

Public Document Pack

Mid Devon District Council

Homes Policy Development Group

Tuesday, 16 January 2018 at 2.15 pm
Exe Room, Phoenix House, Tiverton

Next ordinary meeting
Tuesday, 13 March 2018 at 2.15 pm

Those attending are advised that this meeting will be recorded

Membership

Cllr W J Daw
Cllr Mrs E M Andrews
Cllr Mrs H Bainbridge
Cllr D R Coren
Cllr Mrs G Doe
Cllr R J Dolley
Cllr P J Heal
Cllr F W Letch
Cllr J D Squire

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 - 10)

Members to consider whether to approve the minutes as a correct record of the meeting held on 14 November 2017.

4 Chairman's Announcements

To receive any announcements that the Chairman may wish to make.

5 **Presentation from HouseMark on the Council's benchmarking results**

To receive a presentation from HouseMark updating the Group on the Council's current position with regard to its benchmarking results for 2016/17.

6 **Performance and Risk 2017/18** *(Pages 11 - 20)*

To receive a report from the Director of Operations providing Members with an update on performance against the Corporate Plan and local service targets for 2017/18 as well as providing an update on the key business risks.

7 **Financial Monitoring**

To receive a verbal update from the Principal Accountant in respect of the income and expenditure so far in the year.

8 **Budget update (General Fund) - 2018/19** *(Pages 21 - 28)*

To receive a report from the Director of Finance, Assets & Resources reviewing the revised draft budget changes which have been identified and to discuss any further changes required in order for the Council to move forwards to a balanced budget for 2018/19.

9 **Draft 2018/19 Housing Revenue Account (HRA) Budget** *(Pages 29 - 40)*

To receive a report from the Director of Finance, Assets & Resources and the Director of Operations considering the options in order for the Council to set a balanced budget for 2018/19 and to agree a future strategy for further budgetary planning for 2019/20 onwards.

10 **Devon Wide Housing Assistance Policy** *(Pages 41 - 88)*

To receive a report from the Group Manager for Public Health & Regulatory Services presenting a revised Housing Assistance Policy under Article 4 of the Regulatory Reform (Housing Assistance)(England and Wales) Order 2002 for consideration.

11 **The Housing Options Service - Activation of the Severe Weather Emergency Protocol (SWEP) and Extended Winter Provision Protocol** *(Pages 89 - 98)*

To receive a report from the Housing Group Manager regarding the Council's responsibility to prevent rough sleeping. However, risks relating to the health of those sleeping rough can increase during the winter period. The Housing Service works in partnership with other local authorities and the existing protocol relating to this has been reviewed.

12 **Update on the housing of refugees in Mid Devon**

To receive a verbal update from the Housing Options Manager.

13 **Identification of items for the next meeting**

Members are asked to note that the following items are already identified in the work programme for the next meeting:

- Performance and Risk
- Financial Monitoring
- Community Housing Fund Grant Policy
- Gas Safety Policy
- Rechargeable Repairs
- Tenant Involvement Policy
- Tenant Involvement Strategy
- Chairman's Annual Report for 2017/18

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

Stephen Walford
Chief Executive
Monday, 8 January 2018

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 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

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 **HOMES POLICY DEVELOPMENT GROUP** held on 14 November 2017 at 2.15 pm

Present

Councillors

W J Daw (Chairman)
Mrs E M Andrews, D R Coren, R J Dolley
and F W Letch

Apologies

Councillors

Mrs H Bainbridge, Mrs G Doe, P J Heal and J D Squire

Also Present

Councillor

R L Stanley

Also Present

Officers

Andrew Pritchard (Director of Operations), Catherine Yandle (Group Manager for Performance, Governance and Data Security), Claire Fry (Group Manager for Housing), Mark Baglow (Group Manager for Building Services), Roderick Hewson (Principal Accountant), Stephen Bennett (Building Surveyor) and Sarah Lees (Member Services Officer)

34 **APOLOGIES AND SUBSTITUTE MEMBERS**

Apologies were received from Councillors Mrs H Bainbridge, Mrs G Doe, P J Heal and J D Squire.

35 **PUBLIC QUESTION TIME**

There were no members of the public present.

36 **MINUTES**

The minutes of the meeting held on 12 September 2017 were confirmed as a true and accurate record and **SIGNED** by the Chairman.

37 **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman reminded the Group that an informal workshop would be held on Wednesday 10 January 2018 to begin to discuss the Right to Buy and Devon Home Choice issues. An information pack had been circulated the previous week with background reading on both subjects.

38 **PERFORMANCE AND RISK REPORT FOR 2017-2018 (00:02:06)**

The Group had before it, and **NOTED**, a report * from the Director of Operations providing Members with an update on performance against the Corporate Plan and

local service targets for 2017/18 as well as providing an update on the key business risks.

Discussion took place regarding:

- 43 empty homes had now been brought back into use against a target of 25 for 2017/18 which was excellent.
- Two properties were subject to possession proceedings by the tenancy service as it had not been possible to acquire a valid gas safety certificate.
- Rent collection rates were very good.
- There had been some staffing issues within the housing department with officers having to cover a number of vacant posts.
- The effects of welfare reform were beginning to show. The numbers of people claiming housing benefit had not really changed but people were receiving less.
- The average number of days to re-let a property was currently below target.
- The Group Manager for Housing was satisfied that there were sufficient measures in place to tackle any staff health and wellbeing issues resulting from often challenging situations with clients.
- When Universal Credit was fully introduced in Mid Devon there would be a need for early intervention work with some tenants to address any issues caused by the delay in receiving their payment.

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

39 **FINANCIAL UPDATE FOR THE SIX MONTHS TO 30 SEPTEMBER 2017 (00:13:14)**

The Group had before it, and **NOTED**, a report * from the Director of Finance, Assets & Resources presenting a financial update in respect of the income and expenditure so far in the year.

The following was highlighted within the report and discussion followed with regard to:

- There was a General Fund Housing variance of £5k
- There was a shortfall of £59k on dwelling rents income but it was explained that this was only a variance of 0.5% on what was expected at this stage in the year.
- There was a £76k underspend in Repairs and Maintenance.
- Agency costs were sometimes incurred as a result of seasonal repairs and maintenance pressures.
- It was clarified that 'RCCO' stood for 'Revenue Contribution to Capital Operations'.

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

40 **DRAFT 2018/19 GENERAL FUND AND CAPITAL BUDGETS (0019:00)**

The Group had before it, and **NOTED**, a report * from the Director of Finance, Assets & Resources considering the options available in order for the Council to set a

balanced budget for 2018/19 and agree a future strategy for further budget reductions for 2019/20 onwards.

Consideration was given to the following:

- Overall there was currently a budget gap on the General Fund of £617k. Of this, approximately £500k was outside of the Council's control as a result of central Government cuts.
- Service managers had identified significant savings over the course of the summer. Without this the budget gap would have been significantly greater.
- There were still a few key issues that had not yet been resolved or were still to be fully evaluated.
- Members were invited to attend one of the budget briefings to be given by the Director of Finance, Assets & Resources in the early part of December.

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

41 **HRA MEDIUM TERM FINANCIAL PLAN (00:23:20)**

The Group had before it, and **NOTED**, a report * from the Director of Finance, Assets and Resources and the Director of Operations providing an estimate of the budget required for the operation of the Housing Revenue Account (HRA) from 2018/19 – 2021/2022.

The following was highlighted within the report:

- Gross expenditure and income were both predicted to increase by 2021/2022 as was the surplus on the General Fund and the HRA.
- By the end of 2021/2022 it was expected that approximately £2.6m would be contributed to the Housing Maintenance Fund. The forecast was described as being reasonably healthy although there were some unknowns such as the number of Right To Buy sales. It was also stated that a large budget was needed to maintain the housing stock and that caution in relation to these positive figures was needed.

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

42 **DRAFT 2018/19 HOUSING REVENUE ACCOUNT (HRA) BUDGET (00:26:35)**

The Group had before it, and **NOTED**, a report * from the Director of Finance, Assets & Resources and the Director of Operations considering the options available for the Council to set a balanced budget for 2018/19 and agree a future strategy for further budgetary planning for 2019/20 onwards.

The following was highlighted within the report:

- The HRA budget for 2018/19 was currently in a balanced position and had been set to nil.
- A number of assumptions had been made in order to reach this position which included a decrease in rents by 1%, an increase of 10p per week in garage rents and a harmonisation of community alarm charges.

Discussion took place with regard to:

- The poor condition of some of the garages and the fairness of increasing their rental fees.
- A strategic options review of the garages would be undertaken by Christmas 2017. This would lead to consideration of a number of options including demolition where appropriate and alternative provision depending on what the community needed.

RECOMMENDED to the Cabinet that Garage Rents and Community Alarm Charges for 2018/19 be frozen at the current levels for 2017/18.

(Proposed by the Chairman)

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

43 **MDDC ACTIONS POST GRENFELL (00:39:50)**

The Group received a presentation from the Building Surveyor regarding the actions put in place by the Council's housing department following the Grenfell Tower disaster.

The following was highlighted within the presentation:

- As a Landlord, Mid Devon District Council was legally obliged to comply with the Regulatory Reform (Fire Safety) Order 2005. This required landlords to have Fire Risk Assessments, carried out by a competent person, to all their flats with enclosed communal areas and to implement the recommendations of the Fire Risk Assessments within a reasonable time.
- Mid Devon District Council had the latest Fire Risk Assessments carried out in June 2016; these were due to be renewed in the coming months by the Public Health and Regulatory Service.
- Mid Devon District Council had:
 - Installed fire doors to residents flats
 - Installed Communal fire alarms
 - Installed emergency lighting
 - Installed Fire Action Notices
 - Removed carpets to stairwells
 - Established a testing regime
 - Worked with the Fire Service in Brewin Road
- Regarding Grenfell Tower - it was still too early to give the exact reasons for the fire and its rapid spread through Grenfell Tower, but from the information available the technical experts agreed that the materials attached to the façade of the building created a risk to fire safety. The Fire Service were also impeded by the height of the building and inadequate access externally.
- Following the fire, the Government, via the Department for Communities and Local Government (DCLG), had established the Building Safety Programme, to support Landlords and Residents of high rise buildings to ensure fire safety.

- On the 17 June 2017 DCLG convened a group of technical experts to provide advice on the best immediate steps Government could take to help Local Authorities address the fire safety concerns that tenants living in tower blocks similar to Grenfell Tower would have.
- Actions required of social housing providers were:
 - Identify all their residential tower blocks over 18m tall.
 - Identify those with external Aluminium Composite Cladding (ACM) and submit samples for testing.
 - Ensure that Local Authority Landlord's had robust Fire Risk Assessments of their blocks in place.
 - Confirm that the supply of gas to any system built blocks of flats was adequately protected.
 - Confirm the structural safety of the building, where cladding was replaced.
 - Complete a questionnaire relating to the above and actions taken.
- Mid Devon District Council does have foam cladding attached to the external faces of 258 Cornish Units, which was installed approximately 20 years ago.
- To ensure the security of our tenants Mid Devon District Council engaged the services of a suitably qualified Fire Risk Assessor to carry out an assessment of the external cladding that was applied, to its non-traditional properties.
- Risk to life from fire at the Cornish Units caused by the External Wall Insulation was judged to be **Trivial**.

44 IDENTIFICATION OF ITEMS FOR THE NEXT MEETING (00:54:42)

In addition to the items already listed in the work programme for the next meeting the following was requested to be on the agenda:

- An update regarding the housing of refugees in Mid Devon

(The meeting ended at 3.10 pm)

CHAIRMAN

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HOMES PDG

16 JANUARY 2018:

PERFORMANCE AND RISK REPORT FOR 2017-18

Cabinet Member

Cllr Ray L Stanley

Responsible Officer

Director of Operations, Andrew Pritchard

Reason for Report: To provide Members with an update on performance against the corporate plan and local service targets for 2017/18 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.

Equality Impact Assessment: No equality issues identified for this report.

1.0 Introduction

- 1.1 Appendix 1 provides Members with details of performance against the Corporate Plan and local service targets for the 2017/18 financial year.
- 1.2 Appendix 2 shows the section of the Corporate Risk Register which relates to the Homes Portfolio. See 3.0 below.
- 1.3 Appendix 3 shows the profile of all risks for Homes for this quarter.
- 1.4 All appendices are produced from the corporate Service Performance And Risk management system (SPAR).

2.0 Performance

- 2.1 Regarding the Corporate Plan Aim: **Build more council houses:** No new **Council Houses** were completed in 2016/17 nor so far in 2017/18 however work is progressing on Birchen Lane and Palmerston Park, both due for completion in 2018.

- 2.2 Regarding the Corporate Plan Aims: **Facilitate the housing growth that Mid Devon needs, including affordable housing: and Planning and enhancing the built environment:** The Local Plan is of course key; having taken legal advice and reviewed the statements of participants who would take part in the hearings a deferment has been requested to allow an independent review of the major modifications stage sustainability appraisal. This has been commissioned but a delay in the order of 6 months is expected.
- 2.3 **Percentage of Properties with a Valid Gas Safety Certificate** (LGSR): there are three expired properties, two are at injunction stage and one is empty and subject to possession proceedings by the tenancy service.
- 2.4 As predicted the impact of welfare reform is now being felt and arrears are increasing; the service will be looking at ways to mitigate this in the Service Business Plan for next year. As the effects of the introduction of Universal Credit bite we cannot expect to continue achieving collection rates of 100%.
- 2.5 When benchmarking information is available it is included.

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 total score of 10 or more. (See Appendix 2)
- 3.2 Appendix 3 shows the risk matrix for MDDC for this quarter. If risks are not scored they are included in the matrix at their inherent score which will be higher than their current score would be.

4.0 Conclusion and Recommendation

- 4.1 That the PDG reviews the performance indicators and risks for 2017/18 that are outlined in this report and feeds back any areas of concern to the Cabinet.

Contact for more Information: Catherine Yandle, Group Manager for Performance, Governance and Data Security ext 4975

Circulation of the Report: Management Team and Cabinet Member

Corporate Plan PI Report Homes

Monthly report for 2017-2018
 Arranged by Aims
 Filtered by Aim: Priorities Homes
 For MDDC - Services

Key to Performance Status:

Performance Indicators:

No Data

Well below
target

Below target

On target

Above target

Well above
target

* indicates that an entity is linked to the Aim by its parent Service

Corporate Plan PI Report Homes

Priorities: Homes

Aims: Build more council houses

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group Manager	Officer Notes
Build Council Houses	0 (2/4)	0	13	0	0	0	0	0	0	0	0					0 (8/12)	Angela Haigh	

Aims: Facilitate the housing growth that Mid Devon needs, including affordable housing

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group Manager	Officer Notes
Number of affordable homes delivered (gross)	19 (2/4)	31	80	n/a	n/a	26	n/a	n/a	33	n/a	n/a		n/a	n/a		33 (2/4)	Angela Haigh	
Deliver 15 homes per year by bringing Empty Houses into use	10 (8/12)	33	25	7	11	13	23	34	43	54	84					84 (8/12)	Simon Newcombe	

Aims: Other

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date
Number of Successful Homelessness Prevention Cases	136 (2/4)	295	No Target - for information only	n/a	n/a		99	n/a	n/a	159	n/a	n/a	n/a	n/a		159
% Decent Council Homes	100.00% (8/12)	100.00%	100.0%	99.9%	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%					100.0% (8/12)
% Properties With a Valid Gas Safety Certificate	99.95% (8/12)	99.86%	100.00%	99.95%	99.64%	99.87%	99.82%	99.96%	99.91%	99.82%	99.87%					99.87% (8/12)
Rent Collected as a Proportion of Rent Owed	99.67% (8/12)	100.18%	100.00%	93.76%	95.18%	96.25%	96.87%	99.14%	98.73%	99.08%	98.85%					98.85% (8/12)
Current Tenant Arrears as a Proportion of Annual Rent Debit	1.00% (8/12)	0.60%	1.00%	0.93%	1.06%	1.16%	1.30%	1.26%	1.30%	1.17%	1.33%					1.33% (8/12)
	0.6% (8/12)	0.5%		0.4%	0.5%	0.5%	0.5%	0.5%	0.5%	0.5%	0.5%					0.5% (8/12)

Corporate Plan PI Report Homes**Priorities: Homes****Aims: Other****Performance Indicators**

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to
<u>Dwelling rent lost due to voids</u>			no target - for information only													
<u>Average Days to Re-Let Local Authority Housing</u>	16.6days (8/12)	15.7days	16.0days	14.0days	13.9days	14.9days	14.1days	13.8days	14.3days	14.4days	14.0days					14.0days

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Homes PDG Risk Management Report - Appendix 2

Report for 2017-2018

For Homes - Cllr Ray Stanley Portfolio

Filtered by Flag: Include: * CRR 5+ / 15+

For MDDC - Services

Filtered by Performance Status: Exclude Risk Status: Low

Not Including Risk Child Projects records or Mitigating Action records

Key to Performance Status:

Risks: No Data (0+) High (15+) Medium (6+) Low (1+)

Homes PDG Risk Management Report - Appendix 2

Risk: Affordable and Council Housing Demand Housing supply does not meet local demand or reflect demographic shifts like increased demand for single occupancy

Effects (Impact/Severity): • Increased costs for paying for private accommodation to house homeless
• Increase in number of homeless people in Mid Devon

Causes (Likelihood): • Impact of economic downturn and reduced funding has reduced number of affordable housing units being built
• Under-occupation in existing stock
• Reduction in number of Right to Buys results in less HRA funding available for new builds

Service: Housing Services

Current Status: Medium (12)

Current Risk Severity: 4 - High

Current Risk Likelihood: 3 - Medium

Service Manager: Claire Fry

Review Note: There is still a significant deficit between permissions granted and build-out rates

Risk: Evictions Tenants being evicted could become violent.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Housing Services

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Service Manager: Claire Fry

Review Note: The pre-eviction risk assessment identifies household composition and layout, and any issues such as mental health and drug use relating to the tenant(s) and their families as well as whether or not there are any dogs present at the property.

Risk: Five year housing land Supply Risk: Housing land supply. Inability to demonstrate the required 5 year housing land supply (+20%) until Local Plan Review approved

Homes PDG Risk Management Report - Appendix 2

Effects (Impact/Severity):

- Receipt of speculative housing applications in unplanned locations with less community benefit and less infrastructure / coordination compared with allocated sites.
- Objections
- Pressure on major application appeal performance (Government indicator of quality of decision making). Risk of intervention: loss of fee and less local control over major application decision making.

Causes (Likelihood): - Lack of sufficient housing completions, housing market conditions.

Service: Planning

Current Status: High (15)

Current Risk Severity: 3 - Medium

Current Risk Likelihood: 5 - Very High

Service Manager: Jenny Clifford

Review Note: Found to not have sufficient housing supply at appeal. Mitigation principally via new Local Plan once adopted. Close monitoring of applications, decisions and associated appeal performance.

Risk: Hoarding Some tenants are known hoarders but we have policies in place and we do regular inspections.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Housing Services

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Service Manager: Claire Fry

Review Note: Staff are trained to respond to such issues and we have a policy setting out our approach to this type of management issue.

Risk: Homelessness Insufficient resources to support an increased homeless population could result in failure to meet statutory duty to provide advice and assistance to anyone who is homeless.

Effects (Impact/Severity):

- Dissatisfied customers and increase in complaints.
- This will involve an increase in officer time in dealing with Homelessness prevention and early intervention.
- Possible increase in temporary accommodation usage.

Causes (Likelihood): - Social and economic factors like the recession and mortgage repossessions increase the number of homeless.

- Lack of private sector housing.

Service: Housing Services

Current Status: High (16)

Current Risk Severity: 4 - High

Current Risk Likelihood: 4 - High

Service Manager: Claire Fry

Review Note: Homelessness strategy to be reviewed early 2018.

Homes PDG Risk Management Report - Appendix 2

Risk: Impact of Welfare Reform and other emerging National Housing Policy Changes to benefits available to tenants could impact upon their ability to pay.
Other initiatives could impact upon our ability to deliver our 30 year Business Plan.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Housing Services

**Current Status: High
(15)**

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 3 - Medium

Service Manager: Claire Fry

Review Note:

Risk: New Homes A low housing build rate would equal less affordable housing resulting in a reduction in potential New Homes Bonus

Effects (Impact/Severity): - Loss of Affordable Housing Income Section 106

- Failure to meet targets in Development Plan

- Potentially unallocated sites being developed as 5-year housing supply reduces

Causes (Likelihood):

Service: Planning

**Current Status: Medium
(12)**

Current Risk Severity: 4 - High

Current Risk Likelihood: 3 - Medium

Service Manager: Jenny Clifford

Review Note:

Risk: Reputational re Council Housing Stock Handling a disaster/mistake properly would prevent any reputation damage.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Housing Services

**Current Status: Medium
(10)**

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Service Manager: Claire Fry

Review Note:

Homes PDG Risk Management Report - Appendix 2

Risk: Stress The physical and mental well-being of Officers could be affected by work environment and pressures caused by work demands and work relationships.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Housing Services

Current Status: Medium (12)

Current Risk Severity: 4 - High

Current Risk Likelihood: 3 - Medium

Service Manager: Claire Fry

Review Note: In the case of potential stress and related conditions, Managers should undertake regular supervision meetings to monitor the situation and provide support.

Risk: Tenants with Complex Needs As our housing stock shrinks, the proportion of such tenants will increase.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Housing Services

Current Status: Medium (12)

Current Risk Severity: 4 - High

Current Risk Likelihood: 3 - Medium

Service Manager: Claire Fry

Review Note: Good links with other partners including the Police, Social Services, support agencies etc.

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Risk Matrix Homes Appendix 3

Report For Homes - Cllr Ray Stanley Portfolio Current settings

Risk Likelihood	5 - Very High	No Risks	No Risks	1 Risk	No Risks	No Risks
	4 - High	No Risks	No Risks	No Risks	2 Risks	No Risks
	3 - Medium	No Risks	No Risks	No Risks	4 Risks	1 Risk
	2 - Low	No Risks	No Risks	3 Risks	1 Risk	3 Risks
	1 - Very Low	No Risks	No Risks	No Risks	No Risks	6 Risks
		1 - Very Low	2 - Low	3 - Medium	4 - High	5 - Very High
		Risk Severity				

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Print Date: 28 December 2017
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Cabinet & Policy Development Groups 4 January 2018

Budget 2018/19 - Update

Portfolio Holder	Cllr Peter Hare-Scott
Responsible Officer	Director of Finance, Assets and Resources
Reason for Report:	To review the revised draft budget changes identified and discuss any further changes required in order for the Council to move towards a balanced budget for 2018/19.
RECOMMENDATION:	To consider and agree the updated General Fund budget proposals for 2018/19 included in Appendix 1 and the Capital Programme included in Appendix 2.
Relationship to Corporate Plan:	To deliver our Corporate Plan's priorities within existing financial resources.
Financial Implications:	Now the Council has received notification of its Formula Grant Settlement it is imperative that it matches current and ongoing expenditure plans to estimated sources of income/funding.
Legal Implications:	It is a statutory requirement for the Local Authority to set a balanced budget.
Risk Assessment:	Service managers and Finance staff have assessed volatility in income and large contractor budgets, taking account of current and estimated future demand patterns. This position has been revised based on an additional two months of financial monitoring information and the changes announced in the Formula Grant Settlement released on the 19/12/17. In addition prudent levels of reserves will also continue to be maintained.

1.0 Introduction

- 1.1 On the 19 December 2017 the Council received formal confirmation of its Formula Grant Settlement. Our provisional formula grant award for 2018/19 amounts to **£2.7m**. However this figure includes the successful bid from the Devon Pool for the 1 year Business Rate Pilot and will require some more detailed analysis by finance officers over the next few weeks.
- 1.2 From the initial reading of the Settlement it appears previously proposed RSDG cuts are not being made in 18/19, however it appears likely that this is being assimilated in NNDR figures that require further review.
- 1.3 As part of the settlement the Council has also been given the freedom to raise its council tax by an additional 0.4% (from the current Budget draft approved on 26/10/17 at Cabinet) this means that rather than a maximum 2% or £5

(whichever the greater) Band D increase in Council Tax we can now increase by a maximum 3% without going to referendum. This additional 0.4% equates to an additional £22k for the authority in Council Tax Revenues.

2.0 2018/19 General Fund Budget - Revised Position

- 2.1 Since the first round Cabinet and PDG meetings the Finance team and service managers have been revisiting a range of budgets to deliver more savings or increase income levels. Please see summary table below:

Table 1 – Reconciliation of Major 2018/19 Budget Variances

Variances	Amount £k
18/19 Budget Shortfall (Cabinet Report 26/10/17)	617
Further Cost Pressures identified	570
Additional savings identified	(231)
18/19 Revised Budget Shortfall	956
2% Staff Pay award offer (1% previously built in)	116
Business Rate 100% Pilot bid accepted (1 year only)	(230)
Business Rate Growth (Solar & Benefit of Devon Pool)	(150)
Funding from sinking funds & reserves (ICT & Leisure)	(215)
Other additional savings identified	(174)
18/19 Revised Budget Shortfall	303
No reduction in Rural Services Delivery Grant	(86)
3% increase in C/Tax (2.6% previously built in)	(22)
Draft budget gap for 2018/19	195

3.0 The recent Funding Settlement

- 3.1 It would be fair to say that the settlement data received by the Council on the 19/12/17 is the most complicated set of figures received in recent years. The potential abolition of RSG (Revenue Support Grant), RSDG (Rural Services Delivery Grant) and significant revisions to Business Rate baseline funding levels, tariffs and levy rates which have been accompanied with detailed explanatory notes now makes finalising the funding element of the Council's budget far more challenging. Therefore the finance team is now undertaking further review of this data in conjunction with meetings with other Devon Authorities and the consultants who all worked on compiling the 100% Business Rate Pilot bid.

4.0 Conclusion

- 4.1 It is encouraging that the Council has managed to significantly close the budget gap of £617k discussed at earlier meetings, even after the potential pay award adding an additional £116k and new legislation relating to Homelessness Reduction adding circa £50k to the budget.
- 4.2 Moving forward Members and officers need to reflect on the Business Rate pilot only being a 12 month process and that we will potentially see the loss of a short term financial windfall when we return to the traditional grant settlement in 2019/20. Probably the biggest concern for the future is the new New Homes Bonus arrangements that have seen circa £0.7m removed from this funding source on an annual basis, coupled with the threat that further revisions may be made from 2019/20 onwards.
- 4.3 In order to conclude the statutory budget setting process, this updated draft budget position will go through Cabinet, another round of PDG's and Scrutiny, before being agreed at Full Council on the 21/02/18. During this period officers will continue to identify and examine further savings possibilities that can reduce the current budget gap.

Contact for more information:	Andrew Jarrett – Director of Finance, Assets and Resources
Background Papers:	Draft 2018/19 Budget Papers Grant Settlement Email
File Reference:	
Circulation of the Report:	Leadership Team, Members & Relevant Service Managers

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2018/19 General Fund Budget - Proposed changes since 1st draft

Cabinet report - 26/10/17 shortfall 617,460

PDG	Cost Centre	A/c Code	Cost Centre Description	Description of Change	£
Cabinet	LD600	1702	Legal Services	Agency staff, Salaries, Travel, Staff Subs, Books and Subs	22,800
Cabinet	LD300	1101	Member Services	Grade 9 instead of grade 6 (Scrutiny Officer 0.5 FTE)	7,400
Cabinet	IE260	4496	Interest Payable	EUE loan no longer required	-25,000
Cabinet	IE410	7471	Demand on C/Fund	JC draft band D 28,297.74*197.15 =£5,578,900 = £10,180	-10,180
Cabinet	HR200	Various	Training Budgets	Increase in request for training budgets from Group Managers	6,850
Cabinet	HR400	4105	Learning & Development	Nextus Training module and licences	10,700
Cabinet	IT500	4105	IT Software Support & Maint	Reduction in the software Licence - Re above Nextus Training Module	-3,000
Cabinet	Various	Various	Support Services	Recharge staff time and office accommodation to 3 Rivers Development	-15,000
Cabinet	Various	Various	Customer Services	out of hours phone contract DCC to TD	1,300
Cabinet	FP200	4450	Internal Audit (DAP)	Payment to DAP incorrect by £1,100, needs to be £89,100	1,100
Cabinet	IE439	4501	CTS Funding Parishes	cut CTR to nil by 19/20	-23,000
Cabinet	CS200	1100	Customer Services	Communications Manager post budget reduced to 0.6 FTE	-18,000
Cabinet	IE	Various	ICT new sinking funds	New sinking funds for ICT equipment (to fund capital programme)	189,500
Cabinet	IT800	4401	ICT	Printing costs as per saving schedule from LR	-3,000
Cabinet	IT600	Various	ICT	Salary adjustment - employees in pension scheme	11,000
Environment	WS725	various	Recycling income	2nd review of recycling material income	-3,250
Environment	WS	various	Waste	Review sinking funds to ensure adequate replacement values.	17,710
Environment	WS700	7282	Garden Waste	Allow £1.00 increase on 140L. Approx 2000 permits - proposed at ENV PDG working group 1-12-17	-2,000
Environment	WS700	7203	Bulky Waste	Increase bulky waste charges by £1.00 - proposed at ENV PDG working group 1-12-17	-2,000
Environment	GM960	2402	Grounds Maintenance	Rent for Carlu Close	20,000
Environment	GM960	2501	Grounds Maintenance	Business Rates for Carlu	5,500
Environment	GM960	3502	Grounds Maintenance	Increase in Plant Planned Maintenance in 17-18 needs to be reflected in 18/19 budgets	6,000
Environment	ES450	7441	Parks & Open Spaces	Reduction in sponsorship income to reflect current levels in 17/18	2,000
Environment	WS700	Various	Waste	Salary adjustment G6 > G5	-4,000
Environment	Various	Various	Various	10k cost of tender for vehicles - only a one-off	10,000
Environment	Various	various	various	Impact on streamlining vehicle sinking funds to an even spread	12,620
Environment	Various	various	Fleet Management	Procurement exercise for transport maintenance	16,000
Economy	ES450	7601	Parks & Open Spaces	Amory Park contributions are no longer being received from Amory Park Trust	4,800
Economy	CP540	4615	Paying Car Parks	Increase budget in second round for PCN income	-5,000
Economy	CP540	7000	Paying Car Parks	Reduction in P&D income to reflect 17/18 forecast (1st round reduced by £20k)	4,000
Economy	CP520	1106	MSCP	Overtime budget needs to be set for A Johns CCTV patrolling of the MSCP	3,500
Economy	IE	Various	Paying Car Parks	Sinking fund for Car Park Machine replacement	3,000
Homes	PS810	Various	Phoenix House	extra £10k to create EH document store	10,000
Homes	HG320	4804	Homelessness	£75k additional costs across the cost centre due to new legislation - part offset by new burdens funding of £25k	50,000
Homes	IE	Various	Market Walk	increase sinking funds for Market Walk	20,000
Homes	PS992	7503	Market Walk	Assume 1 Vacant unit in the budgeted income of Market Walk	12,300
Homes	PS990	7503	Fore Street	30 fore street income - £30k	-30,000
Homes	IE	Various	Fore Street	Sinking fund for Fore Street	5,000
Homes	PS990	2120	Fore Street	Removal of budget to upgrade 36 & 38 Fore Street as this has now been factored into the Capital Programme	-16,000
Homes	Various	Various	Recharges	As at 23/11/17 internal recharges to HRA less than round 1	-4,000

PDG	Cost Centre	A/c Code	Cost Centre Description	Description of Change	£
Community	RB100	3402	Council Tax	C/Tax visiting Officer vehicle - sinking fund £1.2k pa	-3,700
Community	RB300	7604	Housing Benefit	CTR & HB Admin grant DWP - final numbers. Will be notified in January 18	
Community	RB100	7442	Council Tax	Single Occupancy Disc penalties income reduction	3,500
Community	IE930	7709	Forward Plan	PR810 - Additional cost of Cullompton master planning & district design work.	75,000
Community	PR600	1100	Forward Planning	Additional temp PO as above - depends on VAF being agreed (bottom line impact will be on PR810 as fully rechargeable to them)	35,000
Community	PR100	1100 / 7000	Building Control	Building Control - info from NDDC suggests may be better than budget V1 - see Sally's email 24/11/17	-10,000
Community	RS	Various	Leisure	Budget for electric charging points income	-4,600
Community	CS	Various	Customer Services	Synertec price increase for postage	2,000
Various	Various	Various	Insurance	Insurance tender outcome	-43,780
Various	Various	Various	Across various services	legionella, fire, asbestos surveys by Env Health, HRA recharge & Property Services? Need to identify PS budget for this	-5,000

Total net additional cost/ (savings)

338,070

Revised 18/19 budget position

955,530

Staff Pay award (2% offered; 1% previously built in)	115,600
Grounds Maintenance recharge increase to HRA - based on a detailed costing process being undertaken	-60,000
Business Rates Pilot	-230,000
Alarms - General Fund Housing looking at & offsetting the increased cost of the new Homelessness Reduction Act	-50,000
New Homes Bonus for ICT sinking fund requirement.	-189,500
Business Rate base increase - growth, solar, pool benefit	-150,000
Parking charges debit/credit card fee £18k less use of MS?? Or increase fees??	
Disabled Facility Grant admin	-18,550
Leisure sinking fund adjustment	-25,000
Use of new capacity funding for new Planning Officer work on Greater Exeter Strategic Partnership	-35,000
Salary increase impact on recharges - HRA	-10,000
New Home Bonus transfer??	
Total	-652,450

Revised 18/19 budget position

303,080

3% C/Tax increase	-21,749
No cut to Rural Services Delivery Grant	-86,430
Still no figures on HB Admin/Subsidy!!!!	
Total	-108,179

Revised 18/19 budget position

194,901

Provisional 2018-19 Budgeted Capital Programme

	1st Draft 18/19 Budget (Per 26/10/17 Cabinet)	2nd Draft 18/19 Budget (For 04/01/18 Cabinet)
	£k	£k
<u>Lords Meadow Leisure centre</u>		
Lords Meadow - Replace main pool filters	80	80
Lords Meadow - Tennis Courts surface and lining	25	25
<u>Exe Valley Leisure Centre</u>		
EVLC pool tiling and balance tank repairs	25	25
EVLC - Pool Cover	25	25
Total	155	155
<u>Phoenix House</u>		
Phoenix House - Electric water heater replacement	25	25
Phoenix House- Toilet refurbishment flooring and units	30	30
<u>MDDC Depot Sites</u>		
Old Road Depot - Actions following condition report	50	50
Grounds Maintenance relocation (subject to feasibility)	80	0
<u>Play Areas</u>		
Play area refurbishment District wide	50	50
<u>Other Projects</u>		
Land drainage flood defence schemes - St Marys Hemyock	25	25
Land drainage flood defence schemes - Ashleigh Park Bampton	87	87
Fore Street Flats refurbishment		60
<u>General Fund Development Schemes</u>		
* District Wide Redevelopment project - Asset acquisition	4,000	4,000
Total	4,347	4,327
* Note - unknown timing of Capital Expenditure, therefore Capital Financing excluded in Revenue Budget but will be factored into Business Case as potential schemes come forward.		
<u>Economic Development Schemes</u>		
** Tiverton Town Centre improvements	40	40
** Mills Electricity Project	100	100
** Broadband Project	100	60
Total	240	200
** All Economic Development schemes are subject to acceptable Business Case		
<u>ICT Projects</u>		
Desktop states replacement/refresh	50	50
CRM replacement	75	75
Data centre hardware refresh servers/storage	120	120
Replacement Grounds Maintenance system	100	100
Total	345	345

Affordable Housing Projects

Grants to housing associations to provide houses (covered by Commuted Sums) 116 116

Total	116	116
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Private Sector Housing Grants

Empty homes and enforcement 106 106

Disabled Facilities Grants–P/Sector 500 552

Total	606	658
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Replacement Vehicles

Grounds Maintenance

Van Tipper 52 52

Total	52	52
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TOTAL GF PROJECTS	5,861	5,853
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HRA Projects

Existing Housing Stock

Major repairs to Housing Stock 2,101 2,101

Renewable Energy Fund 100 100

Disabled Facilities Grants - Council Houses 300 300

Housing Development Schemes

Palmerston Park - Additional budget required 1,056 1,074

Birchen Lane - Additional budget required 143 446

Total	3,700	4,021
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HRA ICT Projects

Housing mobile working and additional modules 130

Total	0	130
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HRA Replacement Vehicles

Van Tipper 7T (Voids) 40 0

Total	40	0
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TOTAL HRA PROJECTS	3,740	4,151
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GRAND TOTAL GF + HRA	9,601	10,004
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MDDC Funding Summary

	2018-19 £k	2018-19 £k
EXISTING FUNDS		
Capital Grants Unapplied Reserve	636	688
Capital Receipts Reserve	1,125	1,125
Earmarked Reserves	574	1025
New Homes Bonus Funding	888	828
Miscellaneous Funding	2,338	2,338
Subtotal	5,561	6,004
NEW FUNDS		
Borrowing	4,000	4,000
Revenue Contributions	40	0
Subtotal	4,040	4,000
TOTAL FUNDING	9,601	10,004

HOMES PDG
16 JANUARY 2018

DRAFT 2018/19 HOUSING REVENUE ACCOUNT (HRA) BUDGET

Cabinet Member	Cllr Peter Hare-Scott, Cllr Ray Stanley
Responsible Officer	Andrew Jarrett, Director of Finance, Assets & Resources Andrew Pritchard, Director of Operations

Reason for the report: To consider options available in order for the Council to set a balanced budget for 2018/19 and agree a future strategy for further budgetary planning for 2019/20 onwards.

RECOMMENDATION: To consider the draft budget proposals for 2018/19 and note the proposed balanced position at this time.

Relationship to the Corporate Plan: To deliver our Corporate Plan's priorities within existing financial resources.

Financial Implications: The Housing Revenue Account currently has a balanced budget for 2018/19.

It is a statutory requirement for the Local Authority to set a balanced budget each year.

Risk Assessment: Service Managers and Finance staff have assessed volatility in income and large contractor budgets, taking account of current and estimated future demand patterns. In addition prudent levels of reserves will also continue to be maintained.

Equality Impact Assessment: It is considered that the impact of this report on equality related issues will be nil.

1.0 Introduction

- 1.1 The HRA is a ring-fenced account within Mid Devon's financial accounting system. This means that a balanced budget must be set each year including all income and expenditure pertinent to the Council's landlord function and excluding all other income and expenditure (since this would be captured as part of the General Fund budget).
- 1.2 This report will set out management's proposals for a draft HRA budget for 2018/19 and members will see from Appendix 1 that, as it stands, the budget has been balanced and so nets to nil. The report will outline the key issues affecting the HRA today, along with how they impact on the setting of a budget for 2018/19. The report will go on to make recommendations to members to note its content and to highlight issues expected to affect the HRA in the future.

2.0 Key Issues

Right to Buy Property Sales

- 2.1 Central government have imposed a Right to Buy (RTB) policy on local authority landlords which provides an incentive to tenants to exercise their right to buy. Of course, each time they do our rent income reduces and the sale proceeds received are small.
- 2.2 At present, a tenant could pay as little as £30,000 for a £100,000 house¹. In such a case as this, the Council would retain only a portion of this as some of the money has to be returned to central government. If we then fail to spend sufficient funds on building new homes during the subsequent three years, still more of the sales proceeds have to be returned to central government.

Rent decrease

- 2.3 In 2015 central government announced that social and affordable rents would decrease by 1% each year for the four years from 2016/17 to 2019/20. The budget being set for 2018/19 is the third year of this policy and so there are two further years to run beyond 2017/18. From 2020-2025, the pre-existing rent policy of increasing by CPI+1% annually will be reintroduced.
- 2.4 The difficulty this gives Mid Devon is that, whilst we currently have sufficient funds to carry out the day-to-day running of the service, we are not generating sufficient funds to build new homes at the rate that central government has indicated in its initiative '*Reinvigorating Right to Buy and One for One Replacement*' (published March 2012).

Other income

- 2.5 It is proposed to freeze garage rents at their current rate of £11.10 per week. It is considered sensible to maintain rents at this level since an increase is likely to lead to a reduction in customer numbers.
- 2.6 Community alarms are set to be frozen a £3.76 per week since this is considered to be on a par with what competitors are charging and it should be noted that, since community alarms are no longer a landlord function, MDDC intends to account for this income and expenditure in the General Fund from 2018/19 onwards.

Direct Labour Operation (DLO) carrying out non-HRA works

- 2.7 Each year any spare capacity is put to good use by our operatives carrying out works that might otherwise require Mid Devon to use an external contractor and so incur additional cost. In doing so, the Repairs team are able to transfer a significant amount of their costs to the relevant area and so reduce the overall DLO budget.

¹ Right to Buy discounts range from 35%-70% on a house and 50%-70% on a flat

- 2.8 Since the draft budget brought before the PDG in November, the following changes have occurred.
- HRA Shop Units - £20k maintenance work identified
 - Revenue Contribution to Capital now includes £130k software costs and the £40k vehicle purchase has been removed
 - Assumed pay rise of 2% instead of 1%, resulting in an increase of £21k across all areas
 - Amount transferred to Housing Maintenance Fund reduced from £1,783k to £1,639k
- 2.9 In addition to these changes, a review of the way in which the costs of Grounds Maintenance works are charged to the HRA is underway. Although the final outcome has not been reached at the time of publication, indications are that the cost to the HRA will rise somewhat. Therefore, an estimated increase of £50k has been built into these budgeted figures for 2018/19.

3.0 Recommendation

- 3.1 It is recommended that members of the group consider the proposals for this draft HRA budget along with the details laid out in this report. It is also recommended that members note that this report proposes a balanced budget for 2018/19. This is positive in that it means that there are no savings yet to be found to balance the budget.
- 3.2 However, it should be noted that some items within the budget may change between now and the final budget being agreed by Full Council and these changes could come as a result of members' suggestions, management proposals or central government instructions.

4.0 Future Issues

- 4.1 Universal Credit has been the biggest uncertainty in social housing for the last few years and continues to be so. It is not clear exactly what the precise financial impact of full transition will be for Mid Devon but we do expect to see an impact during 2018/19 and there may be significant implications for budgets in future.
- 4.2 Following 2018/19, there will be one further year of the 1% rent decrease and then five years of increases at CPI+1%. After that, it is unclear what rent policy central government will set out for us to follow. Clearly, the costs of running the service will increase with inflation over the coming years and so it is hoped that rent collected will be sufficient to meet the needs of the service.

5.0 Conclusion

- 5.1 This report has set out a proposed balanced budget for the HRA for 2018/19, with appendices attached showing the following.
1. The overall makeup of the budget at summary level
 2. The proposed rent for 2018/19
 3. The proposed fees and charges for 2018/19
 4. An extract from the Planned & Cyclical Maintenance budget

- 5.2 It has been recommended above that members note the contents of this report and details of the proposed budget. This meeting is the final opportunity for the group to consider the budget prior to approval by Full Council on 21st February 2018.

Contact for more information:

Andrew Jarrett – Director of Finance, Assets & Resources
01884 234242 | ajarrett@middevon.gov.uk

Roderick Hewson – Principal Accountant
01884 234230 | rhewson@middevon.gov.uk

Circulation of the Report:

Leadership Team, Elected Members and Group Managers

Analysis by service

Code	Service unit	Previous Year Outturn	Current Year Budget	Movement	Proposed Budget 2018/19
	Income				
SHO01	Dwelling Rents	(12,604,467)	(12,368,590)	250,100	(12,118,490)
SHO04	Non Dwelling Rents	(573,241)	(571,420)	(12,710)	(584,130)
SHO07	Leaseholders' Ch For Serv	(20,887)	(21,640)	0	(21,640)
SHO08	Contributions Towards Exp	(62,729)	(36,470)	(5,000)	(41,470)
SHO09	Alarm Income - Non Tenants	(206,090)	(209,520)	209,520	0
SHO10	H.R.A. Investment Income	(59,430)	(40,000)	(19,000)	(59,000)
SHO11	Misc. Income	(636,997)	(19,000)	(350)	(19,350)
	Services				
SHO13A	Repairs & Maintenance	3,181,377	3,098,380	22,520	3,120,900
SHO17A	Housing & Tenancy Services	1,180,802	1,315,290	154,950	1,470,240
SHO22	Alarms	100,270	121,700	(121,700)	0
	Accounting entries 'below the line'				
SHO29	Movement in Bad Debt Provision	(3,309)	25,000	0	25,000
SHO30	Share Of Corp And Dem	187,545	165,320	29,270	194,590
SHO32	H.R.A. Interest Payable	1,257,909	1,214,500	(48,890)	1,165,610
SHO34	Transfers To or From Earmarked Reserves	2,716,699	2,952,820	(470,190)	2,482,630
SHO36	Revenue Contribution to Capital Operations	109,352	32,000	98,000	130,000
SHO37	Capital Receipts Reserve Adjustment	(36,400)	(26,000)	0	(26,000)
SHO38	Major Repairs Allowance	2,797,005	2,275,000	(174,000)	2,101,000
SHO45	Renewable Energy Transactions	(180,224)	(130,000)	(39,000)	(169,000)
	NET DIRECT TOTAL	(2,250,717)	(2,222,630)	(126,480)	(2,349,110)

Subjective analysis

Code	Service unit	Current Year Budget	Movement	Proposed Budget 2018/19
1000	Employees	2,250,580	189,410	2,439,990
2000	Premises	165,030	27,280	192,310
3000	Transport	407,960	(153,550)	254,410
4000	Cost Of Goods And Services	8,489,060	(573,180)	7,915,880
7000	Income	(13,535,610)	383,910	(13,151,700)
	NET DIRECT TOTAL	(2,222,980)	(126,130)	(2,349,110)
5000	RECHARGES	1,245,730	112,120	1,357,850
6000	CAPITAL CHARGES	977,250	14,010	991,260
	TOTAL	0	0	0

Assumptions

All rents to decrease by 1%, moving the actual average rent to £78.26 per week (over 52 weeks)
 Thirty properties sold during 2017/18
 Twenty properties sold during 2018/19
 Average of twenty properties void at any one time
 Six properties are excluded from rent setting as they are not available for re-let
 Affordable Rents to decrease by 1%, moving the actual average rent to £110.16 per week (over 52 weeks)
 Garage rents to remain at £11.10 per week
 Occupancy in HRA retail units to remain at current levels

Employee costs have risen due to expected 2% increase and increases in FTE in Repairs and Tenancy
 Significant reduction in vehicle purchase budget for 2018/19
 Cost of Goods And Services lower due to transfer to Housing Maintenance Fund being substantially less than 2017/18 as well as a lower demand for major works in 2018/19
 Community alarm service is no longer a landlord function and so will be accounted for in the General Fund
 HRA cash balances to remain high in the short term and so generate investment income of circa £59k
 Debt repayments of £2,645k to PWLB
 - including debt interest payments of £1,115k to PWLB and £51k to GF
 £1,639k contribution to the Housing Maintenance Fund to be made
 Recharges to increase by £112k

6000	CAPITAL CHARGES	£
	MRP for capital financing (Wells Park)	74,950
	Depreciation	2,000,000
	Depreciation reversal	(2,000,000)
	PWLB loan MRP	916,310
		991,260
SHO34	H.R.A. Transfer to/from EMR	£
	Surplus amount	1,638,667
	Renewable energy surplus	169,000
	Affordable Rent surplus	72,330
	Loan premium deficit	602,633 (see below)
	Total	2,482,630
	PWLB loan	£
	Principal actually repaid	1,518,945
	Principal accounted for	916,313
	Loan premium deficit	602,633

HRA Rent Budget 2018/19

Description	Average rent (52 week basis) £	Average properties 2018/19	Annual rent total £	Void level	Annual rent total (less voids)	Budget (rounded)
Social rent (in use)	78.26	2,941	11,968,458	0.51%	11,907,416	11,907,420
Social rent (not in use)	78.26	6	24,417	100.00%	0	0
Affordable rent properties	110.16	43	246,318	0.51%	245,061	245,070
Rent written off					(35,000)	(35,000)
Written offs recovered					1,000	1,000
HO700 budget					12,118,477	12,118,490
Affordable rent surplus					72,327	72,330
TOTAL		2,990				

Formula Rent	78.31
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HRA: Proposed Fees and Charges 2018/19

	<u>2017/18</u>	<u>Increase</u>	<u>Increase %</u>	<u>2018/19</u>
<u>Community Alarm Charges per week per property</u> (48 week basis)				
Accessible Accommodation Support	£3.30	£0.00	0.0%	£3.30
Lifeline Base Unit	£3.76	£0.00	0.0%	£3.76
Garage rents per week (48 week basis)	£11.10	£0.00	0.0%	£11.10
<i>It should be noted that council tenants receive a discount of £2.00 per week on any garage rent.</i>				
Garage ground rents (Annual charge)	£225	£0	0.0%	£225
<u>N.B.</u>				
MDDC Formula Rent on average (52 weeks)	2017/18: £79.10		2018/19: £78.31	

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HO130 Planned & Cyclical Maintenance (extract)

Cost centre	Account	Account Description	Proposed Budget 2018/19
HO130	4205	Planned Insulation	10,000
HO130	4213	Planned Asbestos Work	225,000
HO130	4215	External Contr - Legionella	30,000
HO130	4216	External Contr - Electrical	70,000
HO130	4225	Smoke Detectors	23,000
HO130	4230	External Contr -Gas Servicing	335,000
HO130	4231	External Contr -Lift Maint	15,000
HO130	4232	External Contr - Paint & Reps	300,000
HO130	4233	Legionella Risk Assessment	68,000
HO130	4236	Air Source Heat Pump Servicing	30,000
HO130	4239	Carbon Monoxide Detectors	42,000
HO130	4243	Door Entry	5,000
HO130	4245	Sanctuary Works - H.R.A Stock	8,500
HO130	4522	Solid Fuel Repairs	11,000
HO130	4524	Garage Repairs	25,000
HO130	4526	Cyclical Testing	73,080
HO130	4527	Fire Safety Works	20,000
HO130	4528	Fire Risk Assessments	19,000
HO130	4529	Cyclical Asbestos Condition Checks	34,000
		TOTAL	1,343,580

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HOMES PDG
16 January 2018

DEVON WIDE HOUSING ASSISTANCE POLICY

Cabinet Member: Cllr Ray Stanley
Responsible Officer: Simon Newcombe, Group Manager, Public Health and Regulatory Services

Reason for Report: To present a revised Housing Assistance Policy under Article 4 of the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 for consideration. The policy has been agreed across Devon for the delivery of the Better Care Fund.

RECOMMENDATION(S):

- (1) That the PDG recommends Cabinet approve the revised Housing Assistance Policy attached in Annex 1.**
- (2) That the PDG recommends Cabinet approve the ECO Flex Statement of Intent (SOI) attached in Annex 4, associated with the revised Housing Assistance Policy.**
- (3) That the PDG recommends that delegated authority is given to the Cabinet member for Housing to suspend some or all non-mandatory parts of the revised Housing Assistance Policy attached in Annex 1 if adequate funding is not available.**
- (4) That the PDG recommends that delegated authority is given to the Cabinet member for Housing to determine continued participation in the Wessex Home Improvement Loans Scheme.**

Relationship to the Corporate Plan: The Housing Assistance Policy sets out the forms of financial assistance that may be available subject to available funding. The policy concentrates on disabled adaptations and assisting elderly and vulnerable people. The policy will help the Council meet Priority 2: Homes of the Corporate Plan by considering the impact of an aging population and helping the elderly to retain their independence and remain in their own home.

Financial Implications: The assistance detailed in the policy will utilise the Better Care Fund (BCF) allocation received by the Council. The delivery of the assistance will be dependent on available external funding from the BCF pot held by Devon County Council.

The Council is not expected to provide its own capital towards the delivery of the assistance as the BCF is currently sufficient to cover existing demand. The Council

will however retain responsibility for meeting demand for mandatory Disabled Facilities Grants (DFGs).

Future allocations of the BCF from Devon County Council will be made on a demand basis and therefore the allocation may differ from that published by Department for Communities and Local Government (DCLG). This is to ensure that the basic demand for mandatory DFGs is met first as a priority for the whole of the County before any remaining funding is distributed to the district councils for the other forms of assistance found in the policy.

There is an ability for the Council to suspend all or parts of the discretionary elements of the policy locally (i.e. everything except the mandatory DFGs) if BCF funding is not adequate within any given year due to exceptional demand. Authority to make this decision is set out in Recommendation 3.

Legal Implications: The Council must have an up to date and relevant Housing Assistance Policy under Article 4 of the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 in order to be able to provide assistance across the district.

Good quality private sector housing is also priority under the Councils adopted Public Health Plan 2017-19, produced collaboratively with Devon County Council Public Health Team targeting locality health inequalities under the provisions of the Health and Social Care Act 2012.

The Home Energy Conservation Act 1995 (HECA) also requires local authorities to produce a plan to achieve improved home energy efficiency. The plan must identify practicable and cost-effective measures likely to result in significant energy reduction in all residential accommodation in their area i.e. across the private sector and social housing/housing stock. The statutory HECA guidance requires us to report this plan to the Government every two-years and ECO schemes (see Section 3.7 and Annexes 3 and 4) form the major part of our submission in respect of private sector housing i.e. over 90% of the local housing stock.

Risk Assessment: Not having a relevant policy means that the Council would be unable to utilise the BCF for anything other than the mandatory DFG. This may have an impact on the Councils ability to help vulnerable households across the district.

Equality Impact Assessment: A full equality impact assessment has been undertaken and can be found in Annex 2. No equality issues have been identified within the policy.

- 1.1 In 2015 the Government introduced the Better Care Fund (BCF) in an attempt to bring health and social care together in an integrated way. The fund is a combination of government funding from the Department of Health and the Department for Communities and Local Government and includes the grant allocation for Disabled Facilities Grants (DFG). The 2017-19 Integration and Better Care Fund policy framework document lists the conditions that must be addressed by the BCF and in particular this includes working together on a jointly agreed plan.
- 1.2 The development of this Devon Wide Housing Assistance policy is in response to this condition. It will allow each council to fully utilise the Better Care Fund allocation to meet specific needs across the county that may fall outside of the scope of the Disabled Facilities Grant (DFG).
- 1.3 The Better Care Fund provides more funding to Devon than is currently required to meet the demand for mandatory DFGs only. A wider policy is needed to allow the Devon councils to spend the BCF on assistance that helps a wider range of households and meets more of the BCF objectives.
- 1.4 A task and finish group was set up in November 2016 involving representatives from North Devon District Council, Mid Devon District Council, Teignbridge District Council and Devon County Council. The aim of the group was to produce a common policy that could be adopted across the whole of Devon by reviewing existing policies and considering policies from other areas.
- 1.5 This policy therefore substantially updates and replaces the previous Mid Devon Private Sector Housing Renewal Policy adopted in 2012. At that time the policy was adopted on a local basis only (i.e. there was no common Devon county level approach) as it operated without the strategic, policy framework and funding landscape now in place with integration under the BCF.
- 1.6 The final draft version of the new policy can be found in Annex 1 to this report.
- 1.7 The policy has a two-year cycle with an annual review.

2.0 Main scope of the policy

- 2.1 The policy aims to provide a consistent approach to the delivery of the BCF across Devon that satisfies the terms of the funding agreement.
- 2.2 The policy will provide the flexibility and discretion for the councils to provide appropriate assistance to meet the following objectives:

Objective 1 - Assist disabled residents to remain in their own homes through supporting the provision of adaptations (so far as this is necessary, appropriate and reasonably practicable) to prevent admissions to care and to assist with delayed transfers where possible.

Objective 2 – Safeguard the health and well-being of vulnerable residents by removing unnecessary hazards to health and safety in the home to reduce avoidable emergency admissions

Objective 3 – Provide adaptations that are suitable for the future by ensuring the scheme of works is dementia aware.

Objective 4 – Assist vulnerable people to afford to heat their homes through appropriate energy efficiency and heating measures.

- 2.3 These objectives meet the priorities detailed by the BCF and the various Councils in Devon.

3.0 Summary of the Assistance contained in the policy

Mandatory Disabled Facilities Grant (DFG)

- 3.1 The delivery of the Disabled Facilities Grant programme is mandatory and a statutory function of the local housing authority (Public Health/Private Sector Housing Team). The delivery of this function is governed by the Housing Grants, Construction and Regeneration Act 1996.

Accessible Homes Grant

- 3.2 The Accessible Homes Grant enables an enhanced offer in addition to the Mandatory Disabled Facilities Grant subject to available funding.
- 3.3 This grant is available in the following circumstances:
- Where a mandatory grant has been approved but the cost of the work exceeds £30,000
 - Where there are works that may not be covered by the DFG in relation to adapting the home and making it safe.
 - Where the means test identifies that a contribution is required.
 - Where moving house more appropriate than adapting the existing property.

Healthy Homes grant

- 3.4 The Healthy Homes grant is a flexible grant to provide urgent/essential repairs to the home to ensure the health, safety and welfare of the occupier. The grant is only available where a loan is unavailable (see below).

Home Improvement Loan

- 3.5 Wessex Resolutions Community Interest Company (WRCIC) currently administers loans within the requirements of this policy and the local policies of each district council within Devon. The Home Improvement Loan is a flexible product that can be used for the following purposes:

- Home repairs and improvements
- Adaptation works where grant is not available
- To cover a client contribution to a grant
- To cover the cost of the work over the DFG or Accessible Homes grant maximum.
- To bring empty homes back into use
- For landlords to carry out repairs or improvement to rented accommodation
- For energy efficiency improvements

- 3.6 Continued participation in the home improvement scheme will be reviewed on an annual basis by the Cabinet Member for Housing and the Director of Operations, in consultation with the Council S.151 Finance Officer. The Council retains the ability, having given the relevant notice, to cease participation in the scheme. Reasons for withdrawal from the scheme may include; low participation rates, uncompetitive product offering, existing capital funds previously invested being fully utilised or alternative opportunities to deliver housing support. The authority to make this decision is set out in Recommendation 4.

ECO Flex Top up

- 3.7 This grant is provided by third parties, not Mid Devon District Council. It is a top up in addition to funding for energy efficiency measures. Where Energy Company Obligation (ECO) Flex funding and ECO top ups (HHCRO – Home Heating Cost Reduction Obligation) does not cover the full cost of the work, the ECO Flex grant aims to meet the funding gap.
- 3.8 The eligibility for ECO Flex funding itself is subject to a separate Statement of Intent that needs to be issued by each Local Authority. That Statement of Intent sets out local eligibility criteria. No ECO funding is provided by the Local Authority.

- 3.9 The first phase of the Energy Company Obligation (ECO), known as ECO1, ran from January 2013 to March 2015. This placed obligations on larger energy suppliers to deliver energy efficiency measures to domestic premises in Great Britain. The next obligation period, known as ECO2, launched on 1 April 2015 and ended on 31 March 2017. The government has taken action to extend ECO2 until at least the end of September 2018. Following this 18-month period, the Government is expected to introduce a longer term scheme.
- 3.10 Under the ECO scheme extension, energy suppliers will be able to achieve up to 10% of their Affordable Warmth³ obligation for the extension period by installing energy saving measures in households declared eligible by LAs. This new mechanism, also known as “flexible eligibility”, allows LAs to make declarations determining that certain households meet their eligibility criteria for a measure under this Affordable Warmth element of ECO.
- 3.11 As a result this is a time-limited scheme within the policy. Under the proposed the Statement of Intent (SOI), flexible access - subject to eligibility - would remain in-place locally at least until ECO2 ends in September 2018. Thereafter, any continuation will depend of new proposals from the Government and be considered within the annual policy review process.
- 3.12 More information on ECO Flex is given in Annexe 3 and the proposed Statement of Intent is contained in Annexe 4.

4.0 Recommendation

- 4.1 That the PDG consider the updated policy and recommend it for approval by Cabinet.
- 4.2 That the PDG recommends Cabinet approve the ECO Flex Statement of Intent (SOI) attached in Annex 4 associated with the revised Housing Assistance Policy.
- 4.3 That the PDG recommends that delegated authority is given to the Cabinet member for Housing to suspend some or all non-mandatory parts of the revised Housing Assistance Policy attached in Annex 1 if adequate funding is not available.
- 4.4 That the PDG recommends that delegated authority is given to the Cabinet member for Housing to determine continued participation in the Wessex Home Improvement Loans Scheme.

Contact for more Information: Tanya Wenham (Lead Officer - Private Sector Housing) 01884 244610 twenham@middevon.gov.uk or Simon Newcombe (Group

Manager, Public Health and Regulatory Services) 01884 244615
snewcombe@middevon.gov.uk

Circulation of the Report:

Members of the Homes Policy Development Group
Cabinet Member with responsibility for Housing (Cllr Ray Stanley)
Group Manager for Governance, Performance and Data Security (Equality Impact Assessment)
Legal Services
Audit
Leadership Team

List of Background Papers:

MDDC Private Sector Housing Renewal Policy 2012 (previous policy)

More information on Wessex Home Improvement Loans is available at
<https://www.middevon.gov.uk/residents/housing/private-sector-housing/homeowners/loans/>

More information on the national ECO Flex scheme is also available at
<https://www.gov.uk/government/publications/energy-company-obligation-eco-help-to-heat-scheme-flexible-eligibility>; and

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/608042/ECO_Help_to_Heat_flexible_eligibility_guidance_for_LAs.pdf

Annex 1 – Devon Wide Housing Assistance policy 2018-19 (attached separately)

Annex 2 – Equality Impact Assessment

Title of review	Devon Wide Housing Assistance Policy for the
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	Better Care Fund 2018-19
Service	Public Health and Regulatory Services
Date of review	8/12/17
Date of next review	
Lead officer, Job Title and Service	Tanya Wenham Lead Officer (PSH), Public Health and Regulatory Services
Review team	Tanya Wenham
Scope of the analysis	As a Local Housing Authority ("LHA"), Mid Devon District Council is required to deliver the Better Care Fund (BCF) allocation locally to provide adaptations to assist disabled residents. The aims of the BCF are wider than just the delivery of the disabled facilities grant programme and therefore this policy details assistance that can help to meet the wider objectives of the BCF, and local councils. The purpose of this review is to consider the equality implications of the proposed policy.
Beneficiaries	The majority of residents in Mid Devon live in housing within the private sector. The policy focuses on services for the elderly or vulnerable and disabled residents. All protected characteristics are represented within the beneficiaries.
Stakeholders	Stakeholders include: <ul style="list-style-type: none"> • Residents; • Owners/landlords of private residential premises; • Council Members; • Council staff; • Public services, such as the Police, Devon County Council, NHS, and the Devon and Somerset Fire & Rescue Service; • Community and voluntary organisations.
Relevant data and research	N/A
Access complaints	None recorded
Consultation	TBC
Results of consultation	TBC
Relevance to the duty - Do your proposals contribute towards or impact on any of	

the aims of the duty?	
There is a potential impact that requires further exploration within this assessment.	
<p>1. Eliminate unlawful discrimination – harassment, victimisation and any other conduct prohibited by the Act;</p> <p>Availability of the assistance contained within the policy scheme is restricted to mainly benefit elderly, vulnerable and disabled residents. The policy will be equally and fairly applied to all those who are eligible to apply for assistance under the policy. No potential for unlawful discrimination has been identified.</p>	
<p>2. Advance equality of opportunity – between people who share a protected characteristic and people who do not share it by;</p> <ul style="list-style-type: none"> • removing or minimising disadvantages suffered by people due to their protected characteristics; • meeting the needs of people with protected characteristics; and • encouraging people with protected characteristics to participate in public life or in other activities where their participation is low. <p>Residents from vulnerable groups can sometimes have limited housing choices. In particular, families with young children, older persons and those with a disability can find themselves in poor quality accommodation. The policy aims to safeguard the health, safety and welfare of the following protected characteristics; Age and Disability. By doing so the policy restricts funding and services available and there may be some households on low income who do not meet the qualification criteria and therefore are unable to access the funding despite still being in need. The option of a Home Improvement Loan is available to such households. This is a necessary restriction due to the amount of funding available which must be targeted on a priority basis and the funding criteria imposed by the BCF.</p>	
<p>3. Foster good relations – between people who share a protected characteristic and people who do not share it, by; tackling prejudice and promoting understanding between people with a protected characteristic and others.</p> <p>Having regard to this aim, the proposed policy may have a negative impact as it favours those with a protected characteristic. As detailed above this may disadvantage households that are in need but do not meet the specified criteria.</p>	
<p>Equality impacts raised or identified:</p> <p>The proposed scheme shall be equally and fairly applied to everyone who meets the eligibility criteria. As such, no adverse equality impacts have been identified. However, certain beneficial impacts have been identified in respect of some of the protected characteristics.</p>	
Protected Characteristic	Commentary

Age	Impact	<p>Yes.</p> <p>Poor housing conditions can negatively affect the health, safety and wellbeing of all residents, irrespective of age. However, certain housing deficiencies can have a more serious and harmful impact on individuals of particular ages. For example, older persons will suffer more in cold homes.</p> <p>The access to assistance within in the policy can be complicated and this could be a disadvantage if an individual is unable to make contact with the relevant person.</p>
	Mitigation	<p>Ensure that access to the assistance is as easy as possible for the elderly.</p> <p>Provision of advice and signposting for those age groups not eligible for the scheme.</p>
Gender	Impact	<p>No.</p> <p>The means of assessing eligibility does not discriminate against gender.</p>
	Mitigation	Not required as no impact has been identified, negative or positive.
Race	Impact	<p>No.</p> <p>The means of assessing eligibility does not discriminate against race.</p>
	Mitigation	Not required as no impact has been identified, negative or positive.
Disability	Impact	<p>Yes.</p> <p>The policy specifically identifies disabled residents as a beneficiary of assistance. The policy also aims to safeguard disabled residents by making their homes safer for them to live in.</p>
	Mitigation	The impact is positive. No mitigation is required.
Religion or belief	Impact	<p>No.</p> <p>The means of assessing eligibility does not discriminate against religion or belief.</p>
	Mitigation	Not required as no impact has been identified, negative or positive.
Gender	Impact	No.

reassignment		The means of assessing eligibility does not discriminate against gender reassignment.
	Mitigation	Not required
Sexual orientation	Impact	No. The means of assessing eligibility does not discriminate against sexual orientation.
	Mitigation	Not required
Marriage and civil partnership (Aim 1 only)	Impact	No. The means of assessing eligibility does not discriminate against marriage and/or civil partnership.
	Mitigation	Not required
Pregnancy and maternity (Aim 1 only)	Impact	Yes. The means of assessing eligibility does not discriminate against pregnancy or maternity. However, they may not meet the eligibility criteria for other reasons. In some circumstances this characteristic may be relevant when considering eligibility under certain benefit criteria
	Mitigation	This characteristic should be kept under review in terms of accessing the scheme and eligibility.
Overall conclusions and options to be put before decision maker or to take forward to develop your service:		
The policy specifically identifies some of the protected characteristics as beneficiaries of the scheme. The scheme is aimed at targeting resources as those households most in need of assistance.		
Actions arising from analysis:		
Action	Officer Responsible	Deadline
Ensure assistance can be accessed easily by elderly and disabled people.		

Acceptance

Name and signature of assessing officer and date of assessment

Name: Simon Newcombe

Position: Group Manager, Public Health
and Regulatory Services

Signed:

Date: 12/12/2017

Annex 3 – ECO Flex

Background
The Government has widened eligibility to ECO funding through ECO Flex to ensure

energy efficiency/fuel poverty measures are more widely available to vulnerable households. Importantly, these are households who otherwise wouldn't qualify under the standard ECO scheme e.g. offers under Cosy Devon, by virtue of not having the correct qualifying benefit.

The reason for local authority involvement in the scheme is because the Government has made local Councils responsible for setting local eligibility criteria. This is aimed at addressing local/regional needs and the nature or condition of local housing stock. This criterion is therefore set out and adopted through the Statement of Intent (SOI) and may vary from area to area.

Introduction and timeline

The first phase of the Energy Company Obligation (ECO), known as ECO1, ran from January 2013 to March 2015. This placed obligations on larger energy suppliers to deliver energy efficiency measures to domestic premises in Great Britain. The next obligation period, known as ECO2, launched on 1 April 2015 and ended on 31 March 2017. The government has taken action to extend ECO2 until at least the end of September 2018. Following this 18-month period, the Government is expected to introduce a longer term scheme.

The Energy Company Obligation (ECO) is an obligation on energy suppliers aimed at helping households cut their energy bills and reduce carbon emissions by installing energy saving measures. As of January 2017, it has delivered energy efficiency measures to over 1.6 million households in Great Britain, of which over 900,000 are low income and vulnerable households, or households in specified areas of low income.

Under the ECO scheme extension, energy suppliers will be able to achieve up to 10% of their Affordable Warmth³ obligation for the extension period (estimated to have a value of nearly £70m over the 18 months of the scheme) by installing energy saving measures in households declared eligible by LAs. This new mechanism, also known as "flexible eligibility", allows LAs to make declarations determining that certain households meet their eligibility criteria for a measure under this Affordable Warmth element of ECO.

There are two main categories of private tenure household that Government intends to be eligible through flexible eligibility:

- (i) Fuel poor households, especially those that are not in receipt of existing ECO eligible benefits, and the estimated 20% of fuel poor households that are not in receipt of any benefits; or
- (ii) Low income households that are vulnerable to the effects of living in a cold home

Statement of Intent (SOI) and Declarations

Local Authorities (LAs) participating in flexible eligibility have to publish a Statement of Intent (SOI) in which they set out the criteria they intend to use to identify

households meeting the eligibility criteria for flexible eligibility. This is a requirement of participation in the scheme and the proposed SOI for Mid Devon is attached in Annex 4.

This proposed SOI draws upon SOIs already published by neighbouring district councils, discussions within the Cosy Devon partnership, discussions with potential suppliers and available public health data.

In summary, eligibility is set out as follows:

- (i) **Fuel poor households** will require an ECO qualifying benefit e.g. income-related support or Jobseeker Allowance. Alternatively, a benefit that does not qualify for standard ECO offers such as Council Tax/Housing benefit or a combined household income of less than £30,000 gross. Properties must have either an Energy Performance Certificate (EPC) rating of 'D' or lower or have been selected due to their high energy bills, hard to treat and hard to reach nature e.g. flats above commercial properties, Houses in Multiple Occupation (HMOs) or reliance on solid fuel heating.
- (ii) **Households with vulnerability to the cold** containing people with 'at risk' characteristics which reflect the National Institute for Health and Care Excellence (NICE) 2015 guidance on excess winter deaths and illness caused by cold homes. These include those aged over 60 (55 in the case of park homes) and particularly those over 75, households with children under 16, pregnant mothers, occupants with; respiratory disease, cardiovascular disease, moderate to severe mental illness, dementia or similar, cancer, limited mobility, severe learning disabilities, autoimmune and immunodeficiency diseases.

Note: Private tenants and residents of park homes will be eligible regardless of income.

The ECO Order states that LAs must be consulted on the installation of a measure under flexible eligibility by suppliers, or their intermediaries. Ofgem's (Office of Gas and Electricity Markets) guidance states that LAs must be consulted prior to the installation however LA declarations can be made before or after the installation of measures. LAs can evidence that they have been consulted through a declaration.

Within the Council it is envisaged that the Private Sector Housing Team will have the most contact with potential eligible residents. Externally there are a number of voluntary/third sector bodies that could have contact with eligible customers who would act as an additional referral point.

Referral and pre-qualification checks will also be made through the LEAP (Local Energy Advice Programme) project and could be facilitated through the wider 'Making Every Contact Count' initiative.

A small number of suppliers have already registered their interest and are awaiting the release of the SOI so that they can commence work with customers that have already expressed an interest and in promoting the scheme to new customers.

Annex 4 – ECO Flex Statement of Intent (SOI) (attached separately)

DEVON WIDE HOUSING ASSISTANCE POLICY FOR THE BETTER CARE FUND 2018-19

To be adopted by April 2018

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DEVON WIDE HOUSING ASSISTANCE POLICY FOR THE BETTER CARE FUND 2018-19

1.0 INTRODUCTION

1.1 Purpose

This policy is required under Article 4 of the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002. The Order provides councils with the discretion to develop schemes to provide financial assistance to deal with a range of housing issues. This policy sets out the areas on which Devon will focus any available resources in order to improve housing conditions across the district. With limited resources available it is essential that funding is targeted to those areas that contribute to the delivery of the Better Care Fund and Health and Wellbeing Board priorities and local district council priorities.

This policy provides the Devon Councils with the flexibility and discretion to provide appropriate assistance to meet the aims and priorities set out in section 3 below. Appendix 2 allows for each local authority to deliver its own local schemes that may be available over and above the Devon wide schemes.

This policy is owned by the following Councils:

Devon County Council
East Devon District Council
Exeter City Council
Mid Devon District Council
North Devon District Council
South Hams District Council
Teignbridge District Council
Torridge District Council
West Devon Borough Council

1.2 Review

The policy will be reviewed on an annual basis.

1.3 Funding

The assistance contained within this policy is only available subject to the availability of funding. Where funding is limited priority for spend will be given to the Mandatory Disabled Facilities Grant across the County.

2.0 CONTEXT

2.1 Housing and Health

Housing is a key determinant of health, and by promoting good quality housing this policy can contribute to reducing health inequalities for the residents of Devon.

In 2008, flexibilities were introduced enabling councils to use government grant that has been allocated for disabled facilities grants to be used more intelligently to deliver adaptations for disabled people outside of the mandatory grant regime.

Research has shown that there is a direct impact on the health and wellbeing of residents resulting from the homes in which they live; therefore, poor housing can contribute to poor health.

Each year hazards in the home result in unnecessary injuries, episodes of illhealth and harm to mental health, and in many cases the occupiers do not link the poor condition of their homes with a potential negative impact on their health. The poorest housing stock can be found in the private sector, and in some cases residents who own their own home are not able to maintain them and as a result hazards can develop.

An estimated 34,400 excess winter deaths were recorded in England and Wales in 2016/17 as reported by the Office of National Statistics (ONS) in their document Excess Winter Mortality in England and Wales 2016-17.

Many of these people die unnecessarily as a result of living in cold homes each year. Although the data collected does not identify the number of people that die directly as a result of the home environment, various studies have found a link and these are detailed within the ONS report. In extreme cases the inability to afford to heat the home results in cold temperatures that create hypothermic conditions; however, for many individuals (particularly older persons) cold homes may result in trips, slips and falls, or injuries/health impacts resulting from cardiovascular, circulatory diseases and respiratory disease.

2.2 Better Care Fund

In 2015 the government introduced the Better Care Fund (BCF) in an attempt to bring health and social care together in an integrated way. The BCF is a combination of government funding from the Department of Health and the Department for Communities and Local Government (DCLG) and includes the grant allocation for Disabled Facilities Grants (DFG). The 2017-19 Integration and BCF policy

framework document lists the conditions that the better care fund must be used to address.

These are:

Condition 1: *Plans to be jointly agreed* – The plan to use the BCF allocation must be jointly agreed and signed off by the Health and Wellbeing Board, and constituent councils and clinical commissioning groups. The local housing authority must also be involved due to the inclusion of the DFG allocation, which forms part of the fund.

Condition 2: *NHS contribution to social care is maintained in line with inflation.* The funding must be used to contribute to the maintenance of adult social care services in each local authority, which also has a health benefit. However, beyond this broad condition, the Department of Health wants to provide flexibility for local areas to determine how this investment in adult social care services is best used.

Condition 3: *Agreement to invest in NHS commissioned out of hospital services, which may include 7 day services and adult social care* - This should be achieved by funding NHS commissioned out-of-hospital services, which may also include 7-day services and adult social care, as part of the agreed BCF plan.

Condition 4: *Managing Transfers of Care* - Plans should set out how local partners will work together to fund and implement transfers of care effectively.

More detail can be found in the 2017-19 Integration and Better Care Fund Policy Framework.

Based on these broad conditions, Devon County Council (DCC) and the District Councils have identified an opportunity to provide additional grant and loan products to meet these conditions and deliver against the Health and Wellbeing Board priorities.

2.3 Delayed transfers of care.

Delayed transfers of care, sometimes referred to as ‘bed blocking’, occur when a patient is ready to depart from care and is still occupying a bed. According to NHS England, a patient is ready to depart when:

- a. A clinical decision has been made that the patient is ready for transfer AND
- b. A multi-disciplinary team decision has been made that the patient is ready for transfer, AND
- c. The patient is safe to discharge/transfer.

In 2016/17 there were 2.3 million total delayed days in England with 1.3 million of these attributable to the NHS, averaging around 6,200 delayed transfers of care per day with around 3,600 of these attributable to the NHS. *Delayed transfers of care in the NHS Briefing paper number 7415, 20 June 2017.*

The longer a patient stays in hospital the more detrimental this can be in terms of patient morale, mobility, and an increase in the risk of hospital acquired infections.

Older patients are particularly susceptible to negative effects around mobility with studies suggesting that a wait of more than two days negates the benefit of intermediate care, and a wait of seven days or more is associated with a 10% decline in muscle strength.

Delayed transfers of care are also costly for hospital trusts as insufficient beds can mean elective procedures need to be cancelled, resulting in the hospital trust losing these as a source of income.

A survey in 2015 by the Guardian found that at least 10% of beds were occupied by patients who were ready to be discharged, and the NHS providers' audited accounts for 2016/17 estimated that delayed transfers of care cost £173 million.

Much of the recent debate around delayed transfers of care attributes rising numbers to pressures in social care.

The number of delayed days attributable to social care had been in decline until August 2013, after which the figure began to rise sharply. When looking at the specific reasons for delayed transfers of care, there are notable increases in non-healthcare reasons as indicated in the table on the next page.

Table 1: Reasons for delayed transfers of care, 2016/17

Reason for delay	Total delayed days	Change from previous year
Awaiting care package in own home	456,447	+45.3%
Awaiting further non-acute NHS care	386,028	+16.8%
Awaiting completion of assessment	380,832	+22.9%
Awaiting nursing home placement or availability	342,982	+39.6%
Patient or family choice	245,033	+5.8%
Awaiting residential home placement or availability	231,994	+22.9%
Awaiting public funding	81,327	+17.5%
Housing – patients not covered by NHS and Community Care Act	52,431	-1.0%
Awaiting community equipment and adaptations	52,121	+12.8%
Disputes	24,641	+18.9%

3.0 PRIORITIES

In Devon, the Better Care Fund priorities aim to achieve the following outcomes:

- Reduced admissions to residential and nursing care homes
- Reduce delayed transfers of care
- Reduce avoidable emergency admissions
- Increase dementia diagnosis rates

To meet these priorities this policy aims to focus on the following areas:

Objective 1 - Assist disabled residents to remain in their own homes through supporting the provision of adaptations (so far as this is necessary, appropriate and reasonably practicable) to prevent admissions to care and to assist with delayed transfers where possible.

Objective 2 – Safeguard the health and wellbeing of vulnerable residents by removing unnecessary hazards to health and safety in the home to reduce avoidable emergency admissions.

Objective 3 – Provide adaptations that are suitable for the future by ensuring the scheme of works is dementia aware.

Objective 4 – Assist vulnerable people to afford to heat their homes through appropriate energy efficiency and heating measures.

4.0 TYPES OF ASSISTANCE

4.1 Mandatory Disabled Facilities Grant (DFG)

The delivery of the DFG programme is mandatory and a statutory function of the local housing authority. The delivery of this function is governed by the Housing Grants, Construction and Regeneration Act 1996.

Eligibility

Any disabled householder seeking financial assistance with the cost of adaptations to their home must be assessed by an occupational therapist (OT) working on behalf of, or approved by Devon County Council.

For the purposes of the DFG a person is considered disabled if they meet any of the following criteria:

- their sight, hearing or speech is substantially impaired,
- they have a mental disorder or impairment of any kind, or
- they are physically substantially disabled by illness, injury, impairment present since birth, or otherwise.

A person aged eighteen or over shall be considered disabled if:

- they are registered under section 29(1) of the National Assistance Act 1948 (disabled persons' welfare), or
- they are a person for whose welfare arrangements have been made under that provision or, in the opinion of the social services authority, might be made under it.

A person under the age of eighteen shall be considered disabled if:

- they are on a register of disabled children maintained under paragraph 2 of Schedule 2 to the Children Act 1989, or
- they are in the opinion of the social services authority a disabled child as defined for the purposes of Part III of the Children Act 1989 (local authority support for children and their families).

All owner-occupiers, tenants, licensees or occupiers who meet the above criteria are eligible to apply for a DFG.

Conditions

1. All grants other than those for children are subject to a test of financial resources, which is prescribed by The Housing Renewal Grants Regulations 1996.
2. The grant maximum is £30,000
3. The disabled person must intend to occupy the property as their only or main residence for a period of five years after the works are complete (or such shorter period as the person's health or other relevant circumstances permit).
4. In order to make an application the client must supply the following:
 - A completed and signed application form
 - Evidence of financial situation
 - Evidence of ownership of the property or the right to reside at the property
 - Permission for the works to be carried out
 - A detailed schedule of works and plans for complex works that must be agreed by the council
 - Any planning or building regulation approvals
 - 2 tenders for the works unless using an agreed framework.
5. Only the works agreed by the council will be covered by the grant.
6. If the grant is approved there are 12 months to complete the works
7. The works must be completed by the contractor stated on the approval document
8. No grant works should proceed until the grant application has been processed and all relevant planning, Building Regulation(s) or landlord approval has been obtained.
9. Owner occupiers may have a local land charge placed on their property on completion of the grant. If the property is sold, assigned or transferred within 10 years of the grant being completed then the grant may have to be repaid by the owner occupier. The council will have regard to *The Housing Grants, Construction and Regeneration Act 1996: Disabled Facilities Grants (Conditions relating to approval or payment of Grant) General Consent 2008* when deciding whether to demand repayment. The charge only applies where the grant is more than £5,000. Where the grant is more than £5000 only the amount over the first £5,000 is added as a charge. There is a charge limit of £10,000.
10. If the applicant has a contribution to pay they must ensure they have the money to cover their share of the costs before the work begins on site.
11. Unforeseen and additional costs will only be paid for where they are necessary to complete the adaptation and must be agreed by the council before they are undertaken.
12. Any increase in the grant may have an impact on the charge placed against the property.

13. Where the cost of the work exceeds the mandatory grant limit of £30,000 the applicant may be eligible to apply for the **Accessible Homes Grant** subject to available funds.
14. Applicants who are successful in their application for assistance will be required to maintain the adaptation.
15. The contract for the works is the responsibility of the applicant.
16. The grant will normally be paid direct to contractors in all but the most exceptional cases.
17. The council will only offer grant for those works that are considered mandatory to meet the needs of the disabled person.
18. No grant will be paid until a satisfactory invoice has been received and the works have been carried out to the satisfaction of the client and Council.

4.2 Accessible Homes Grant

The Accessible Homes Grant enables an enhanced offer in addition to the Mandatory Disabled Facilities Grant (DFG) subject to available funding.

This grant is available in the following circumstances:

- Where a mandatory grant has been approved but the cost of the work exceeds £30,000
- Where there are works that may not be covered by the DFG in relation to adapting the home and making it safe.
- Where the means test identifies that a contribution is required.
- Where moving house more appropriate than adapting the existing property.

Eligibility

To be eligible for this grant the applicant must meet the following:

- The applicant must have applied for and be eligible for the DFG first before the discretionary grant can be considered.
- All applicants are subject to a means test including the parents and/or guardians of a disabled child. Adult clients will have been means tested as part of the formal DFG application. In the case of a child's application the means test will be applied to the parents or guardians of the disabled child **before** an application for a discretionary grant can be made.
- As an alternative to the adaptation of an applicant's home, consideration will be given to the option of re-housing to more appropriate or adapted accommodation.

- An applicant will only be eligible to apply for additional grant to cover any identified contribution where the amount the client has to pay represents at least a third or more of the applicant's savings.

Conditions

1. The grant maximum is £20,000. Anything over £20,000 will not attract any further public grant.
2. Where additional funding is required to cover either a contribution or the cost of works over £50,000 (£30,000 from the Disabled Facilities Grant and £20,000 from the Accessible Homes Grant), then a Home Improvement Loan application can be made.
3. The DFG paperwork will be used to assist the applicant in making an application for this grant.
4. Only the works agreed by the council will be covered by the grant
5. If the grant is approved there are 12 months to complete the works
6. The works must be completed by the contractor stated on the approval document
7. No grant works should proceed until the grant application has been processed and all relevant planning, Building Regulation(s) or landlord approval has been obtained.
8. Owner occupiers will have a local land charge placed on their property on completion of the grant. If the property is sold, assigned or transferred within 10 years of the grant being completed then the grant may have to be repaid by the owner occupier.
9. Unforeseen and additional costs will only be paid for where they are necessary to complete the adaptation and must be agreed by the council before they are undertaken.
10. Any increase in the grant may have an impact on the charge placed against the property.
11. Applicants who are successful in their application for assistance will be required to maintain the adaptation.
12. The contract for the works is the responsibility of the applicant.
13. The grant will normally be paid direct to contractors in all but the most exceptional cases.
14. The council will only offer grant for those works that are considered mandatory to meet the needs of the disabled person.
15. No grant will be paid until a satisfactory invoice has been received and the works have been carried out to the satisfaction of the client and Council.
16. Housing Association properties - where the mandatory DFG does not fully cover the cost of the adaptation then the client and/or Council may approach the housing association for a contribution towards the cost.

Accessible Homes Grant - Moving application

This grant may be available to assist a disabled person to move to more suitable accommodation subject to available funding.

Eligibility

An applicant will be eligible for this grant where:

- The applicant meets the eligibility criteria for a DFG.
- Where the Occupational Therapist (OT) and/or the Council consider re-housing to be more appropriate than adapting the existing accommodation.
- To be eligible for this grant the total cost incurred in the eligible 'moving on' expenses and any estimated eligible adaptation costs at the 'new' property should not be greater than the cost of adapting the applicant's current home.
- The 'new' property shall in the opinion of the Council provide a long term, sustainable home for the person for whose benefit the works are required.
- If the property is within a neighbouring authority covered by this policy then the new authority will need to ensure the new property is suitable. This should also be agreed with the OT. The applicant must ensure that the relevant council's officers and the OT have been consulted.

In determining the 'reasonable expenses' regard shall be had to the following criteria:

- The cost of the eligible works at the applicants existing property are not deemed reasonable, or;
- The eligible works at the applicants existing home are not technically feasible, or;
- The adaptation of the applicants existing property does not provide a sustainable, long term solution for their housing needs.

Eligible Expenses

Owner Occupier

The expenses that can attract grant under this section may include the cost of:

- Any arrangement fee charged by a lender to cover the formation of a mortgage
- Conveyancing fees
- Land Registry Fee
- Local Authority Searches
- Stamp Duty
- Valuation, Homebuyers or Full Structural Survey
- Professional or other removal costs
- Estate Agent Commission

The maximum grant payable for eligible expenses under this heading for an owner occupier is £10,000.

Tenant

For a tenant the expenses that can attract grant under this section may include the cost of:

- Letting agent fees
- Rent deposit
- Professional or other removal fees

The maximum grant payable for eligible expenses under this heading for a tenant is £5000.

Conditions

1. Grant assistance is only payable to an owner occupier upon the successful completion of the purchase of the 'new' property and the disabled person then occupying that property as their only and main residence.
2. When moving to rented accommodation the applicant must obtain permission from the landlord for any adaptations to be carried out before the grant will be paid.
3. To qualify for this grant the applicant must have been resident in the property for at least 2 years prior to making an application to move.
4. The applicant must agree to live in the property as their only or main residence for a period of 5 years (or such shorter period as the person's health or other relevant circumstances permit).
5. For owner occupiers a local land charge will be placed against the property for a period of 5 years to be repaid.

4.3 Healthy Homes grant

The Healthy Homes grant is a flexible grant to provide urgent/essential repairs to the home to ensure the health, safety and welfare of the occupier.

Eligibility

- An applicant must apply for a loan first including a Home Improvement Loan and will only be eligible to apply for this grant if a loan is refused.
- Where the client is not eligible for a loan then they may apply for this grant.
- To qualify for this grant the applicant must be over 60 years of age and in receipt of one of the following benefits:
 - Housing benefit
 - Disability Living Allowance
 - Personal Independent Payment with the daily living component
 - Attendance Allowance

- Guarantee Pension Credit
- Income support
- Council tax benefit (not the single person discount)
- Universal Credit – universal credit replaces the following means tested benefits – Housing Benefit, income related ESA, Income based JSA, Child tax credit, working tax credit and income support.

Conditions

1. The maximum grant available is £5000 over a rolling two year period.
2. The grant is only available for owner occupiers and will be placed as a local land charge for 5 years to be repaid.

4.4 Home Improvement Loans

Wessex Resolutions Community Interest Company (WRCIC) is a not-for-profit company contracted to deliver loans to residents in the Devon area.

WRCIC administer loans within the requirements of this policy and the local policies of each district council within Devon. The Home Improvement Loan is a flexible product that can be used for the following purposes:

- Home repairs and improvements
- Adaptation works where grant is not available
- To cover a client contribution to a grant
- To cover the cost of the work over the DFG or Accessible Homes grant maximum
- To bring empty homes back into use
- For landlords to carry out repairs or improvement to rented accommodation
- For energy efficiency improvements

Eligibility

This will vary and is based on the individual circumstances of each client. Loan advisors will carry out an assessment and provide independent advice on ethical and responsible lending on the most appropriate product to suit their needs.

Conditions

Conditions may vary depending on the loan product selected and the individual circumstances of each applicant.

Typical 4.2% APR. Loans are subject to status. WRCIC may insist on loans being protected at the Land Registry by a Title Restriction. Missing payments could affect the applicant's credit rating and ability to obtain credit in the future.

4.5 Top up to Eco-Flex

This grant is to provide top up funding for energy efficiency measures where EcoFlex funding and ECO top ups (HHCRO – Home Heating Cost Reduction Obligation) have been provided by energy providers, but the available funding does not cover the full cost of the work.

Eligibility

- Applicants must have been identified through each Council's Statement of Intent which can be found on the Council's website.
- To qualify for the top up a survey must be carried out by the energy provider, a local installer, or an agent and qualifying works identified.
- For owner occupiers and private landlords a maximum of up to £1,000 is available.
- If more than £1,000 is needed then the client should apply for a Wessex loan subject to availability and eligibility (see 4.4)

Conditions

1. The applicant must agree to live in the property as their only or main residence for a period of 5 years (or such shorter period as the person's health or other relevant circumstances permit).
2. A local land charge will be placed on their property on completion of the grant. If the property is sold, assigned or transferred or the tenant vacates within 5 years of the grant being completed then the grant will have to be repaid by the owner occupier.
3. Any increase in the grant may have an impact on the charge placed against the property.
4. The contract for the works is the responsibility of the applicant.
5. The grant will normally be paid direct to contractors in all but the most exceptional cases.
6. No grant will be paid until a satisfactory invoice has been received and the works have been carried out to the satisfaction of the client and Council.

5.0 EXCEPTIONS TO THE POLICY

The Council accept that applications may be received for adaptations not covered by the circumstances listed above, and which will need to be formally determined. Any such application will be referred through the appropriate process of the Council managing the application.

6.0 APPEALS AND COMPLAINTS

- Where the applicant has a complaint about the manner in which a Council is applying this policy, then they should follow that Councils formal complaints process.
- Where there is a complaint about the content of this policy this should be made to Devon County Council so that it can be considered on a Devon wide basis.
- Where the complaint is in respect of works, the complaint should be made to the contractor in the first instance, and if this does not resolve the problem then the appropriate Council should be contacted for advice.
- Where an applicant wishes to appeal against a decision of the Council in respect of any of the grants contained in this policy this should be made to the appropriate Council. Where agreement cannot be reached then the appeal should be escalated to the Devon wide group of Councils for a decision. Consensus between all the participating Councils will need to be reached as any decision may result in an amendment to the policy.

APPENDIX ONE – ELIGIBLE WORKS

Disabled Facilities Grant and Accessible Homes Grant

An assessment by an agreed Occupational Therapist (OT) must be carried out that recommends the type of adaptation required.

Minor works are assessed by the OT and may be dealt with outside of the grant process.

Facilitating access

Facilitating access by the disabled occupant

- to and from the dwelling
- to a room used or usable as the principle family room
- to a room used for or usable for sleeping
- to a room in which there is a lavatory
- to a room in which there is a bath or shower
- to a room with a wash hand basin

Such works may include:

- Ramping and/or handrails to the main external door. This could instead be a rear door in the case of a rear access. Only one access point will be allowed for each dwelling. External stair lifts will be considered if reasonably practicable and they are not prone to vandalism.
- Widening the main entrance door and the doorways to the bedroom, bathroom and living room. Automatic door opening to main entrance doors will only be allowed for persons who are otherwise unable to open the door. Door entry systems will be considered where the person has severe mobility problems.
- Alterations to facilitate wheelchair access to the bedroom, bathroom and living room. Access to other rooms may be considered where the disabled person is also a carer.
- Other adaptations that are necessary to facilitate access to any of the relevant rooms by the disabled person, for example, stair lifts or vertical lifts in some cases. Where a stair lift breaks down and it is 5-10 years old, a manufacturers report is needed before it can be replaced. If it is over 10 years, a report may not be required.

- Provision of hard standings (3.6 m x 4.8 m max unless exceptional circumstances) and associated crossover for vehicle access where the disabled person is in a wheelchair or has difficulty walking to the house. This will only be given where existing on-street parking is considered unsatisfactory and a marked disabled parking bay is not possible or where it affords a more economical solution than providing additional paths/ramping from the roadside. Provision of off-street parking on its own is not eligible.

Please note: Being a holder of a blue badge is not an eligibility criterion for this item.

Washing facilities

Facilitating the use of washing facilities by the disabled occupant

- Adaptation of the facilities in the bathroom and toilet, including the provision of flush floor showers, lever taps, specialist WCs, Clos-o-mat or Geberit etc. The adaptation or provision of more than one bathroom to a house e.g. additional ground floor wc, will only be considered if evidenced by functional need.

Kitchen Facilities

Facilitating the preparation and cooking of food

- Where someone other than the disabled person does and will continue to do the cooking and preparation of meals, normally it will not be necessary to carry out full adaptations. However, it may be possible to carry out minor adaptations to allow the disabled person to prepare light meals or hot drinks, typically this may include a low-level worktop with power points for a kettle/microwave.
- Full adaptations can be considered where the disabled person is the only or main user of the kitchen. The following adaptations can be considered:
 - a. Kitchen sink, including alteration to its height or position or the type of taps fitted to it. Powered, adjustable-height sinks will not generally be allowed, as the provision of a second sink is a more economical solution.
 - b. Cooker point and oven-housing unit ensuring its height and position is in a safe location and the provision of worktops on either side.
 - c. Work surfaces located beside the sink and on each side of the cooker having a total length of approximately 1.5m, all at a suitable height for the disabled person.
 - d. Food storage in an accessible position, usually space for a refrigerator with power supply.
 - e. Wheelchair access, if necessary, including wider doors, rearrangement of facilities etc.

- f. Alterations to the kitchen door, light switches and power points, but only if it is necessary.
- g. Extensions or enlargement to kitchens can only be agreed where they are absolutely necessary in order to provide turning space for a wheelchair and if suitable space cannot be achieved by rearrangement of the existing facilities.
- h. The provision of cupboard and storage units on an "essential" basis. (2x1m base units and baskets or equivalent).
- i. Mechanical ventilation where kitchen schemes require Building Regulation(s) approval.

Other works that may be considered for grant assistance

Electrical work

- Alterations to the height and/or position of light switches and power points to make them accessible to the disabled person.
- Upgrading of electrical installation where the current installation is considered unsafe.

Heating

- Heating the rooms that are in everyday use by the disabled person where a medical need can be demonstrated. Changes to the type of heating system will only be allowed if evidenced by medical need (e.g. change from solid fuel to gas where applicant can no longer carry fuel) and the applicant is not eligible for other types of grant such as Eco Flex.
- Upgrading/replacing of boilers/radiators where the property has been extended as part of the adaptation.

Guarding

- Provision of laminate glass or specialist lighting or guards to fires and around radiators where disabled children with violent behavioural problems may harm themselves.
- Restrictors or works to windows for the safety of the disabled person.

Alarms

- Provision of enhanced fire alarm systems for those with hearing difficulties.

Structural alterations

- Carrying out structural alterations where necessary to provide fixings for disabled equipment provided by Social Services e.g. fixing for tracking /overhead hoists.

- Storage or space for essential medical equipment as part of the adaptation works but not as a stand-alone item.
- Where an adaptation is required to a listed building and additional works are required to comply with requirements.
- Where an adaptation cannot be carried out due to disrepair issues those repairs, within reason, may be carried out. Such works may include replacement of rotted flooring or strengthening of the floor as part of a flush floor shower installation, electrical repairs to enable works to be carried out safely, and dealing with low water pressure. More substantial repairs that are not directly affecting the adaptation will need to be referred to a home improvement loan or healthy homes grant.
- Additional bathrooms or bedrooms may be allowed where they are specifically for the disabled person and it can be demonstrated that adaptation of other rooms or space or access to those rooms in the property is unsuitable. **Extensions will only be allowed following a detailed cost/benefit analysis of alternative options.**
- Requests are sometimes received to provide separate bedrooms where disabled children with behavioural difficulties share a room with other siblings and disturb their sleep. This will only be considered where it can be demonstrated the child is prone to violent outbursts and there is risk of physical harm to the child or to the other siblings. Families will first be expected to re-arrange the sleeping arrangements in their home to try to eliminate the need for extra bedrooms. If there is more than one reception room the family will be expected to use the extra room(s) for sleeping purposes.

Garden and external access

- In cases of small terraced properties with narrow passageways or very difficult access, effective adaptation can only proceed where it can be reasonably and practicably carried out without having a detrimental impact on neighbouring properties.
- Access to the garden may be given to improve an existing access to make it safe for the disabled occupant to use. It does not include extending an existing access e.g. creating a side access so a person can also go around the side of a house. Generally, the most modest solution for providing access to both the house and the garden will be considered and this can mean that one access may be sufficient to access both the house and the garden. Where homes have communal gardens, e.g., blocks of flats served by a single access, grants will not

normally be provided for an individual access to the garden unless it can be demonstrated that because of the disabled persons condition the travel distance to the garden would be excessive and unreasonable.

- The grant will only be for providing immediate access to the garden and does not include landscaping gardens to make them more suitable for the disabled person to access. However, to assist a disabled person to live independently, an allowance of 4m² of pathway, (which may include a turning circle for a wheelchair user), will be considered to assist access to any specific areas enjoyed by the disabled person.
- Provision of fencing or guarding for the safety of the disabled person when in the garden.

Healthy Homes grant

An assessment of the property may be necessary to determine the scope of the work and does not cover the full renovation of a property. It is intended that the grant is sufficient to make safe a defect that is considered to pose a risk to the health, safety or welfare of the occupier.

This could include but is not limited to the following:

- Electrical safety- where the condition of the electrical wiring could lead to imminent risk of electrocution or fire or accidents as a result of inadequate lighting.
- Falls – where the condition of the stairs or floors are in such a state as to provide an imminent risk of a fall in the home.
- Cold – where the heating is inadequate or lacking, and the condition of the doors and windows are contributing to the home being cold in the winter and there is a risk of falls or other ill effect from cold temperatures.
- Dampness – damp conditions so significant that a roof is failing and water is visibly entering the property. Rising damp, condensation or minor leaks may not be covered by this grant.
- Structural collapse- where a structural part of the building is in such a state as to constitute an imminent risk.
- Amenities – the lack of a functioning basic amenity such as a toilet, bath, wash hand basin or kitchen sink.

- Hot water – where there is no hot water available for the occupier due to a fault with a boiler or hot water tank.

This list is not exhaustive and each case will be assessed based on its individual circumstances.

Home Improvement Loan

The loan will cover those works covered by this policy and any other works specified by each individual Council involved in the Home Improvement Loan scheme.

ECO Flex Top up

Works will generally include:

- Mains gas boiler replacement
- Loft insulation
- Cavity wall insulation
- Non-gas boiler replacements
- Replacement storage heaters
- Internal or external wall insulation
- Room in roof insulation
- Flat roof insulation

APPENDIX TWO – LOCAL POLICIES

The following councils have their own additional policy that can be viewed on their websites.

East Devon District Council
Exeter City Council
North Devon District Council
South Hams District Council
Teignbridge District Council
Torridge District Council
West Devon Borough Council

APPENDIX THREE – SUMMARY TABLE

Type of assistance	Scope	Grant Max	Eligibility	Main Conditions
Mandatory DFG	Disabled adaptations as described by the Housing Grants Construction and Regeneration Act 1996.	£30,000	Meets disability criteria Assessed by an OT Subject to means test	Must remain in the property as only or main residence for 5 years Local land charge for 10 years for owner occupiers in some circumstances
Accessible Homes Grant	Cover the costs of adaptations over the mandatory DFG limit Cover some contributions identified under mandatory DFG Cover some works not covered by the DFG	£20,000	Meets disability criteria Assessed by an OT Subject to means test Contribution constitutes more than a 1/3 of available savings	Must remain in the property as only or main residence for 5 years Local land charge for 10 years for owner occupiers

Type of assistance	Scope	Grant Max	Eligibility	Main Conditions
Accessible Homes Grant – Moving	Cover some of the costs associated with moving to a More suitable property	Owner occupier £10,000 Tenant £5000	Suitable property has been identified Cost of moving with any adaptation to the new home is less than adapting existing home Been resident in existing property for 2 years prior to making the application	Must remain in the property as only or main residence for 5 years Local land charge for 5 years for owner occupiers
Healthy Homes Grant	Works to make safe a defect that is considered to pose a risk to the health, safety or welfare of the occupier	Up to £5000 over a 2 year rolling period	Loan has been refused In receipt of a qualifying benefit Owner occupier	Must apply for a loan first Local land charge for 5 years
Home Improvement Loan	Cover works identified in the other grants As determined by each Council policy	Based on affordability	Based on local criteria	Based on local criteria

Type of assistance	Scope	Grant Max	Eligibility	Main Conditions
EcoFlex Top up	Energy efficiency works	£1000	<p>Qualify for ECO funding</p> <p>Meet the councils statement of intent criteria</p> <p>Owner occupier or private landlord</p>	<p>Must remain in the property as only or main residence for 5 years</p> <p>Local land charge for 5 years</p>



Statement of Intent

Local Authority Flexible Eligibility Statement of Intent

- 1) Mid Devon District Council
- 2) Date of publication: 1/2/18
- 3) Version 1.0
- 4) <https://www.middevon.gov.uk/ECOFlexibleEligibility>

1) Introduction

According to the Devon Joint Strategic Needs Assessment (2017), fuel poverty in Devon (13%) remains higher than the national average (10.6%). Mid Devon District Council's Public Health Plan 2016-19 identifies fuel poverty as a key priority area.

A number of health conditions arise or are exacerbated by living in a cold and/or damp home. These are included in this Statement of Intent (SOI).

To date, the Council has supported the implementation of the Central Heating Fund (now expired) as a member of the Cosy Devon Partnership. The Council also works in partnership with Wessex Resolutions CIC, a local not-for-profit lender, to provide home improvement loans for repairs and energy efficiency measures. The Cosy Devon Partnership, of which the Council is a member, also works with the Local Energy Advice Programme (LEAP). This year the Council is also looking to partner with one of the UK's largest energy switching providers to help residents get the best deal possible.

Mid Devon District Council welcomes the government's new Flexible Eligibility scheme so that those who don't qualify through existing schemes but are in fuel poverty can obtain financial help to install key energy measures.

It is important to note that the final decision on whether a household receives an ECO measure is made by the energy suppliers or their agents/contractors. For example, inclusion in a Declaration of Eligibility made by the Local Authority to a supplier will not guarantee installation of measures, as the final decision will depend on:

- i) The survey carried out by suppliers' agents/contractors and installation costs calculated.
- ii) The energy savings that can be achieved for a property, and
- iii) Whether suppliers have achieved their targets or require further measures to meet their ECO targets.

In identifying households as eligible under flexible eligibility Mid Devon District Council is seeking to enable residents to benefit from funding and will seek the consent of households to including them in a Declaration. Mid Devon District Council expects any obligated energy supplier, or contractor working on their behalf, to comply with the Data Protection Act, to fully follow Ofgem requirements for the Energy Company Obligation Help to Heat, and to act in accordance with industry best practice in relation to consumer care and quality standards of any works that may take place. These are covered in a separate memorandum of understanding between the Council and the obligated party.

2) How Mid Devon District Council intends to identify eligible households

The Department of Business, Energy and Industry Strategy (BEIS) provides guidance on the targeting of Flexible Eligibility which seeks to identify private households that may benefit from energy saving measures and are:

- i) Fuel poor households, especially those that are not in receipt of Affordable Warmth eligible benefits, and the estimated 20% of fuel poor households that are not in receipt of any benefits; and
- ii) Low income households that are vulnerable to the effects of living in a cold home (LIVC)

In addition, LAs can declare some non-fuel poor homes as eligible to facilitate solid wall insulation projects, as long as a proportion of the households in the project are in fuel poverty or LIVC.

Subject to availability of resources within the Council and the legal use of data the Council will target those most in need having regard to BEIS guidance on targeting, including:

- i) Those living in the private sector and in receipt of the relevant means-tested benefits and/or on a low income
- ii) Those living in energy inefficient Residential Mobile Homes (Park Homes) who are over the age of 55
- iii) We will cross-reference data on income with data that we hold or can access on Energy Performance Certificates, prepayment meters, expenditure on fuel, housing type/age/condition, and heating type
- iv) Low income households living in energy inefficient housing will be identified in the private rented sector.
- v) Households receiving help through the LEAP project
- vi) Private tenants living in properties with D, E, F and G EPC rating

(a) Identifying households in fuel poverty

Private homeowners qualify to apply through ECO flexible eligibility subject to meeting category 1 and category 2 eligibility criteria below. Private tenants and residents of park homes will be eligible regardless of income.

Category 1

For the 'low income' portion of this indicator, the referring agency will look to find evidence that a member of the household is in receipt of an ECO qualifying income-related benefit in the first instance. Should the resident not receive any ECO qualifying income-related benefits, then the referring agency will consider a household in receipt of Council Tax Benefit, Housing Benefit, or with a combined household income of less than £30,000 (gross) for the purposes of this criteria.

Category 2

For the 'high cost' portion of the indicator, the referring agency, will look to identify eligible households as those that have an **Energy Performance Certificate (EPC) rating of 'D' or lower**. These properties will be identified using the Landmark online EPC register. In the event that a property does not meet this criteria or does not have an EPC, the referring agency will identify if the property falls into one of these additional categories which have been selected due to their high energy bills, hard to treat and hard to reach nature:

- Park homes and other permanent caravan residences (regardless of income)
- Privately rented properties including Houses in Multiple Occupation (HMOs) (regardless of income)
- Properties with a reliance on solid fuel heating
- Flats above commercial premises
- System built properties
- Homes which require cavity wall insulation
- Homes which require a loft insulation top up
- Homes which require solid wall insulation
- Homes with a boiler which meets the ECO Qualifying Boiler criteria

Council will use the Energy Savings Trust Home Analytics Data base that has been previously utilised by the Cosy Devon Partnership in targeting households for the Central Heating Fund. It will also use existing networks, such as community energy agencies, the community and voluntary sector and Council officer intelligence to identify eligible households.

(b) Criteria for identifying low income and vulnerability to cold

Mid Devon District Council will target households containing people with the following 'at risk' characteristics, which reflect the National Institute for Health and Care Excellence (NICE) 2015 guidance on excess winter deaths and illness caused by cold homes.

- i. Aged over 60 (55 in the case of mobile homes), and particularly those over 75
- ii. Households with children under 16
- iii. Pregnant mothers

- iv. Private tenants on low income living in properties with D, E, F and G EPC rating
- v. Respiratory disease (chronic obstructive pulmonary disease (COPD), asthma)
- vi. Cardiovascular disease (e.g. ischaemic heart disease, cerebrovascular disease)
- vii. Moderate to severe mental illness (e.g. schizophrenia, bipolar disorder)
- viii. Types of Dementia or Creutzfeld-Jacob disease (CZD)
- ix. Neurobiological and related diseases (e.g. fibromyalgia, myalgic encephalomyelitis (ME) or similar fatigue syndromes)
- x. Cancer
- xi. Limited mobility
- xii. Haemoglobinopathies (sickle cell disease, thalassaemia)
- xiii. Severe learning disabilities
- xiv. Autoimmune and immunodeficiency diseases (e.g. lupus, multiple sclerosis (MS), diabetes, human immunodeficiency virus (HIV))

(c) Any details of scheme requirements for Solid Wall Insulation “in-fill” projects

Where potential works have been identified households will be supported to take advantage of "in-fill" projects where the minimum number of vulnerable households is met.

3) Governance

Responsible officer

The officer below will be responsible for signing Declarations on behalf of the local authority (in his absence the Director of Operations).

Simon Newcombe

Job title: Group Manager, Public Health and Regulatory Services

Telephone: 01884 244 615

Email: snewcombe@middevon.gov.uk

Monitoring and Implementation

The officer below will be responsible for initial enquiries about the Statement of Intent and the process for submitting and receiving declarations (in absence Lead Officer – Private Sector Housing).

Kevin Swift

Job title: Public Health Officer

Telephone: 01884 244 625

Email: kswift@middevon.gov.uk

4) Referrals

Mid Devon District Council will use a number of referral mechanisms and pathways to identify and generate customers for ECO Flex as follows:

1. Use of the Home Analytics database to target households likely to fit the criteria.
2. Through the Local Energy Advice Program (LEAP) which is currently providing energy advice across Devon in partnership with Cosy Devon districts.
3. Previous applicants to the Central Heating Fund scheme that were not eligible or successful in securing assistance.
4. Referrals generated by community agencies, local energy agencies, contractors and installers.
5. Referrals generated as a result of Council staff interaction with householders, landlords e.g. Private sector housing, Benefits, Customer First (front of house)

5) Evidence, monitoring and reporting [this section optional but best practice]

- a. Anonymised data on the characteristics of households reached through Flexible Eligibility will be reviewed
- b. The data above will include details of households assessed, how many were deemed eligible and ineligible, and how many received heating and insulation
- c. Eligibility checks will be conducted internally using data sets held by Council in accordance with Data Protection guidance and legislation.
- d. Dedicated officers within Public Health and Regulatory Services will collect, collate and review data generated from the roll out of the program.

6) Signature

Andrew Pritchard

Director of Operations

Mid Devon District Council

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HOMES POLICY DEVELOPMENT GROUP 16 JANUARY 2017

THE HOUSING OPTIONS SERVICE – ACTIVATION OF THE SEVERE WEATHER EMERGENCY PROTOCOL (SWEP) AND EXTENDED WINTER PROVISION PROTOCOL

Cabinet Member(s): Councillor Ray Stanley
Responsible Officer: Claire Fry, Housing Group Manager

Reason for Report: The Council has a responsibility to prevent rough sleeping at any time of the year. However, risks relating to the health of those sleeping rough can increase during the winter period. The Housing Service works in partnership with other local authorities and the existing protocol relating to this has been reviewed. As a result of this there are no plans to change the existing protocol agreed with other LA's.

RECOMMENDATION: That the Housing Service continues to work in partnership to deliver the Housing Options Severe Weather Emergency Protocol (SWEP) and Extended Winter Provision Protocol.

These protocols remain in operation for a further 3 years unless there is a legislative change or a change to the Devon-wide approach which necessitates an earlier review.

Relationship to Corporate Plan: The Council's duties relating to homelessness arise from the Housing Act 1996 as amended by the Homelessness Act 2002 Part VII (the Act).

Financial Implications: There is a budget set aside to fund the running of the Housing Options team and the work that the Officers do to prevent and manage homelessness. There is no separate budget set aside for SWEP, this is funded from the general fund.

Legal Implications: SWEP and the extended winter provisions operate outside the usual eligibility and entitlement frameworks that govern access to housing. The Council will continue to manage homelessness in accordance with the provisions of the legislation as defined by the Housing Act 1996 before using these protocols. It should be noted that the protocols does not replace any current statutory duties as defined under the Act.

Risk Assessment: The Council is responsible to ensure that the Homeless Act is adhered to. Failure to provide advice and assistance under the legislation could have financial implications, due to legal challenges. The Council will work with other stakeholders when activating the SWEP, to allow service users to access the provisions. However; it is noted that some service users will still not engage with the Council and therefore the Council is unable to stop a rough sleeper staying out on the street during these periods of bad weather.

Equality Impact Assessment: MDDC provides help to some of the most vulnerable people in the District at a time when the cold weather plays a significant part in their

health and well-being. The scheme operates an equal opportunities policy, which ensures fair access to the service.

If the Council continues to operate the SWEP and the extended winter provision protocol, there will be consistency of approach which should result in all rough sleepers being treated in the same way.

Background

The Council is a member of the Devon and Cornwall Housing Options Partnership (DCHOP). Members of this partnership work together with the aim of preventing rough sleeping at any time of the year. The winter months may present greatest risks to the health of rough sleepers. They also offer increased opportunities to engage with hard-to-reach groups and those rough sleepers who may not wish to consider any other sort of lifestyle. This is due to the fact that they may be more likely to accept support at this time of the year.

It is recommended that the Council continues this good practice with the other local authorities and partners across Devon and Cornwall network To ensure that local authorities across Devon and Cornwall will have a common approach to the management of rough sleeping in cold weather; and that rough sleepers will not receive different treatment if they travel across local authority boundaries. Full details are detailed within the policy.

Contact for more Information: Mike Parker, Housing Options Manager
Telephone: 01884 234906
mparker@middevon.gov.uk

Circulation of the Report: Councillor Ray Stanley, Cabinet Member for Housing

Mid Devon District Council

Housing Options

Activation of the Severe Weather Emergency Protocol (SWEP) and Extended Winter Protocol

Policy Number: HSG 1.5

16 January 2018

Version Control Sheet

Title: Activation of the Severe Weather Emergency Protocol (SWEP)– Housing Options

Purpose: To review the provisions available to Homeless applicants within Mid Devon District during the winter months.

Owner: Housing Options Manager
mparker@middevon.gov.uk

Telephone number 01884 234906

Date: January 2018
Version Number: v1.5

Status: Policy

Review Frequency: Every 2 years or sooner if required and in accordance with changes in legislation, case law or other joint partnership working.

Next review date: September 2020

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

Management Team
Cabinet Member
PDG Decent and affordable Homes

Document History

This document obtained the following approvals.

Title	Date	Version Approved
Director of Operations	18.12.17	1.5
Leadership Team		
HOMES PDG		
Cabinet		
Council		
Audit		

1. Background

- 1.1. The Devon and Cornwall Rough Sleeper Partnership (DCRSP) has been operational since 2011. Its membership is made up of Local Authorities, Street Outreach Providers, Street Link and other voluntary organisations providing services to rough sleepers throughout Devon and Cornwall.
- 1.2. The aim of the group is to provide a co-ordinated service to rough sleepers who migrate through the two counties ensuring that they are supported in a positive and appropriate way.

2. Introduction

- 2.1. Members of the Devon and Cornwall Housing Options Partnership (DCHOP), which consists of local authorities, recognise that local areas should have adequate provision to prevent rough sleeping at any time of the year, however, the winter period often presents greatest risks to people's health. The winter period also provides increased opportunities to engage with entrenched rough sleepers and other hard-to-reach groups, as they may be more likely to accept support at this time of the year. This protocol therefore has two aims
 - 2.1.1. To ensure that no one dies on the streets due to extreme cold or severe weather
 - 2.1.2. To ensure that every effort is made to engage individuals with support services during the winter months.
- 2.2. Definition as to what constitutes severe weather is defined under section 7, but Local Housing Authorities should proactively react to any weather that could increase the risk of serious harm to people sleeping rough and put measures in place to minimise this. This includes extreme cold, wind and rain. It is important not to presume when, or in what form, severe weather will occur. .
- 2.3. The intention of this protocol is that Local Housing Authorities across Devon and Cornwall will standardise the system for activation of the Severe Weather Emergency Protocol (SWEP). It is not intended to affect the type of accommodation provided by each local area.

3. When should this protocol be activated?

- 3.1. This protocol will be activated during the winter months when the Met Office issues a RED warning for severe weather or extreme cold.

4. Who should receive assistance?

- 4.1. SWEP will operate outside the usual eligibility and entitlement frameworks that govern access to housing. Assistance should be applied to all those who may otherwise be excluded from services; people with no recourse to public

funds, people who have previously been banned and those with no local connection. Targeting of particular individuals should be on the basis of need and not on-going housing entitlement and, where possible, authorities should work closely with outreach teams to identify and target those who are known to be rough sleeping.

- 4.2. Where individuals have not been verified by outreach teams, all attempts should be made to confirm homelessness. Only once a non-priority decision has been made, or a judgement that this decision is likely to be made, should accommodation options be considered under SWEP.

5. Reconnection consideration

- 5.1. For clients who are, or likely to be, considered as non-priority, the Devon and Cornwall certain reconnection principles could be referred to. These were developed as part of the No Second Night Out initiative which is no longer operational but the principles still represent good practice.
- 5.2. The reconnection principles state that the purpose of reconnection is to allow rough sleepers, particularly new arrivals, to return in a planned way to an area where they have accommodation, support networks and some other connection in order to provide the best chance for moving away from a street lifestyle to a more settled life.
- 5.3. It will not be appropriate to reconnect every rough sleeper or single homeless person with out-of-area connections. An individual not having a local connection with the area where they present should not be an obstacle to being assessed and offered advice and assistance which may include support with a referral to services in their local area. Where a local housing authority has accepted a duty to secure accommodation for a rough sleeper or single homeless person under Part 7 of the Housing Act 1996, reconnections principles should not be applied.
- 5.4. As part of a range of measures in place to tackle rough sleeping, reconnection plays an important role in reducing rough sleeping and it helps to:
- 5.4.1. Prevent people rough sleeping at an early stage from becoming entrenched.
 - 5.4.2. Enable people to move away from the street through accessing accommodation and support in a known area.
 - 5.4.3. Ensure agencies provide a coordinated multi agency approach to support.
 - 5.4.4. Ensure that there are enough resources to meet local need.
- 5.5. When considering reconnection, SWEP service providers, in conjunction with outreach teams as appropriate, will undertake to follow the Devon and Cornwall reconnection principles as set out below:

- 5.5.1. To identify new rough sleepers and reconnect rapidly before individuals become entrenched in a street lifestyle.
- 5.5.2. To ensure that appropriate accommodation and support is arranged prior to the reconnection.
- 5.5.3. To raise awareness of the difficulties of remaining on the streets in an area where they do not have support in place.
- 5.5.4. To challenge services in the area people are connected with, to take responsibility for supporting them.
- 5.5.5. Reconnection can include a wide range of interventions including reconnections to family, friends, supported accommodation projects, LA temporary accommodation, tied work with accommodation, therapeutic communities, detox or rehab programs.
- 5.5.6. Reconnection can be national or international destinations.
- 5.5.7. Reconnection involves building an offer for each individual that is credible and realistic, based on assessment and includes the support required to ensure that the individual will not have to sleep rough.
- 5.5.8. In some cases people will refuse the offer of reconnection and a multi-agency approach will need to take place to ensure the offer is reiterated. It may need to be reviewed at a later point if circumstances change.
- 5.5.9. If an individual cannot return due to a threat in the area they have left, which is evidenced through contact with the police or other agencies in that area, then the area where the individual is presenting should provide support and accommodation.

6. People refusing assistance

- 6.1. Services often report difficulties in persuading some individuals to access accommodation. These people should always be provided with information about health risks associated with severe weather, which are increased if they are using substances. Continued monitoring and support to rough sleepers who refuse to accept shelter could be provided by outreach teams, with frequent visits, offer of provisions and information about services. Individuals can be encouraged to access SWEP facilities, even if they chose not to sleep in the shelter – however priority will be given to those clients who are accessing services. In extreme weather or cold circumstances and continued refusal of accommodation, it may be appropriate to consider a rough sleeper's mental capacity in conjunction with the Police and other Statutory Agencies.

7. Definitions

7.1. Winter months - 1 November to 31 March

7.2. Extreme cold - The Met office has forecast that the temperature will be at zero or below for 3 consecutive nights in local area.

7.3. Severe weather - The Met Office issues a RED warning for the local area in relation to rain, snow or wind. However, Local Authorities may wish to activate this protocol when there are AMBER warnings.(Optional)

8. Recent Statistics:

8.1. In 2016 a total of 213 local rough sleepers were included in the return to Homeless Link, with 114 in Devon and 99 in Cornwall. This had increased by 49%, from a total in 2014 of 143. The increase in Devon is particularly significant at 10.7%, whereas in Cornwall there has been a increase of almost 147.5%.

8.1.1. The breakdown of counted rough sleepers by LA area for 2010 – 2016 is shown in Figure 1 below.

Area	2010	2011	2012	2013	2014	2015	2016
Cornwall	80	88	50	77	40	65	99
East Devon	3	9	5	4	6	8	5
Exeter	21	29	30	23	34	27	41
Mid Devon	0	5	3	1	4	7	4
North Devon	12	16	11	7	11	28	16
Plymouth	9	18	10	9	14	12	20
South Hams	5	6	7	8	7	9	3
Teignbridge	3	8	4	0	4	1	3
Torbay	6	4	6	5	16	21	20
Torridge	10	4	4	3	4	0	2
West Devon	3	3	2	0	3	0	0
D & C Total	152	190	132	137	143	178	213
National total	1768	2181	2309	2414	2744	3569	4134

8.1.2. This report has been compiled from data gathered from the rough sleeper count, using the HRIA (housing risk impact assessment) tool, which is now in use by the Housing Options teams and partners across the Devon district council areas, for individuals with complex needs.

8.1.3. More information on Devon and Cornwall Rough Sleeping Statistics can be obtained from the Housing Options Manager at Mid Devon District Council.

		2013	2014	2015	2016
Total		5	2	7	4
Race / Ethnicity					
	White	100%	100%	100%	100%
Nationality					
	British	100%	100%	86%	100%
	Other	0%	0%	14%	0%
Age Band					
	26-50	100%	100%	71%	100%
	50-78	0%	0%	29%	0%
Area	Tiverton	80%	100%	72%	75%
	Crediton	0%	0%	14%	25%
	Cullompton	10%	0%	14%	0%
Mental Health Issues					
	Yes	0%	50%	0%	50%
	No	0%	50%	28%	50%
	Not Known	100%	0%	72%	0%
Substance Misuse					
Main type of substance	Alcohol	0%	100%	14%	25%
	Drug	0%	100%	0%	0%
	Not Known	100%	0%	86%	75%

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