arnolds Crescent under £20k diminishes therefore charged to revenue
	ICT								
CA426	HR/Payroll system	3,000	14,947	8,028	22,975	19,975	20,000		
CA423	Continued replacement of WAN/LAN	60,000	0	0	0	(60,000)		60,000	Anticipate buying new switched June 2015
CA425	Server Farm expansion/upgrades	70,000	2,408	0	2,408	(67,592)		68,000	Replacement Citrix approx Apr '15
CA433	Unified comms /Telephony/Customer 1st	70,000	0	0	0	(70,000)	(13,000)	57,000	Note Kiosk project £13k & therefore coded to Revenue, the total cost for this project will therefore be revised to £57k.
CA436	Web Transformation	55,000	18,507	4,559	23,067	(31,933)		32,000	Project likely to be completed by Q3 15/16
CA437	Digital Transformation	89,000	(4,200)	4,200	0	(89,000)		89,000	Project likely to be completed by Q3 15/16. £40k related to Uniform
CA438	Digital Transformation - Customer Portal	45,000	0	0	0	(45,000)		45,000	Project likely to be completed by Q4 15/16
CA439	Mobile Working inc members	40,000	0	0	0	(40,000)		40,000	Project likely to be completed by Q1 15/16
CA440	Finance Cash receipting upgrade	30,000	1,253	0	1,253	(28,747)		29,000	This project will be completed during 15/16
CA442	Arc Server Spatial	40,000	0	0	0	(40,000)		40,000	Project likely to be completed by Q3 15/16. Reviewing technology
	Economic Development								
CA504	Schemes as yet to be identified	170,000	0	0	0	(170,000)		160,000	Circa £10k will be used to fund associated revenue spend in 14/15
CA505	Pannier Market (conversion of pig pens into units and walkway cover)	110,000	0	0	0	(110,000)		110,000	The project to deliver the Market Roof is likely to occur in 15/16 with a project cost of circa £250k with £140k funding from external sources
	Replacement Vehicles								
	Refuse Collection								
CA814	Dennis Eagle Terberg RCV 22-26t (or equivalent)	160,000	0	0	0	(160,000)		160,000	This vehicle will be purchased in 15/16
	Recycling								
CA815	5 No. Dennis Eagle Terberg Recycling Kerb loader 18t (or equivalent)	789,000	780,190	11,800	791,990	2,990		65,000	10 vehicles to be purchased in Jan'15. £325k was in MTFP for 15/16 but this spend has been brought forward as a requirement to deliver the service but also to get the best possible price on acquisition. This will be funded from a combination of New Homes Bonus & existing vehicle reserves.
CA816	1 No. very narrow access Cabstar recycling kerb loader 4.5t	65,000	0	0	0	(65,000)		65,000	This vehicle will be purchased in 15/16
CA818	Kerb side Recycling Baler	163,000	162,664	0	162,664	(336)			Total cost £183k, £20k installation & training to Revenue
CA506	32 and 34 Fore Street	689,000	688,659	0	688,659	(341)			
		3,122,000	1,875,898	47,050	1,922,949	(1,199,051)	(64,700)	1,104,000	

**MID DEVON DISTRICT COUNCIL
MONITORING OF 2014/15 CAPITAL PROGRAMME**

Appendix G

Code	Scheme	Adjusted approved Capital Programme 2014/15	Actual Expenditure	Committed Expenditure	Total	Variance to Adj Capital Programme	Forecast (Underspend)/ Overspend	Forecast Slippage to 15/16	Notes
	Private Sector Housing								
	Slippage from 2013/14 to be prioritised	0			0	0	110,000		Spend in 14/15 is forecast to be £110k greater than budget, this sum will be funded by the Private Sector Housing Earmarked Reserve. The remainder of this reserve £1,142k - £110k = £1,032k will be released over the life of the updated MTFP (15/16 to 18/19) which will also be presented at 05/02/15 Cabinet. There is also a Budget in CA100 below to deal with the backlog of Council House DFG's. Any spend over & above this £285k budget will be coded to CA100.
CG200	Disabled Facilities Grants - Mandatory - Council Houses *	285,000	285,000		285,000	0			
CG201	Disabled Facilities Grants - Mandatory - Private Sector *	450,000	395,298	155,689	550,987	100,987			
CG202	Houses in Multiple Occupation Grants			4,072	4,072	4,072			
CG203	Home Repair Assisted Grants			606	606	606			
CG205	House Renovation Grants			752	752	752			
CG208	Loans Scheme (Wessex Re-Investment Trust)	0			0	0			
CG209	DFG's Discretionary - C Houses				0	0			
CG210	Common Parts Grants				0	0			
CG211	Empty Homes	100,000			0	(100,000)			
CG215	Work in Default / Discretionary Grants	0			0	0			
	Please note where possible commitments are raised on the Finance Ledger. Currently the total commitment for Private Sector Housing Grants held outside the ledger is £161k.								
	* Commitments include all approved grants. The timing of when these are drawn down is dependent on the client (up to 1 year), therefore at year end although sums may be committed, some may be carried forward to 2015/16 as slippage.								
		835,000	680,298	161,120	841,417	6,417	110,000	0	
	Assistance to RSLs (Affordable Housing)								
CA200	Affordable Housing	317,000	16,302	0	16,302	(300,698)	(177,000)		This underspend will remain in the affordable housing earmarked reserve to be used for future related projects
		317,000	16,302	-	16,302	(300,698)	(177,000)	0	
	Housing Revenue Account								
CA100	Major Repair Allowance (MRA), Major Works 30 Yr Plan & Decent Homes Backlog Funding	4,393,000	2,928,390	650,528	3,578,918	(814,082)	(559,000)		In the main this relates to £230k which will be credited to the Housing Maintenance Fund to be reprioritised in future years to meet costs identified by the stock condition survey. Also a budget of £350k for Council House DFG's will be underspent by £235k due to the fact there is provision on CG200 above. (see note above)
CA102	Sewerage Treatment Facilities	61,000	(342)	525	183	(60,817)		61,000	
CA111	Renewable Energy Fund Spend	270,000	113,660	0	113,660	(156,340)	(120,000)		
CA112	Birchen Lane - re development of unit for housing conversion	180,000	6,162	955	7,117	(172,883)		173,000	
CA113	Council House Building - St Andrews Street	1,500,000	730,013	842,831	1,572,844	72,844			
CA114	Council House Building - Fir Close Willand	691,000	480,698	155,295	635,994	(55,006)			
CA115	Housing Server replacement & Progress upgrade	20,000	0	0	0	(20,000)	(20,000)		
CA116	Westex South Shops - Walkway and flat roofs on shops	25,000	0	0	0	(25,000)	(25,000)		
CA118	11 Authers Heights	112,000	112,000	0	112,000	0			
		7,252,000	4,370,582	1,650,135	6,020,717	(1,231,283)	(724,000)	234,000	
	CAPITAL PROGRAMME GRAND TOTAL	11,526,000	6,943,080	1,858,305	8,801,385	(2,724,615)	(855,700)	1,338,000	

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DECENT AND AFFORDABLE HOMES PDG 17 MARCH 2015

PERFORMANCE AND RISK REPORT FOR THE FIRST THREE QUARTERS OF 2014-15

Cabinet Member Cllr Ray L Stanley
Responsible Officer Head of Communities & Governance

Reason for Report: To provide Members with an update on performance against the corporate plan and local service targets for 2014/15 as well as providing an update on the key business risks.

RECOMMENDATION(S): That the PDG reviews the Performance Indicators and Risks that are outlined in this report and feeds back any areas of concern to the Cabinet.

Relationship to Corporate Plan: Corporate Plan priorities and targets are effectively maintained through the use of appropriate performance indicators and regular monitoring.

Financial Implications: None identified

Legal Implications: None

Risk Assessment: If performance is not monitored we may fail to meet our corporate and local service plan targets or to take appropriate corrective action where necessary. If key business risks are not identified and monitored they cannot be mitigated effectively.

1.0 Introduction

- 1.1 Appendix 1 provides Members with details of performance against the Corporate Plan and local service targets for the 2014-15 financial year.
- 1.2 Appendix 2 shows the section of the Corporate Risk Register which relates to the Housing Portfolio.
- 1.3 Both appendices are produced from SPAR, the corporate Service Performance and Risk Management system.

2.0 Performance

- 2.1 All Repairs PIs remain either at or above target for the year meaning that performance continues to be good. There were 4 properties without a valid gas certificate at the end of December; all had appointments for the service to be carried out.
- 2.2 Rent Collection performance is also very good with both PIs above target.
- 2.3 141 homes were non- decent at the end of December, a third without access.

3.0 Risk

- 3.1 The Corporate risk register has been reviewed by Management Team (MT) and updated. Risk reports to committees include risks with a total score of 15 or more and all those with an impact score of 5. (See Appendix 2)
- 3.2 The profile of these risks for Housing Services for this quarter is:

Impact	5	1				
	4					
	3					
	2					
	1					
		1	2	3	4	5
		Likelihood				

- 3.3 This report does not at present show target levels for risks set by MT, which is the tolerance level for each risk, however these are shown in the individual risk entries on SPAR where applicable.
- 3.4 As Service Business Plans for 2015-16 are approved any risks identified which meet the above criteria for inclusion will be added to the corporate risk register.

4.0 Conclusion and Recommendation

- 4.1 That the PDG reviews the performance indicators and risks that are outlined in this report and feeds back any areas of concern to the Cabinet.

Contact for more Information: Amy Tregellas, Head of Communities & Governance ext 4246

Circulation of the Report: Management Team and Cabinet Member

DAH PDG Performance Report - Appendix 1

Quarterly report for 2014-2015

No headings

For Decent and Affordable Homes - Cllr Ray Stanley Portfolio

For MDDC - Services

Filtered by Performance Status: Exclude PI Status: Data not due, Not calculable

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
-------------------------	---------	-------------------	--------------	-----------	--------------	-------------------

DAH PDG Performance Report - Appendix 1

Performance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
Well below target	<u>Deliver 15 homes per year by bringing Empty Houses into use</u>	16	15	11 (3/4)	2	6	8	
Management Notes:								
Well below target	<u>Number of affordable homes delivered (gross)</u>	68	80	60 (3/4)	1	5	21	
Management Notes:								
On target	<u>% Emergency Repairs Completed on Time</u>	99.74%	100.00%	100.00% (9/12)	100.00%	100.00%	100.00%	
Management Notes:								
On target	<u>% Urgent Repairs Completed on Time</u>	100.00%	100.00%	100.00% (9/12)	100.00%	100.00%	100.00%	
Management Notes:								
On target	<u>% Routine Repairs Completed on Time</u>	99.96%	100.00%	100.00% (9/12)	100.00%	100.00%	100.00%	
Management Notes:								
Above target	<u>% Repairs Completed at First Visit</u>	99.86%	99.90%	99.90% (9/12)	100.00%	100.00%	99.93%	
Management Notes:								
Above target	<u>Ratio of expenditure between planned and responsive repairs</u>	76.24	70.30	70.30 (3/4)	53.46	57.43	71.29	
Management Notes:								
Above target	<u>Rent Collected as a Proportion of Rent Owed</u>	100.66%	100.50%	100.50% (9/12)	98.09%	100.62%	100.83%	
Management Notes:								
Well above target	<u>Rent Arrears as a Proportion of Annual Rent Debit</u>	0.72%	1.00%	1.00% (9/12)	1.11%	1.00%	0.83%	
Management Notes:								
Below target	<u>% Decent Council Homes</u>	83.45%	100.00%	100.00% (9/12)	81.55%	89.20%	95.39%	
Management Notes:								
Below	<u>% Properties With a</u>	100.00%	100.00%	100.00% (9/12)	99.91%	99.72%	99.81%	

DAH PDG Risk Management Report - Appendix 2

Report for 2014-2015
 For Housing - Cllr Ray Stanley Portfolio
 Filtered by Flag: Include: * CRR 5+ / 15+
 For MDDC - Services

Not Including Risk Child Projects records or Mitigating Action records

Key to Performance Status:

Risks: No Data (0+) High (15+) Medium (5+) Low (1+)

DAH PDG Risk Management Report - Appendix 2

Risk: Asbestos Health risks associated with Asbestos products such as lagging, ceiling/wall tiles, fire control.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Housing Services

Current Status:
Medium (5)

Current Risk Severity: 5 -
 Very High

Current Risk Likelihood: 1 -
 Very Low

Head of Service: Nick Sanderson

Review Note: Following recent events procedures have been scrutinised and recommendations from the HSE are in the process of being implemented.

Printed by: Catherine
 Yandle

SPAR.net

Print Date: Wednesday,
 February 25, 2015 16:45

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DECENT AND AFFORDABLE HOMES PDG 17 March 2015

Affordable Housing Projects Update

Cabinet Member Cllr Ray Stanley
Responsible Officer Head of Housing and Property Services

Reason for Report: To provide members with an update on the Council's housing development programme.

RECOMMENDATION(S):

- 1) That the PDG note the report.
- 2) That Council delegate authority to the Head of Housing and Property to apply for Homes and Communities Agency (HCA) or any other funding for the continued provision of affordable housing in the District.

Relationship to Corporate Plan: The Council has as one of its key priorities to increase the provision of affordable housing.

Financial Implications: There are financial implications however each proposal or scheme considered will require consultation and sign off of any prudential borrowing from the Head of Finance

Legal Implications: There are none to this report however any Homes and Communities Agency funding will be subject to a Grant Agreement

Risk Assessment: The financial risk will be assessed prior to any contract being entered into or schemed developed.

1.0 Introduction

- 1.1 This report will provide members with details of the current development in respect of the Council's affordable housing programme and proposed future schemes.
- 1.2 The new borrowing in relation to the Housing Revenue Account Self-Financing has enabled extra spending on our existing stock and has enabled 3 affordable housing schemes to be developed;
 - 22 Dwellings, Wellparks, Crediton (Completed in 2013)
 - 6 Dwellings, Fir Close, Willand (due for completion in February 2015)
 - 14 Dwellings, St Andrews Street, Tiverton (due for completion in August 2015)
- 1.3 It would therefore seem a logical step to build on the availability of Housing Revenue Account finances and acquire further affordable housing to replenish the diminishing stock as the Council is a Registered Provider.

- 1.4 The Council's constitution currently authorises amongst other authorisations the Head of Housing to:
- to act as a catalyst between landowners, private sector builders, housing associations and other agencies to ensure the continued provision of affordable housing in the District.
 - Sale of Council Houses
 - Authority to repurchase former Council Houses
 - Manage the housing stock including the replacement of Woolaway and Airey type house.
 - To acquire sites and affordable housing units for the continued provision of Affordable Housing in the District.

2.0 **Additionally Identified Affordable Housing Scheme**

- 2.1 Officers are carrying out appraisals on a number of other affordable housing schemes which are detailed below and have been included within the Councils Medium Term Financial Plan :

1. Birchen Lane, Tiverton
A Planning application has been approved to redevelop a Housing Revenue Account (HRA) owned former redundant workshop building into 4 number 1 bedroom flats. It is anticipated that the site will be developed during the financial year 2015/16
2. Beech Road, Tiverton
A planning application to construct 2 number 3 bedroom houses on surplus HRA land is currently being considered. It is anticipated that upon approval this project will run concurrently with the Birchen lane development.
3. Exception Site, Burlescombe
Officers are currently appraising a scheme to provide 6 houses for affordable rent on an exception site.
4. Palmerston Park, Tiverton
A scheme to develop the former allotment site. The scheme currently consists of 26 properties (4 x 1 bed flats, 2 x 1 bed houses, 10 x 2 bed houses, 8 x 3 bed houses, 2 x 4 bed houses). Pre application advice is currently being sought with the planning service. Subject to planning it is anticipated that works would commence early 2016.
5. HRA Former Garage sites
A number of former garage sites are being considered and a detailed project plan will be drawn up during 2015/16.
6. Section 106 on site provision.
Officers are keen to consider on site schemes from developer led schemes. These may need to be funded through a Special Purpose Vehicle or Arms' Length company.

3.0 Financial Considerations

3.1 In addition to the new borrowing that the Self Financing enabled the Council have access to additional funding through:

- a) **Right to Buy 1:1 Replacement Scheme**, whereby receipts from sales are recycled towards the cost of replacement. This required the Council to sign up to an agreement with the Government that limits the use of the net Right to Buy receipt to 30% of the cost of replacement homes
- b) **Section 106 Affordable Housing commuted sums.** A financial contribution in lieu of affordable homes provision which is pooled and allocated to develop Affordable Housing elsewhere in the District
- c) **Housing Maintenance Fund**, the Council's ring fenced budget which enables extra spending on the existing stock or development potential.
- d) **Homes and Communities Agency Grant Funding**, the HCA is empowered to make Grants available to facilitate the development and provision of housing.
- e) **Special Purpose Vehicle or Arms' Length Company**, the newly released Elphicke-House report outlines a number of funding solutions that local authorities may wish to consider –and some local authorities have already successfully adopted various structures. Officers are currently reviewing the various funding solutions and will report back to the Policy Development Group with any recommendations at a later date.

3.2 Members are reminded that Mid Devon were successful in a grant application under the Affordable Homes Programme 2015-18 for £400,000 in respect of Fir Close, Willand and St Andrews Street, Tiverton.

3.3 Grant paid by the Agency is subject to a Grant Agreement which requires officers to have appropriate authority to enter into such an agreement.

3.4 As detailed in item 1.4 the constitution currently authorises the Head of Housing and Property to make decisions on key elements of the Housing Service business taking into account the provisions set out in the Council's Code of Governance and Financial Regulations.

3.5 In order to take advantage of funding bids Officers recommend that delegated authority be given to the Head of Housing and Property to apply for Homes and Communities Agency (HCA) or any other funding for the continued provision of affordable housing in the District and be able to enter into such Grant Agreements.

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Briefing Paper to the meeting of the Decent & Affordable Homes Policy Group on 17 March 2015 on an update on the Homes and Communities (HCA) Consumer Standards and compliance with complaint handling.

Prepared by Claire Fry, Housing Services Manager

As a Registered Provider (RP) of social housing, the Council is obliged to take account of the standards contained within the revised regulatory framework which is administered by the Homes and Communities Agency (HCA).

This briefing paper updates Members on changes to the regulatory framework which take effect from 1 April 2015, provides examples of recent cases of serious detriment by landlords relating to the consumer standards and, also, examples of complaints which were referred to the Housing Ombudsman Service (HOS) during the period 2014/15.

1.0 Changes to regulatory framework

1.1 The new regulatory framework for social housing in England came into effect on 1 April 2012. The framework implements the requirements of the Localism Act and the Government's directions to the regulator. The regulatory standards contain the outcomes that providers are expected to achieve and the specific expectations of the regulator. The standards are classified as either 'economic' or 'consumer'. Local authority landlords are expected to comply with the Consumer Standards relating to tenant involvement and empowerment, home, tenancy, and neighbourhood and community.

1.2 Consumer standards apply to all RPs. Boards and Councillors are responsible for ensuring the standards are met and others such as tenant panels, MPs and elected representatives have a role in scrutinising that this is delivered. The regulator sets the consumer standards so that tenants, landlords and stakeholders know the outcomes that are expected. In this way, co-regulation is supported by the standards. The regulator does not have a proactive role in monitoring compliance with these standards and will only intervene in cases of serious detriment.

1.3 The standards are set largely with a focus on outcomes, avoiding detailed prescription wherever possible in order to give RPs freedom to choose how to provide services and to conduct their own business.

1.4 The regulator will only intervene in a service delivery matter if there is evidence of actual or potential serious detriment to tenants. The regulator will, however, expect the consumer standards to be met. Where there is a stock-holding Council, Councillors will be responsible for ensuring standards are met. Where complaints are not resolved through the landlord's complaints process then tenants have a right to contact the HOS for further advice. The HOS will investigate and make recommendations in order to assist with resolving the issues.

1.5 In April 2013, the Social Housing Regulator launched the discussion paper 'Protecting social housing assets in a more diverse sector'. The paper

explored whether the current regulatory framework needed strengthening to reflect a rapidly changing sector. RPs have, in recent years, seen a reduction in public subsidy and the impact of risks such as welfare reform has increased the need for effective risk management. RPs are exploring new ways of funding to allow them to contribute to meeting the demand for affordable housing. At the same time, new types of profit-making RPs are entering the sector.

- 1.6 Following consultation with RPs, there was a need for changes to the framework. These changes are reflected in the following standards: Governance and Financial Viability Standard and Code of practice, Rent Standard and Guidance, Registration criteria, General Consent, Business engagement assessment and Equality assessment. However, these changes will not impact upon the Council as a landlord.
- 1.7 The only change that may impact the Council as a landlord is reflected in the way the regulator may carry out equality assessments in the future. The HCA is mindful of its statutory equality duties under section 149 of the Equality Act 2010. The HCA has published its equalities strategy which sets out nine equality objectives that they are working to deliver. This includes work to ensure that they pay due regard to equality when undertaking their regulatory functions involving matters of serious detriment. The new arrangements come into effect from 1 April 2015.
- 2.0 Recent cases
- 2.1 The HCA is taking a firm line with landlords that put tenants at risk. Recently, there have been a number of cases where the HCA has acted on health and safety concerns. The main risks identified relate to gas safety, fire safety and health and safety.
- 2.2 The HCA announced in 2014/ 2015 their current regulatory notices which highlighted Merlin Housing Society Limited, Yorkshire Housing, and First Wessex failing to meet the Home Standard with the potential for serious detriment to tenants as a result. All the organisations had failed to comply with gas safety.
- 2.3 Other cases of detriment included Blackpool Council which was served with a regulatory notice by the HCA because of the collapse of a balcony in a block of Council flats managed by the authority's arm's length management organisation, Blackpool Coastal Homes (BCH). The Council failed to meet the HCA's Home Standard and in doing so breached the 'serious detriment' threshold for HCA intervention on consumer issues.
- 2.4 The latest landlord to be served a notice is Circle Anglia Ltd. The regulator considered the case as a potential breach of the Home Standard and specifically the regulatory requirement to meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes and the requirement to have a cost effective repairs service that responds to the needs of tenants. Extensive evidence showed that for over a

year tenants, including vulnerable tenants, had experienced significant difficulties in getting essential repairs done, either on time or at all.

3.0 Landlord responsibilities

3.1 As a landlord, the Housing Service has a duty to minimise risks and to provide a safe environment for tenants, leaseholders, residents, contractors, employees and visitors when managing the risk of fire in their homes and communal areas. There is a duty to ensure that the means of escape from a building or any communal areas are not obstructed, to ensure that tenants and their visitors can exit safely and efficiently in the event of a fire.

3.2 Monthly communal inspections are carried out by Neighbourhood Officers to identify items left in communal areas which may constitute a fire or safety risk. In accordance with the provisions of Regulatory Reform (Fire Safety) Order 2005, risk assessments are undertaken by officers on a routine basis. In addition, they are reviewed as and when additional works are completed. This will include when new equipment has been installed, when doors have been replaced, before repainting or when equipment such as extinguishers are serviced. They will also be reviewed to take account of any new statutory provisions.

3.3 Housing Caretakers inspect communal areas on a 4-weekly cycle. They are responsible for completing minor repairs to ensure they are maintained to an acceptable standard. Fire doors will be checked to ensure that closers are working correctly. The appropriate signs displayed in communal areas such as fire exit signs will also be checked to ensure they are clearly visible.

3.4 Where communal areas provide emergency lighting, smoke detectors, carbon monoxide detectors and electrical items, servicing of these items will take place in accordance with the cyclical programme. In addition, periodic testing of relevant communal equipment including the testing of fire alarms will be completed by Caretakers.

3.5 In addition to any communal alarms; all residential properties are to be provided with mains-powered optical smoke alarms. An alarm is to be provided on each floor of a dwelling, located in accordance with the latest building regulations, British Standards and codes of practice.

3.6 The Housing Service has Neighbourhood Officers who are responsible for estate management in a specific area within the District boundaries. Officers carry out neighbourhood walkabouts twice a year which identifies any health and safety concerns; for example, any deterioration to pathways which could be trip hazards.

3.7 There is a legal obligation to carry out gas servicing at properties. Gas equipment that we supply is serviced by a qualified Gas Safe registered engineer. An annual gas safety test is carried out and a copy of the gas safety report is issued. The table (**Appendix 1**) highlights during the period 1 April 2014 to 31 January 2015, 99.9% of MDDC properties have a valid gas certificate with 0.01% still outstanding. When a tenant denies access to a

property for gas servicing purposes, legal action will be taken to obtain an injunction to gain access to carry out the Council's legal obligations.

4.0 Referrals to Housing Ombudsman

4.1 The HOS considers complaints and disputes involving housing providers in its jurisdiction. It also provides advice and support on effective complaints and dispute management, including training for housing providers. They reported that 87% of cases were resolved by landlords and tenants, with the support of the Housing Ombudsman, by using the landlord's complaints procedure. Whilst 11% of cases were referred to them by a designated person following completion of the landlord's complaints procedures.

4.2 The table (**Appendix 2**) highlights during the period 1 April 2014 to 31 January 2015, the Housing Service received 102 stage one complaints and 100 of these cases were completed on time. 54 complaints were upheld, however, 19 complaints were referred to stage two of the complaints process and 1 complaint was referred to the HOS.

4.3 The HOS publishes the outcome of some complaints on its website and the two detailed below were investigated during 2014/15.

4.4 Mr H complained to the Ombudsman about the way his landlord (a Council arm's-length management organisation) dealt with the six-day period the lift in his building (made up of ten floors) was out of order.

4.5 The landlord's response to his complaint accepted there had been significant errors, and that the lifts should have been repaired within one, and not six, days. The errors it identified included the way the repair requests were logged, the communication with its contractor, and the lack of ongoing updates and assistance offered to residents (some of whom were house-bound without the lifts). The response included a detailed explanation of the failures, along with an action plan setting out how they would be addressed. The landlord had therefore used the complaint to improve its service.

4.6 In response the landlord also apologised and offered £180 to Mr H. It advised that while it had learnt from the complaint, it could not change its out of hours contract service at that time. The offer of compensation was later increased to £240 following the involvement of a local councillor acting as a Designated Person. As this complaint was brought to the Ombudsman following the landlord's final response and the involvement of a Designated Person, their role was to assess the reasonableness of the landlord's response.

4.7 The Ombudsman decided that in light of the compensation, apology, and extensive report detailing the failures and resulting action plan, the landlord had responded to this complaint in a satisfactory way. It has not only put things right but had learnt from the outcome of the complaint. The Ombudsman did identify a lack of clarity in the landlord's compensation form and recommended improvements, and also recommended that the landlord update Mr H on what had been achieved by the landlord as a result of the ongoing action plan.

- 4.8 Another case reported, saw Ms R complain to her landlord (the local Council) because it failed to carry out repairs to her stairs, plastering, boiler and flooring after its surveyors had visited on several occasions. When it also failed to respond to Ms R's formal complaint within its published timetable, she contacted the Ombudsman for help.
- 4.9 The purpose of a complaints process is to review the service a landlord is providing in response to the concerns raised by its residents. The Ombudsman asked the landlord to respond to Ms R's complaint using this process because it would be the quickest way to investigate the reported disrepair. As a result the Council acknowledged there had been service failures, offered £250 in compensation and agreed to complete the outstanding works. Ms R contacted the landlord eight weeks after its formal response to explain that some of the repairs remained outstanding and that she felt the compensation was insufficient due to the damage and inconvenience caused by taking up her flooring several times.
- 4.10 The HOS can help landlords and tenants use the complaints process to try and resolve any dispute. The Ombudsman spoke to Ms R to clarify what repairs she thought were outstanding and what action she wanted to resolve the complaint. The Ombudsman then spoke to the landlord to try and clarify its position. Following the conversation, it confirmed when the remaining works would be completed and offered to increase the compensation to £400 in recognition of the continued delay. It also said it would consider whether any more compensation would be appropriate after the works were completed so that it could ensure its overall response fairly reflected what had gone wrong.
- 4.11 The Council contacted the Ombudsman a month later to confirm the repairs had been completed and that Ms R had been offered £400 compensation. Ms R was not satisfied with this offer, therefore to help resolve the complaint the Ombudsman asked that both parties provide more of an explanation. The Ombudsman asked the landlord to explain how its offer had been calculated so that Ms R could consider it in more detail, and the Ombudsman asked Ms R to explain why she felt she should be paid £1000. The Ombudsman also explained that compensation is not a punitive measure and that any offer should be based on published policies and proportionate to the individual circumstances of the case.
- 4.12 The landlord provided a breakdown of its compensation offer and in doing so also reassessed the offer to include the more recent delays. This new offer was for £600 which Ms R accepted based on the landlord's increased explanation. By discussing the complaint with both parties, and helping them to explain their position, the Ombudsman were able to help resolve this complaint. The Ombudsman will try to resolve complaints locally with tenants and landlords where they think it might be possible, either during the landlord's complaints procedure or even after it has been completed.
- 4.13 In light of the above, it is good practice for RPs and their governing bodies to keep up to date with developments and compliance associated with the HCA guidance of its standards and where those landlords have failed to meet these requirements to raise awareness for their own organisation.

- 4.14 The HOS in England gives public access to case digests of the most important Ombudsman decisions. When a complaint is received they will make recommendations and will expect organisations to carry out these recommendations. The HOS is committed to dispute resolution and is keen to publicise outcomes on the basis that understanding failings can lead to wider improvement across an organisation. Keeping abreast of the complaints being received by the Ombudsman will give guidance to landlords on what to watch for to avoid failure of service delivery.
- 4.15 Therefore, the lessons learned from a complaint or complaints can improve the quality and focus of services provided to the individual tenant and the wider tenant body. The Housing Service always reviews complaints with a view to identifying any lessons learnt.

Appendix 1 – Gas Servicing (2014-15)

	Year	Target	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	YTD
%Dwellings with a Valid Gas Certificate	2013-2014	>100%	99.8%	100%	100%	99.9%	99.9%	99.7%	99.9%	100%	100%	100%	99.8%	100%	100%
	2014-2015	>100%	100%	99.9%	99.9%	100%	100%	99.7%	99.9%	100%	99.8%	99.9%			99.9%
No. Dwellings Requiring a Valid Gas Certificate		N/A	2108	2105	2107	2106	2107	2107	2110	2118	2118	2117			2117
No. Dwellings with a Valid Gas Certificate		N/A	2108	2103	2105	2106	2107	2101	2108	2118	2114	2116			2115

Appendix 2 – Complaints received (2014-15)

	Year	Target	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	YTD
% Stage One Complaints Responded to On Time	2013-2014	>98%	95.5%	92.3%	100%	100%	100%	100%	100%	100%	92.3%	100%	100%	90%	97.3%
	2014-2015	>98%	100%	100%	92.9%	100%	100%	100%	100%	100%	100%	87.5%			98%
No. Stage One Complaints Closed		N/A	11	9	14	7	13	12	9	11	8	8			102
No. Stage One Complaints Completed On Time		N/A	11	9	13	7	13	12	9	11	8	7			100

	Year	Target	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	YTD
% Stage One Completed Upheld	2013-2014	N/A	13.6%	30.8%	40%	33.3%	30.8%	37.5%	43.8%	53.3%	15.4%	10%	47.8%	30%	32.8%
	2014-2015	N/A	36.4%	66.7%	35.7%	57.1%	61.5%	41.7%	55.6%	54.5%	75.0%	62.5%			52.9%
No. Stage One Complaints Closed		N/A	11	9	14	7	13	12	9	11	8	8			102
No. Stage One Complaints Upheld		N/A	4	6	5	4	8	5	5	6	6	5			54
No. Stage Two Complaints Closed		N/A	2	0	1	0	4	2	3	3	4	0			19
No. Ombudsman Complaints Closed		N/A	0	0	0	0	1	0	0	0	0	0			1

RENTplus

Briefing

RENTplus is a new affordable housing product which officers consider to be an additional intermediate affordable housing model which sits between Affordable Rents and Shared Ownership models. RENTplus delivers high-quality affordable housing without reliance on public grant, by encouraging long-term institutional investment into the affordable housing sector.

The RENTplus product is aimed at people on the housing register who aspire to home ownership. They will be able to rent an affordable home from RENTplus, with the aim of purchasing that home after a period of time. A housing association partner will manage and maintain the homes on behalf of RENTplus and support tenants to progress to ownership. In addition to an affordable rent, tenants buying their home will receive a 10% gifted deposit from RENTplus to buy their home and get them into home ownership.

How RENTplus works

Tenants are granted five year tenancy agreements at an affordable rent. 25% of the RENTplus homes will be sold at the end of the first five year tenancy agreement. For RENTplus homes which are not sold, new five year tenancy agreements will be granted. This will be repeated after 10 years and then 15 years. All RENTplus homes will be sold over a 20 year period.

In the event that a tenant is unable to purchase their home at their agreed purchase target date, RENTplus and their housing association partner will look to swap with another RENTplus tenant who is in a position to purchase their home. In the very unlikely situation where there isn't anyone who can swap, the housing association partner will be offered the opportunity to purchase the RENTplus home or it will be sold on the open market and the Council will receive a proportion of the sale price. The tenant would then be rehoused by the housing association partner into one of their rented properties or into a market rented property.

Benefits for Tenants

- A new home at an affordable rent with support and guidance to achieve home ownership
- A 10% gifted deposit at the time of purchase
- A home which is planned and integrated as part of open market housing and designed with the future in mind
- An opportunity to demonstrate creditworthiness through regular rent payments to aid mortgage application
- An opportunity to own a home for people on housing waiting lists

Benefits for Developers

- Working with RENTplus helps enhance viability and, in some cases, increases the percentage of affordable homes which can be offered to meet planning obligations
- RENTplus funds are readily available without grant and can help unlock a stalled site
- RENTplus developments will be designed to integrate with open market housing and alter the nature of the affordable element in developments of Intermediate affordable housing.

Benefits for Local Authorities

- An increase in the potential number of homes available at affordable rents
- Provides impetus to developments with existing approvals, but which may have stalled due to the economic climate
- Promotes mixed tenure developments and a commitment to neighbourhood planning
- Can add value to council-owned land and attract a capital receipt for the local authority
- Stimulates the local economy, training and skills, builders and suppliers
- Increases New Homes Bonus

Conclusion

Having thoroughly investigated the model officers accept the RENTplus model as an additional affordable housing product and has agreed for the first 20 RENTplus homes to be included as part of the affordable housing mix on Phase 2 of the Knowle Lane site in Cullompton (developed by Barratt Homes). These homes will be managed and maintained by Cornerstone Housing Association. Future use of RENTplus homes will need to be agreed by Planning and Housing Officers on a site by site basis.

Decent and Affordable Homes PDG

17 March 2015

Chairman's Report 2015

This year the PDG meetings have been busy dealing with a wide range of topics brought to us by our officers including various policy revisions and updates which are essential to make sure that our housing teams are equipped to continue the high quality provision of housing that our tenants deserve.

In February of this year the authority completed and opened 6 new homes at Willand to add to our stock with further schemes underway in St Andrew's Street in Tiverton and more projects planned. We are actively working to provide much needed quality homes to help in meeting the housing needs of our district.

The housing teams have worked diligently to maintain our timely rental income and for this they all deserve congratulations. Our neighbourhood officers maintain strong contacts with our tenants and readily advise them on all tenancy matters.

The maintenance department have again worked hard to make sure that our housing stock is kept in good order in challenging times caused by declining budgets. We have continued a programme of upgrades to kitchens, bathrooms and heating systems and actively investigate alternative energy efficiencies to benefit our tenants.

As Chairman I have attended a number of the Scrutiny Improvement Boards both of which are very useful in helping to understand the challenges facing our housing department and our tenants.

As Chairman my sincere thanks must go to all the PDG Members for their regular attendance. A special thanks also needs to be paid to Cllrs Mrs Janet Rendle and Paul Williams for all the extra time and effort they spent as members of the Devon Home Choice Working Group. A also extend thanks to Cllr Ray Stanley for his regular attendance and his ongoing assistance and guidance.

To Nick Sanderson and all his dedicated team thanks for all their efforts, their provision of requested information to allow our committee to make decisions in an informative and timely manner.

To Andrew Jarrett and all the finance team who regularly attend our meetings and keep us well informed on financial matters to enable us to meet the challenging times we are in. A special thank you must also go to Sandra Hutchings for her work with our Scrutiny Improvement Group (SIG) and her work on the housing Facebook page which enables us to link with tenants in the digital age.

Finally my special thanks must go to Sarah Lees, our Committee Clerk, for her ever present assistance and guidance above and beyond the norm.

Peter Heal

Chairman.