



HOUSING ADVISORY BOARD

Meeting to be held in Civic Hall, Leeds, LS1 1UR on
Tuesday, 7th June, 2016 at 5.00 pm

MEMBERSHIP

Councillor D Coupar (Chair)

Councillor J Bentley

Councillor B Anderson

Councillor A Gabriel

Councillor S Hamilton

Councillor K Ritchie

Tenant/ Leaseholder

Ted Wilson
Jo Hourigan
Tracey McGarry

Independent Representative

Timothy Woods
Matthew Walker
Andrew Feldhaus

Co-opted Member

David Glew

A G E N D A

Item No	Ward/Equal Opportunities	Item Not Open		Page No
1			<p>HOUSING ADVISORY BOARD VISIT TO CLYDE COURT MULTI STOREY BLOCK - OUTLINE PROGRAMME - TUESDAY 7TH JUNE 2016 3.00 PM - 4.15 PM</p> <p>APPEALS AGAINST REFUSAL OF INSPECTION OF DOCUMENTS</p> <p>To consider any appeals in accordance with Procedure Rule 15.2 of the Access to Information Rules (in the event of an Appeal the press and public will be excluded)</p> <p>(*In accordance with Procedure Rule 15.2, written notice of an appeal must be received by the Head of Governance Services at least 24 hours before the meeting)</p>	

2

EXEMPT INFORMATION - POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC

1 To highlight reports or appendices which officers have identified as containing exempt information, and where officers consider that the public interest in maintaining the exemption outweighs the public interest in disclosing the information, for the reasons outlined in the report.

2 To consider whether or not to accept the officers recommendation in respect of the above information.

3 If so, to formally pass the following resolution:-

RESOLVED – That the press and public be excluded from the meeting during consideration of the following parts of the agenda designated as containing exempt information on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information, as follows:-

3

LATE ITEMS

To identify any items which have been admitted to the agenda by the Chair for consideration.

(The special circumstances shall be specified in the minutes)

4

DECLARATION OF DISCLOSABLE PECUNIARY INTERESTS

To disclose or draw attention to any disclosable pecuniary interests for the purposes of Section 31 of the Localism Act 2011 and paragraphs 13 -16 of the Members' Code of Conduct

5

APOLOGIES FOR ABSENCE

To receive any apologies for absence

6

MINUTES OF THE PREVIOUS MEETING

3 - 14

To approve as a correct record the minutes of the Housing Advisory Board held on 26th April 2016.

(Copy attached)

7

MATTERS ARISING FROM THE MINUTES

15 -
18

To consider any matters arising/outstanding issues and actions from the previous minutes.

(Report attached)

8

UPDATE FROM TENANT REPRESENTATIVES

To receive an update/ feedback from Tenants Representatives on issues affecting Council House Tenants.

9

JOINT RESPONSE TO TENANT SCRUTINY BOARD INQUIRY - ENVIRONMENT OF ESTATES

19 -
28

To consider a report by the Director of Environment and Housing which provides a formal response to Tenant Scrutiny Board in respect of the environment of estates inquiry. The inquiry covered Housing, Waste, Parks and Countryside and Localities teams.

(Report attached)

10

HOUSING LEEDS (HRA) PROVISIONAL REVENUE OUTTURN POSITION - 2015/16

29 -
34

To consider a report by the Director of Environment and Housing which provides the provisional outturn position for the 2015/16 financial year in respect of the Council's Housing Revenue Account (HRA).

(Report attached)

11

**HOUSING LEEDS AND BITMO CAPITAL
FINANCE POSITION 2015/16 OUTTURN**

35 -
38

To consider a report by the Director of Environment and Housing which provides a financial position statement on the HRA Housing Leeds Capital programme at Outturn for the financial year 2015/16.

The report also includes details of:

- Housing Leeds & BITMO refurbishment programme (section 3)

(Report attached)

12

**PROGRESS UPDATE ON THE COUNCIL
HOUSE GROWTH PROGRAMME**

39 -
44

To consider a report by the Director of Environment and Housing which provides an update on progress in respect of the Council House growth programme, including:

- Acquisitions
- New Build
- Long term empty homes

(Report attached)

13

HRA BUSINESS PLAN PRESENTATION

To receive a presentation on the HRA Business Plan which sets out a strategy for Council Housing in the City and how resources will be utilised and managed to achieve this.

(PowerPoint presentation)

14

PERFORMANCE REPORT

45 -
52

To consider a report by the Director of Environment and Housing which presents a summary of the most recent performance data against the six Housing Leeds priorities. The report provides performance data, supporting commentary and contextual information, as well as signposting to relevant information contained in other reports on the HAB agenda.

(Report attached)

15

LETTINGS POLICY REVIEW CONSULTATION UPDATE

53 -
60

To consider a report by the Director of Environment and Housing which provides an update on progress with the Lettings Policy Review consultation.

(Report attached)

16

HOUSING ADVISORY BOARD FORWARD PLAN 2016

61 -
64

To note/ amend the contents of the Housing Advisory Board Forward Plan for 2016

(Report attached)

17

DATE AND TIME OF NEXT MEETING

To note that future meetings of the Board will be arranged as follows:

- Tuesday 13th September 2016
- Tuesday 29th November 2016
- Tuesday 28th February 2017

All meetings to commence at 5.00pm in the Civic Hall, Leeds

Third Party Recording

Recording of this meeting is allowed to enable those not present to see or hear the proceedings either as they take place (or later) and to enable the reporting of those proceedings. A copy of the recording protocol is available from the contacts named on the front of this agenda.

Use of Recordings by Third Parties– code of practice

- a) Any published recording should be accompanied by a statement of when and where the recording was made, the context of the discussion that took place, and a clear identification of the main speakers and their role or title.
- b) Those making recordings must not edit the recording in a way that could lead to misinterpretation or misrepresentation of the proceedings or comments made by attendees. In particular there should be no internal editing of published extracts; recordings may start at any point and end at any point but the material between those points must be complete

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Housing Advisory Board visit to Clyde Court multi storey block – Outline Programme

Tuesday 7th June 2016 3.00 pm - 4.15 pm

Members of Housing Advisory Board : Councillor D Coupar (Chair), Councillor J Bentley, Councillor B Anderson, Councillor A Gabriel, Councillor S Hamilton, Councillor K Ritchie, Ted Wilson, Timothy Woods, Matthew Walker, Andrew Feldhaus, David Glew, Jo Hourigan

Attendees: Neil Evans, Jill Wildman, Gurmeet Viridi, Amanda Douglas Smith

Time	Venue	Item / Issue	Lead
Meet at 2.55pm	Meet outside Portland Crescent, Civic Hall	Transport - mini bus, bus leaves at 3.05 pm prompt	Neil/Jill
TRAVEL	<ul style="list-style-type: none"> Drive past Clydes and Wortley Towers multi-storey flats 		
3.15 pm 3.50 pm	Visit and a short brief on the new Bio Mass boiler followed by a visit to Clyde Court Tower Block - visit/walk around	Outline work completed concierge system, heating system, WIFI, CCTV and the new secure door entry system plus any other visual improvements and investment.	Jill/Gurmeet
3.50 pm - 4.10 pm	The discussion will be inside flat 61 Clyde Court.	Short discussion/update with front line staff, PEP worker, Housing Manager (5/10 mins) and some tenants. The flat 61 Clyde Court was used as a site office during installation of the new heating system and is proposed to be used as a show flat for pre tenancy training	Gurmeet/ Amanda
4.15 pm TRAVEL	<ul style="list-style-type: none"> Travel back to city centre 		

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HOUSING ADVISORY BOARD

TUESDAY, 26TH APRIL, 2016

PRESENT: Councillor D Coupar in the Chair
Councillors B Anderson, S Hamilton and
K Ritchie

Tenant/Leaseholder

Ted Wilson

Independent Representative

Timothy Wood
Andrew Feldhaus

Co-opted Member

Jo Hourigan

CHAIR'S OPENING REMARKS

The Chair welcomed the return of Ted Wilson to the Board following a period of absence.

The Chair also welcomed Jill Wildman in her new role as Chief Officer, Housing Management.

67 Appeals Against Refusal of Inspection of Documents

There were no appeals against the refusal of inspection of documents.

68 Exempt Information - Possible Exclusion of the Press and Public

There were no items identified where it was considered necessary to exclude the press or public due to the confidential nature of the business to be considered.

69 Late Items

There were no late items of business.

70 Declaration of Disclosable Pecuniary Interests

There were no declarations of disclosable pecuniary interests.

71 Apologies for Absence

Draft minutes to be approved at the meeting
to be held on Tuesday, 7th June, 2016

Apologies for absence were received from: Councillor A Gabriel, Matthew Walker and David Glew

72 Minutes of the Previous Meeting

RESOLVED – That the minutes of the previous meeting held on 2nd February 2016 were accepted as a true and correct record.

73 Matters Arising from the Minutes

The following matters/actions arising from the minutes were highlighted:

Minutes No. 72 - Housing Leeds Capital Financial Position Period 2 2015/16

That a breakdown of housing works in each ward be circulated to Members as it became available

It was reported that a Members portal was been developed to provide updates to Ward Members for Capital Works being carried out in their individual wards – Status Open, in progress

Minutes No. 26 - Key Welfare Changes and Preparations for Universal Credit

Provision of information following visit to Oldham to be brought to a future meeting and the Chief Officer Welfare and Benefits to submit a report to a future meeting, including details of exceptions – A comprehensive report had been placed on the agenda for April 2016 – Status, Closed

Minute No. 42 – Housing Leeds (HRA) Revenue Financial Position – Period 6 – 2015/16

To provide to Members a breakdown of collection rates by the three different collection streams.

It was reported that changes were required to the IT systems to enable this data to be reported had been scheduled for April 2016 – Status, in progress

Minutes No. 43 – Performance Report

That an evaluation be undertaken of city-wide environmental schemes

Information had been included in a report on the April 2016 agenda – Status, closed

Minute No. 46 – High Rise Project Update

That arrangements be made for the Board to visit the Clyde's and Wortley's high rise blocks.

The Chief Officer Housing Management reported that arrangements were being made to visit the area in June 2016 – Status, Open in progress

Minute No.56 – Presentation from Mears

Co-opted Member David Glew requested further details about the Leeds Lettings Standard

It was reported that the requested information had been supplied – Status, Closed

Minute No.59 – Housing Leeds (HRA) Revenue Financial Position Period 9 2015/16

A report reviewing the long term investment strategy including any impact arising from the Housing Planning Bill 2015 was requested.

It was reported that issues connected with the impact of the Housing Planning Bill 2015 were subject of a report on the April 2016 agenda – Status, Closed

Minute No. 60 HRA Capital Financial position Period 9 2015/16

David Glew suggested that the categories used within the report be broken down in Sub Categories.

It was reported that a description of the Sub Categories had been included in the report on the April 2016 agenda – Status, Closed

Minute No. 63 – Sheltered Housing Support Models with focus on Extra Care Sheltered Housing

It was requested that a further update on proposed support models for older tenants be brought back to a future meeting of the Board.

That an update would be brought back to the November meeting of this Board
– Status, Open

Minute No.64 – Tenant Mobility Update

Councillor Richie requested if a copy of the Tenant Mobility Scheme could be circulated to Board Members for information.

Officers reported that the requested information would be supplied – Status, Open

Minute No. 65 – Housing Advisory Board Forward Plan 2016

It was requested that the following items be added to the Forward Plan 2016:

- Lettings Policy
- Long term investment strategy / impact of housing Planning Bill
- Housing Standards
- High rise housing

It was reported that the items had been scheduled as follows:

- Lettings Policy (June 2016 – Status, Open)
- Long term investment strategy / impact of housing Planning Bill (April 2016 – Status – Closed)
- Housing Standards (June 2016 – Status, Open)
- High rise housing – (September 2016 – Status, Open)

74 Update from Tenant Representatives

Draft minutes to be approved at the meeting
to be held on Tuesday, 7th June, 2016

The Chair invited Tenants representatives to provide any updates or feedback on issues affecting Council House Tenants.

Tracey McGarry - Lead on YAgI (Young Adults getting involved) explained that Yagi were encouraging young tenants to participate, and provide feedback on all aspects of the Council House service. Facebook and Twitter continued to provide a swift response to general queries raised by tenants.

It was reported that new tenants to the group often found it difficult and challenging to speak at public meetings. In an attempt to provide assistance, the group were now involved in promoting tenants training tools which may provide greater self-confidence leading to more involved participation.

Further partnership working was currently been explored through Tpas – Tenant Partnership Advisory Service who were able to provide advice on issues such as anti-social behaviour, mental health issues and bereavement.

Jo Hourigan referred to the Tpas Northern Region Awards 2016. She said that any winners shortlisted from our region would participate in the National Finals which were due to take place in July 2016.

Commenting on the work of VITAL, Jo said it was important that their views were brought forward to the Board if they were to influence any new policy development.

The Chair thanked both Ms McGarry and Mrs Hourigan for their feedback commenting that it was important that tenants views were made known to the Board.

75 HRA Capital Financial Position Period 11 2015/16

The Director of Environment and Housing submitted a report which provided a financial position statement on the HRA Housing Leeds Capital programme at period 11 for the financial year 2015/16.

Richard Ellis, Head of Finance, Environments and Housing presented the report and responded to Members comments and queries.

Detailed discussion ensued on the contents of the report which included:

- Housing Leeds Services and BITMO refurbishment programme
- Housing Leeds New build Programme & Other
- Clarification around the Sub Categories of Housing Leeds Capital Programme spend

RESOLVED – To note the Housing Leeds and BITMO refurbishment programme and the Housing Leeds Council House Growth programme position at period 11, 2015/16.

76 Housing Leeds (HRA) Financial Position as at Period 11 (2015/16) & Financial Strategy - Rents & Service Charges from 2016/17

The Director of Environment and Housing submitted a report which provided an update on the revenue financial position for the Housing Leeds (HRA) service as at the end of February 2016.

The report also set out the financial strategy in respect of rents and service charges for 2016/17

Richard Ellis, Head of Finance, Environment and Housing, presented the report and responded to Members comments and queries.

Detailed discussion ensued on the contents of the report which included:

- Key variances to Income – Income projected to be £694K
- Expenditure, particularly around disrepair provision projected to be £243K, above the original estimate
- Repairs budget projected to overspend by £696K
- Net savings of £874K are projected in relation to employees: vacant posts, savings on training and occupational health
- Savings of £369K projected in relation to premises costs
- Other key variations include a reduction in heat lease schemes £775K, additional contributions for large insurance claims £364K and saving to the tenant mobility scheme £170K
- Right to buy sales (RTB) sales – 397 completed sales to end of February, total sales being projected at 410 to year end. Anticipated total receipts could generate £11.7m
- Collection Rates – 97.17% for dwelling rents, compared to the target of 98.06%
- Arrears – Currently £6.24m compared to £5.8m at the end of 2014/15

Referring to paragraph 6.1 of the submitted report Andrew Feldhaus queried the technical arrears and the effect of delays with benefits.

In responding the Head of Finance said the technical arrears would arise when there was a time difference in the collection of direct debits.

Mr Feldhaus questioned if there was a similar time lag in recovering benefits.

In responding the Head of Finance said any such time lag did not affect the overall performance.

Councillor Anderson referred to section 7 of the submitted report “Financial Strategy – Rents & Service Charges” and queried how the predicted loss of £283m of rental income over the 10 year period (2016/17 – 2024/25) had been calculated.

In responding the Head of Finance said the figures were based on assumptions from previous years.

Referring to the reduction in rental income Councillor Ritchie questioned how any shortfall would be managed and queried if an increase in the level of service charges was adequate and sustainable.

In responding the Director said the bulk of the difference would be made up by the use of HRA reserves together with staffing efficiencies and improved targeting of resources. There would also be a need to review our long term strategy and a new Business Plan for summer 2016 would be prepared.

In offering comment Jo Hourigan said a shortfall in rental income could not be addressed through the use of reserves for a long period.

Ted Wilson referring to a potential increase in service charge each year requested to know how much would such an increase generate?

In responding the Director said that there was scope to increase the charges but at this stage no decision had been taken.

The Chair thanked Members for their contributions

RESOLVED – That the contents of the report be noted

77 Performance Report

The Director of Environment and Housing submitted a report which provided a summary of the latest available performance data against measure relating to the six Housing Leeds priorities. The report highlighted the ongoing development of the relevant performance measures and dashboards that would be used to report comprehensively against these priorities.

Appended to the report were copies of the following documents for the information/ comment of the meeting:

- Priority 1 Dashboard – Environmental Improvement(Appendix 1 referred)
- Priority 2 Dashboard – Rents and Benefits, quarter 3 (Appendix 2 referred)
- Priority 4 Dashboard – Repairs (Appendix 3 referred)

Debra Scott, Head of Resources and Strategy, Environment and Housing, presented the report and responded to Members comments and queries.

Detailed discussion ensued on the contents of the report which included:

- Progress on Environmental Improvement schemes
- Rent and arrears collection stands at 97.24% compared to 97.43 % the previous year

- Homeless preventions (1,463 homeless preventions Jan – March 2016 - 78% prevention rate)
- Temporary Accommodations (55 households)
- Re-Let Days – average 29.87 days
- Number of Void Lettable Properties - 450 February 2016
- Adaptation
- Repairs
- Capital Programme Effectiveness
- Annual Home visits
- Disrepair (Continued reduction in disrepair caseload)
- Further work being done to improve performance reporting

In offering general comment on the format of the report Councillor Hamilton said the contents appeared to be repetitive, the figures change but there was no explanation as to why, more commentary was required.

Referring to section 3.6 of the submitted report “Annual Home Visits” Councillor Ritchie raised the issue of digital inclusion and the fact that 38% of tenants did not have access to the internet at home. He said he was aware that internet access was available in local libraries but questioned how many tenants would use this facility.

In offering comment the Director said that there were a number of tower blocks throughout the city where communication masts had been positioned on the roof of the building. In such circumstances an agreement had been reached with the mast operator to provide free wi fi to tenants within the block. Jo Hourigan said a digital inclusion scheme had been provided to elderly care residents in the Moortown/ Alwoodley areas making the area more digitally able.

The Chair suggested that in light of the comments made a report on digital inclusion be prepared for a future meeting of the Board.

RESOLVED –

- (i) To note the most recent performance information relating to the Six Housing Leeds Priorities
- (ii) To note the progress being made to develop dashboards for each of the Six Housing Leeds priorities providing a range of both performance and contextual data to give a rounded view of performance
- (iii) That future Performance reports to include greater explanation and commentary
- (iv) That a report on digital inclusion be prepared for a future meeting of the Board.

78 Update on Welfare Reforms

The Assistant Chief Executive (Citizens and Communities) submitted a report which provided an update on the Government's continuing programme of welfare reforms and how the Council was preparing for this.

The report also provided an update on the housing – related reforms that had been introduced since 2011

Jill Wildman, Chief Officer, Housing Management, presented the report and responded to Members comments and queries.

Detailed discussion ensued on the contents of the report which included:

- Under-occupancy
- Benefit Cap
- Universal Credit
- Discretionary Housing Payments
- Housing Leeds Response to Welfare Changes

Offering comment the Chair said the potential impact on welfare reform was frightening but Leeds would need to be prepared for the challenges ahead.

Referring to Universal Credit, Jo Hourigan said there were many vulnerable tenants who would find it difficult to complete the necessary paperwork, they would not be able to cope with the amount of detail required. In such circumstances they would be advised to see a benefit advisor.

Tracey McGarry said that VITAL were working on communication with the Welfare Reform Group and YAGI was assisting on issues around Universal Credit.

In summing up the Chair said we have confidence in officers to deliver whatever is required.

RESOLVED –

- (i) That the contents of the report be noted
- (ii) That further updates be provided on a regular basis

79 Update on the Environmental Improvement Programme

The Director of Environment and Housing submitted a report which provided a summary of the Environmental Improvement Programme (EIP), which included 82 separate schemes of work across many parts of the cities Council Housing portfolio.

Appended to the report was a copy of the following document:

- Environmental Improvement Programme (Appendix 1 Referred)

Mark Grandfield, Head of Strategy and Investment, Environment and Housing presented the report and responded to Members comments and queries.

Detailed discussion ensued on the contents of the report which included an update on the following:

- Community safety and Security schemes
- Waste schemes
- Landscaping, access, amenity and play schemes
- Parking improvements schemes
- Overall progress

Referring to consultation on the schemes Councillor Hamilton requested to know if negative comments/ objections were considered with a view of trying to assist.

In responding the Head of Strategy and Investment said feedback both positive and negative could result in changes to a scheme.

Ted Wilson sought clarification around the locations of the various CCTV schemes

The head of Strategy and Investment said the majority of schemes were located in the west of the city but other additional schemes were been progressed in other locations.

RESOLVED –

- (i) That the contents of the report be noted
- (ii) To welcome the progress of the overall programme and individual schemes

80 Housing and Planning Bill 2015

The Director of Environment and Housing submitted a report which set out the key proposals within the Housing and Planning Bill 2015, as they affect starter homes, social housing, affordable housing and the PRS and the potential implications of the Bill.

Maggie Gjessing, Executive Manager Regeneration, City Development presented the report and responded to Members comments and queries.

Detailed discussion ensued on the contents of the report which included:

- Starter homes
- Sale of High Value vacant Local Authority homes
- High Income Social Tenants: Mandatory Rents

Draft minutes to be approved at the meeting
to be held on Tuesday, 7th June, 2016

- Lifetime Tenancies
- PRS Proposals

Referring to the proposals around new fixed term tenancies (between 2 and 5 years) section 3.4.2 of the submitted report, Councillor Hamilton questioned where a family would go.

In responding the Director said the tenant's circumstances would be reviewed and a decision would be made to either grant a new tenancy or to move the tenants to more appropriate social housing or terminate the tenancy.

Offering comment Jo Hourigan said all the previous work carried out around Community Cohesion would be wasted.

RESOLVED – That the contents of the report be noted

81 Housing Advisory Board Forward Plan 2016

The Board considered the contents of the Housing Advisory Board Forward Plan for 2016

Having received contributions/ suggestions from Board Members at today's meeting, the following items be added the Boards' Forward Plan:

- Digital inclusion
- Update on Welfare Reform

RESOLVED – That, with the inclusion of the above items, the contents of the Housing Advisory Board Forward Plan for 2016/17 be noted

82 Date and Time of Next Meeting

RESOLVED - To note that future meetings of the Board will be arranged as follows:

- Tuesday 7th June 2016
- Tuesday 13th September 2016
- Tuesday 29th November 2016
- Tuesday 28th February 2017

All meetings to commence at 5.00pm in the Civic Hall, Leeds

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Meeting Date	Minute ref no.	Action	Responsible for Output	Others involved	(last updated 19 May 2016)	Status
09/07/15	72	<p><u>Housing Leeds Capital Financial Position Period 2 2015/16</u></p> <p>That a breakdown of housing works in each ward would be circulated to members as it became available</p>	Simon Costigan	Intelligence team	Arrangements have been made for the information to be provided	Close
10/11/15	42	<p><u>Housing Leeds (HRA) Revenue Financial Position - Period 6 - 2015/16</u></p> <p>That a breakdown is given of collection rates by the three different collection streams</p>	Richard Ellis	Intelligence Team	Information has been included in the finance and performance reports on the June agenda	Close
	46	<p><u>High Rise Project update</u></p> <p>That arrangement be made for the Board to visit the Clyde's and Wortley's high rise blocks, date to be determined at a later date</p>	Jill Wildman		Arrangements made for visit prior to the June HAB meeting	Close
02/02/16	63	<p><u>Sheltered Housing Support Models with focus on Extra Care Sheltered Housing</u></p> <p>A further update on proposed support models for older tenants be brought back to a future meeting of the Board</p>	Jill Wildman		An update will be brought to the November Board meeting	Open

02/02/16	65	<p><u>Housing Advisory Board Forward Plan 2016</u></p> <p>To add the following items:</p> <ul style="list-style-type: none"> • Lettings Policy • Housing Standards • High Rise Housing 	<p>Jill Wildman</p> <p>Simon Costigan</p> <p>Jill Wildman</p>		<p>Scheduled for the June 2016 Board</p> <p>Now scheduled for September 2016 Board</p> <p>Scheduled for September 2016 Board</p>	<p>Close</p> <p>Open</p> <p>Open</p>
26/04/16	73	<p><u>Matters Arising</u></p> <p><u>Tenant Mobility Update</u></p> <p>Cllr Ritchie requested that a copy of the Tenant Mobility Scheme be circulated to the Board for information</p>	<p>Jill Wildman</p>		<p>Copy supplied to Cllr Ritchie in relation to his specific query and copies of the scheme are to be circulated for information.</p>	<p>Close</p>
26/04/16	77	<p><u>Performance Report</u></p> <p>That future performance reports included greater explanation and commentary</p> <p>That a report on digital inclusion be prepared for a future meeting of the Board</p>	<p>Debra Scott</p> <p>TBC</p>	<p>Chief Officers</p>	<p>Review of reporting has taken place and amendments made to format and content of report</p> <p>Yet to be scheduled</p>	<p>Close</p> <p>Open</p>

26/04/16	78	<u>Update on Welfare Reforms</u> That further updates be provided on a regular basis	Jill Wildman		Next update scheduled for September Board	Open
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Report author:
David Longthorpe

Report of **David Longthorpe – Head of Housing Management**

Report to **Housing Advisory Board**

Date: **7th June 2016**

Subject: **Joint Response to Tenant Scrutiny Board Inquiry – Environment of Estates**

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes x No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes x No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes x No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes x No

Summary of main issues

- 1 The purpose of this report is to advise Housing Advisory Board of the outcome of the tenant Scrutiny Board enquiry into the Environment of Estates and the joint response from Housing Leeds, Waste, Localities and Parks and Countryside to Tenant Scrutiny Board, following its Inquiry and subsequent recommendations made about environment of estates.
- 2 Tenant Scrutiny Board chose this topic as there was a strong belief that good housing and the welfare of tenants was not just about decent buildings but the 'whole environment' in which tenants live. They also felt this was an area where improvements could be made and help address issues from the 2014 Star Survey.
- 3 Information was gathered in a variety of ways including joint estate inspections, survey and meetings with Ward Members, meetings with senior managers and staff and a meeting with Councillor Coupar, Executive Member for Environment & Housing
- 4 Tenant Scrutiny Board concluded that the quality of the environment of estates is determined by the consistency with which the various departments of Leeds City Council are able to work together in partnership, involve residents, agree joint improvement plans and act on identified issues with monitoring to completion of actions.

- 5 The Tenant Scrutiny Board concluded that; improving environment of estates would lead to improved tenant satisfaction and would deliver an improved service for tenants if their recommendations are implemented. The recommendations from Tenant Scrutiny Board which includes feedback form Housing Leeds, Waste, Parks and Locality team can be found in Appendix 1.

Recommendations

- 6 Housing, Waste, Localities and Parks and Countryside would like to thank the Tenant Scrutiny Board for the work and commitment undertaken on the environment of estates Inquiry, and acknowledges the positive contribution to service improvement and delivering improved outcomes for tenants.
- 7 Housing Advisory Board are asked to note the feedback from Housing, Waste, Localities and Parks and Countryside in response to recommendations received regarding the environment of estates Inquiry, see appendix 1.
- 8 Housing Advisory Board are asked to note that Environment and Housing Department services will be working together to deliver outcomes recommended in this report and will be providing an update to Tenant Scrutiny Board in 6 months' time.

1.0 Purpose of this report

1.1 The purpose of the report is for Housing, Waste, Parks and Countryside and Localities teams to provide a formal response to Tenant Scrutiny Board in respect of the environment of estates inquiry.

2.0 Background information

2.1 Tenant Scrutiny Board chose this topic as there was a strong belief that good housing and the welfare of tenants was not just about decent buildings but the 'whole environment' in which tenants live.

2.2 The purpose of the inquiry is to make an assessment of and, where appropriate, make recommendations on the following areas:

- Current policies
- Tenant involvement
- Co-ordination of Council services and other agencies
- Developing and delivering standards
- Performance measuring
- Customer satisfaction - (STAR survey)

2.3 Tenant Scrutiny Board selected environment of estates as an area for investigation because:

- It was thought performance in this area would benefit from improvement
- It was felt that environment of estates is fundamental to tenants' experience of the Housing Management service and;
- It was felt it would address issues arising from the 2014 STAR survey

2.4 Information presented to Tenant Scrutiny Board during the course of their investigation in relation to the 2014 STAR survey, highlights the rising importance of neighbourhoods and the environment as an issue for tenants.

The top 5 tenant citywide priorities taken from the STAR survey are:

- Car parking
- Dog fouling
- Rubbish or litter
- Overgrown trees/shrubs/grass
- Drug use or dealing

2.5 Tenant Scrutiny Board have examined a wide range of information and evidence including:

- Joint estate inspections to obtain first-hand experience in Armley, Bramley, City & Holbeck and Moortown

- A survey of all Elected Members
- A meeting with Councillors from Armley, Bramley, City and Holbeck and Moortown.
- A survey of tenants and tenant and resident associations
- A meeting with senior managers from Housing, Waste, Parks and Countryside and Locality Team
- Consultation with Housing Officers, Team Leaders and Housing Managers
- A meeting with Cllr Coupar, Executive Member for Environment & Housing

2.6 It is felt this approach adds validity to the inquiry as the findings and resulting recommendations are evidence based and include extensive consultation with stakeholders.

2.7 The level of commitment and scale of work undertaken by Tenant Scrutiny during this inquiry has been considerable.

3.0 Main issues

3.1 Tenant Scrutiny Board have summarised the quality of environment of estates is determined by the consistency with which the various departments of Leeds City Council are able to:

- Adopt a 'one Council' approach and work in partnership
- Involve tenants and other stakeholders in managing estate standards
- Have a routine inspection programme
- Provide joint Estate Improvement Plans
- Harmonisation of processes
- Set agreed timescales for referrals
- Act on items identified and monitor through to completion
- Ensure information collected is correct and used to improve service outcomes for customers

3.2 The Tenant Scrutiny Board concluded that; improving environment of estates would lead to improved tenant satisfaction and would deliver an improved service for tenants if their recommendations are implemented. The recommendations from Tenant Scrutiny Board which includes feedback form Housing Leeds, Waste, Parks and Locality team can be found in Appendix 1.

The approved recommendations will be implemented and reported within 6 months time.

3.3.1 On receipt of the Tenant Scrutiny Board report, Housing Leeds has reviewed its estate inspection policy and procedures and has incorporated all of the findings in relation to recommendation 2, into the new process. This updated process was implemented on 15th April 2016 and will be shared with Team Leaders at a city wide meeting on the 6th May 2016.

4.0 Consultation and Engagement

- 4.1 The Tenant Scrutiny Board is made up of tenants only. They have led on and directed the purpose of this inquiry; from deciding what the inquiry should be about, who to speak with and what information to request and review. As part of the inquiry there was wider consultation with tenants through a survey.
- 4.2 An update on progress will be reported to Tenant Scrutiny Board in 6 months' time from Housing, Waste, Localities and Parks and Countryside.

5.0 Equality and Diversity / Cohesion and Integration

- 5.1 The nature of a Tenant Scrutiny Board inquiry is for tenants themselves to identify how services can be improved by taking time to investigate a particular service area and then make recommendations for improvement.
- 5.2 An Equality Impact Assessment of the estate inspection process has been undertaken in conjunction with tenants.
- 5.3 The following recommendations are examples of where the service is likely to advance equality of opportunity:
- By providing well managed estates this will enable Leeds City Council to provide improved environmental conditions, which will lead to improved tenant satisfaction.
 - To provide effective sign posting to all of our services and the services of other agencies and partners and to promote tenant involvement.

6.0 Council Policies and City Priorities

- 6.1 Improving environmental standards supports the Best Council objective to 'ensure high quality public services, improving quality, efficiency and involving people in shaping their city.'

7.0 Resources and Value for Money

- 7.1 Value for money is one of the key drivers for Tenant Scrutiny Board. The recommendations made, support the principle of; improved efficient and effective ways of working by removing duplication and providing efficient services.

8.0 Legal Implications, Access to Information and Call In

- 8.1 As a landlord Housing Leeds are required to promote and support Tenant Scrutiny Board in line with the Homes and Communities Agency's Tenant Involvement and Empowerment Standard. This is known as co-regulation and is how landlords are now regulated. Failure to comply with this standard could result in intervention from the regulator and put at risk the reputation of the service.

9.0 Risk Management

- 9.1 By delivering a coordinated approach in the management of environmental standards this will create neighbourhoods where tenants want to live and improve tenant satisfaction. In addition, it will address tenant feedback from the 2014 STAR survey.
- 9.2 Additionally, it enables Housing Leeds and other departments to manage risks associated with potential compensation claims arising from slips, trips and falls. The revised estate inspection process includes an annual inspection of footpaths, ginnels, walkways and paved areas.

10.0 Conclusions

- 10.1 The Environment and Housing Department wish to acknowledge the work of Tenant Scrutiny Board and their positive contribution to service improvement and delivering better outcomes for tenants.
- 10.2 Housing Advisory Board are asked to note the feedback from Housing, Waste, Localities and Parks and Countryside in response to recommendations received regarding the environment of estates Inquiry, see appendix 1.
- 10.3 Housing Advisory Board are asked to note that Environment and Housing Departmentt services will be working together to deliver outcomes recommended in this report and will be providing an update to Tenant Scrutiny Board in 6 months' time.

11.0 Background documents¹

Appendix 1: Tenant Scrutiny Board Recommendations – Environmental Standards, which includes feedback from Housing, Waste, Parks and Countryside and Locality teams.

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

ESTATE INSPECTION RECOMMENDATIONS FROM TENANT SCRUTINY BOARD WITH FEEDBACK

Desired Outcome – Assurances that the ‘One Council’ approach is operating at estate level

Recommendation 1 – That the Tenant Scrutiny Board review in September 2016 progress made towards service harmonisation and implementation of the ‘one Council approach’

Comment Recommendation accepted and we welcome a further review in September 2016

Desired Outcome – An improved walkabout process

Recommendation 2 – That the following be considered as part of the current harmonisation project and the results of the harmonisation project be reported back to Tenant Scrutiny Board

- Better communication of the estate walkabout with greater lead in time
- Proactive campaign to increase tenant participation both at walkabouts and in other associations
- That for some walkabouts specific agencies attend at the request of housing Leeds to target particular issues
- All ward councillors and those attend at the request of Housing Leeds to target particular issues
- All ward councillors and those attending receive outcome reports following walkabouts
- All actions agreed happen within agreed timescales
- Uniform reporting template
- Use of compliment letters
- Consistent approach to enforcement

Comment – Recommendation Accepted

We believe that in the majority of situations the Housing Officer can take ownership of any issues identified during the Walkabout on behalf of other council services and that stronger relationships can be built between services that result in improvements. This means in the majority of cases having additional council officers from other services would not be necessary which makes the best use of officer time.

We also wish to consider alternative ways of identifying issues on estates that result in the same outcomes

Desired Outcome – Cleaner estates

Recommendation 3 – That the Council introduces the best waste collection solution for individual estates, even if that results in variations across the city

Comment - Recommendation Accepted – However it should be noted that the council is committed to expanding Alternate Week Collection where possible but there are some locations where an alternative to the standard fortnightly wheelie bin service is provided that best meets the needs of that locality.

Desired Outcome – Cleaner estates and better educated residents on the issue of waste

Recommendation 4 – That the Council

- Provides more bins on estates

- Ensures the timely removal of full glass banks
- Introduces more clean up days
- Undertakes an education campaign to raise variations across the city

Recommendations Accepted

We would like to see residents control and plan clean up days with services providing a support role.

An education campaign needs to use various communication methods but it not only needs to inform but also challenge behaviours.

Desired Outcome – Improved appearance of gardens

Recommendation 5 – That appropriate enforcement action is taken to ensure tenants fulfil their tenancy agreement with regards to the upkeep of gardens

Comment Recommendation Accepted but we also provide appropriate support for tenants who need help in maintaining their gardens due to disability.

Desired Outcome – Improved knowledge of tenants as to their responsibilities

Recommendation 6 – That the responsibilities of tenants with regards their gardens are clearly communicated, particularly during pre-tenancy training

Comment Recommendation Agreed.

Desired Outcome – Providing tenants with the tools to keep their gardens neat and tidy

Recommendation 7 – That Housing Leeds encourages and facilitates the start-up of tool bank schemes

Comment Recommendation Accepted – While Housing Leeds does not want to directly manage such Tool Loan Schemes we will actively encourage the development of local Tool Banks where there is an interest by local residents to provide this service.

Desired Outcome – A better understanding by tenants of what is achievable and within what timescales

Recommendation 8 – That greater publicity be given to the constraints faced by the Council in terms of grounds maintenance

Comment Recommendation Agreed.

Desired Outcome – Up to date map

Recommendation 9 – That Parks and Countryside in liaison with Housing Leeds pro-actively identify those areas 'not on the map' and action accordingly

Comment Recommendation Agreed. Although not all neglected land is publicly owned and alternative solutions will be needed in these cases.

Desired Outcome – Improved garage policy

Recommendation 10 – That Housing Leeds reports back to Tenant Scrutiny Board back on any recommendations and or proposed policy changes following its review of garages

Comment Recommendation Accepted. Current review of the sustainability of garages and

garages sites is ongoing and an update will be provided to Tenant Scrutiny Board once completed.

Desired Outcome – The development of tenant associations which can help deliver estate initiatives

Recommendation 11 – That Housing Leeds pro-actively encourages and supports the development of tenant associations in those areas where such activity is low.

Comment [Recommendation Accepted](#)

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Report of Head of Finance, Environment & Neighbourhoods

Report to Housing Advisory Board

Date: 7th June 2016

Subject: Housing Leeds (HRA) Provisional Revenue Outturn Position - 2015/16

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

The purpose of this report is to inform Housing Advisory Board of the provisional outturn position for the 2015/16 financial year in respect of the Council's Housing Revenue Account (HRA).

Recommendations

Housing Advisory Board is requested to note the contents of this report.

1. Summary

- 1.1 The HRA is projecting to provisionally outturn for 2015/16 with a surplus of £(817k)k. This is a reduction of £200k from that reported at Period 11.
- 1.2 Executive Board approval is being sought to utilise £522k of the above surplus to create an earmarked reserve to fund the cost of severance payments to Housing Management staff leaving under the Council's Early Leavers Initiative scheme. This will help to deliver staffing efficiencies required as a result of reductions to rental income from 2016/17.
- 1.3 The balance of the in year surplus (£295k) will be transferred to the HRA General Reserve.

2. Key Variances to Budget - Income

- 2.1 Income is projected to be £(1,161)k more than budget. Key variations include additional rental income of £(426)k primarily as a result of voids being less than budgeted, unbudgeted contributions to capital works from leaseholders £(186)k and additional income from service charges (£222k).
- 2.2 Salary costs and administration costs associated with Right to Buy (RTB) sales which can be capitalised in accordance with the Council's principles together with other minor variations are £(327)k higher than budget.

3. Key Variances to Budget - Expenditure

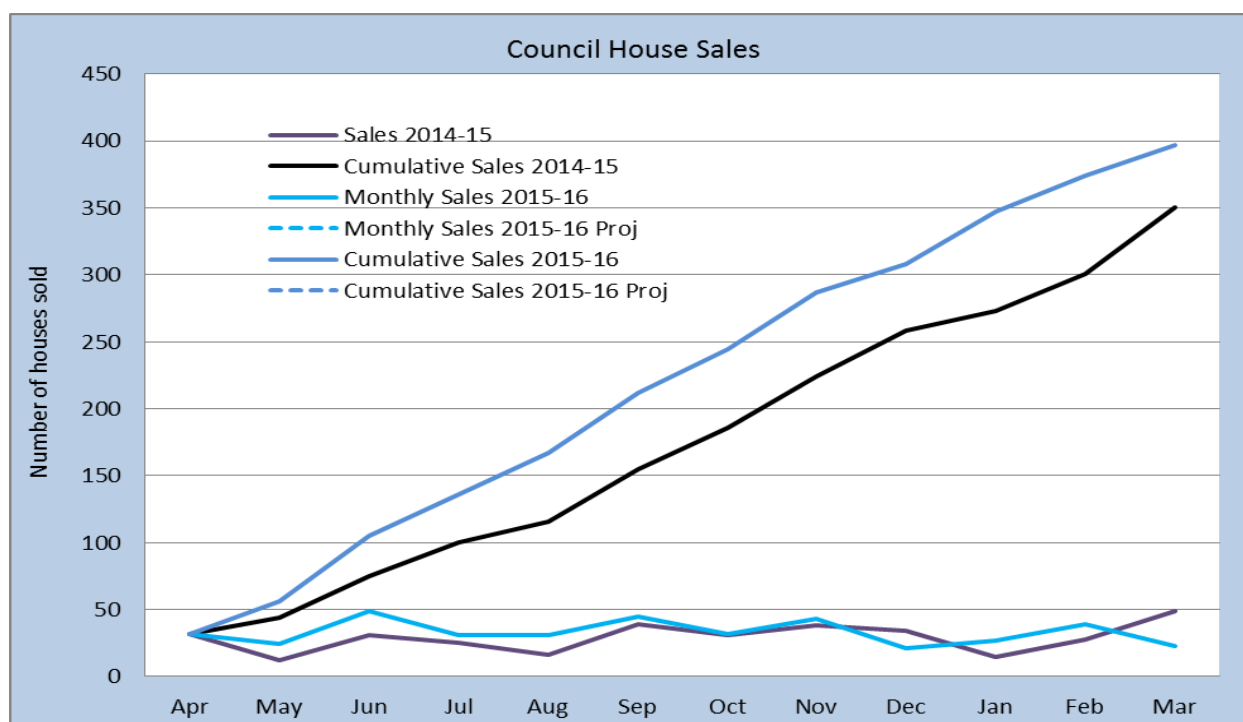
- 3.1 The overspend on the repairs budget (£2,292)k is due to a combination of additional works which have been undertaken largely as a result of resolving disrepair cases and by taking a more pro-active approach to avoiding expensive claims in the future. This preventative expenditure combined with improved processes in challenging claims will contribute towards delivering a balanced budget position in 2016/17. In addition to the above, the charge to the disrepair provision is £265k higher than budget as a result of clearing the backlog of outstanding cases.
- 3.2 There have been net savings of £(1,024)k in employee and transport costs due to vacant posts held earlier in the year whilst new structures were being implemented. It should be noted however, that these savings will not be recurring.
- 3.3 Savings of £(425)k have been achieved in relation to premises costs. Of these £(372)k relates to utility costs as a result of lower energy costs. The balance is due to a reduction in the carbon reduction levy £(38)k and minor variations in rents, cleaning and NNDR £(15)k
- 3.4 There has been a net overspend of £187k on charges for internal services. Key variations include additional charges for supporting troubled families on estates (£300k), welfare advice and support (£300k) energy portfolio work (£110k) and a more appropriate charge for the support provided by HR (£116k). These additional charges have been offset by reductions in charges for CDC £(197k), housing services £(123)k, community safety £(149)k, parks and countryside £(104)k and other minor variations £(66)k.

- 3.5 Net savings of £(146)k have been realised in relation to capital charges. This is due to a combination of higher charges for capital (£282k) and impairment charges (£455k), offset by additional Right To Buy receipts (£884k) being available to repay debt.
- 3.6 Other key variations include a reduction in leasing charges in relation to Heat Lease schemes £(775)k ,savings in relation to the tenant mobility scheme £(170)k and the requirement to make additional contribution for large insurance claims (£364k).
- 3.7 The contribution required to the bad debt provision is £270k lower than budget due to a combination of fewer rent arrears being written off than projected and the impact of the introduction of the Government’s welfare changes being less than anticipated.

4. Right to Buy (RTB) Sales

- 4.1 To the end of March 2016 there were 397 completed sales. This is 47 more than during 2014/15. The total year sales have generated sales receipts of £18,057k. In accordance with the Government’s formula, LCC can retain the sum of £11,754k.
- 4.2 Of this, £4,049k will be passported to Registered Social Landlords (RSLs) as a grant. This is to fund 30% of the cost of building new housing stock, and must be match-funded by a 70% contribution from the RSL. A further £5,384k can be retained for ‘allowable debt’ which can be used either to repay debt or to fund other capital expenditure. The remaining sum of £2,321k will be retained corporately to fund the General Fund Capital Programme.

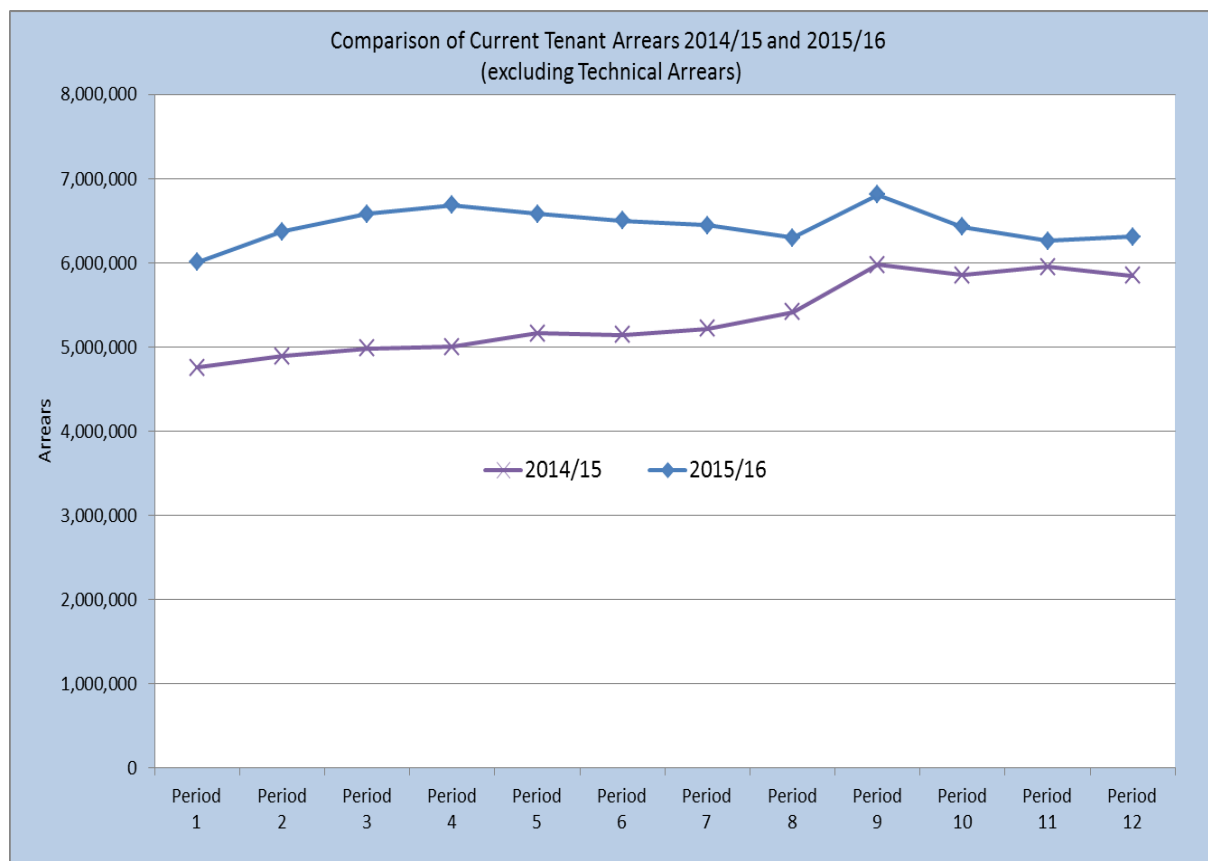
Council House Sales to end of March 2016



5. Arrears

- 5.1 Excluding technical arrears, arrears for current tenants are £6,309k at the end of 2015/16 compared to £5,847k at the end of 2014/15, an increase of £462k.

Comparison of Current Tenant Arrears 2014/15 and 2015/16



- 5.2 Dwelling rent collection rates for all tenants as at the end of March 2016 was 97.24% against a target of 98.06%. As can be seen in the table below this is higher than the previous 2 months but lower than the collection rate of 97.45% as at the end of March 2015.

Comparison of Collection rates Jan to March 2014/15 and 2015/16

	Jan	Feb	Mar
2014/15	97.29%	97.43%	97.45%
2015/16	97.00%	97.17%	97.24%

- 5.3 Rent collection performance is one of the main priorities for the service in 2016-17 and a number of actions are planned to improve performance this year, including regular campaigns, robust performance monitoring, targeted support for tenants affected by Universal Credit and Under Occupation and active promotion of direct debit.
- 5.4 At a previous meeting, HAB requested information on rent collection rates for tenants on full, partial and not in receipt of Housing Benefit. Work has now been completed to enable this to be reported, and the year-end position is as follows:

Benefit Status	Owing (rent plus previous year arrears) £	Paid (less pre-payments) £	%
Full	101,585,348	101,477,998	99.89
Partial	48,644,235	48,008,222	98.69
Self-Funding	70,871,421	65,513,850	92.44
Total	221,101,004	215,000,070	97.24

The roll out of Universal Credit and the requirement for claimants to pay their rent directly to their landlord presents a risk to future income levels, and more work needs to be done to look behind these figures to understand the risks involved and the factors that determine tenants' propensity to pay.

- 5.5 At the end of March there were 5,033 tenants classified as under-occupiers. At the end of 2014/15 approximately 53% of under-occupiers were in arrears, this has reduced to 52% as at the end of March 2016. The value of dwelling rent arrears for under-occupiers at the end of 2014/15 was £855k. This has reduced to £825k as at the end of March 2016.

6. Background Documents

- 6.1 None.

7. Recommendations

- 7.1 HAB is requested to note the contents of this report.

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Report author: Stephen J Boyle
Tel: 07983 387769

Report of Head of Finance Environments and Housing

Report to Housing Advisory Board

Date: 7th June 2016

Subject: Housing Leeds and BITMO Capital Finance Position 2015/16 Outturn

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. At the request of Housing Advisory Board, the purpose of this report is to provide a financial position statement on the HRA Housing Leeds Capital programme at Outturn for the financial year 2015/16.
2. The attached information has been provided for the Board's consideration in relation to:-
 - Housing Leeds & BITMO refurbishment programme (section 3)

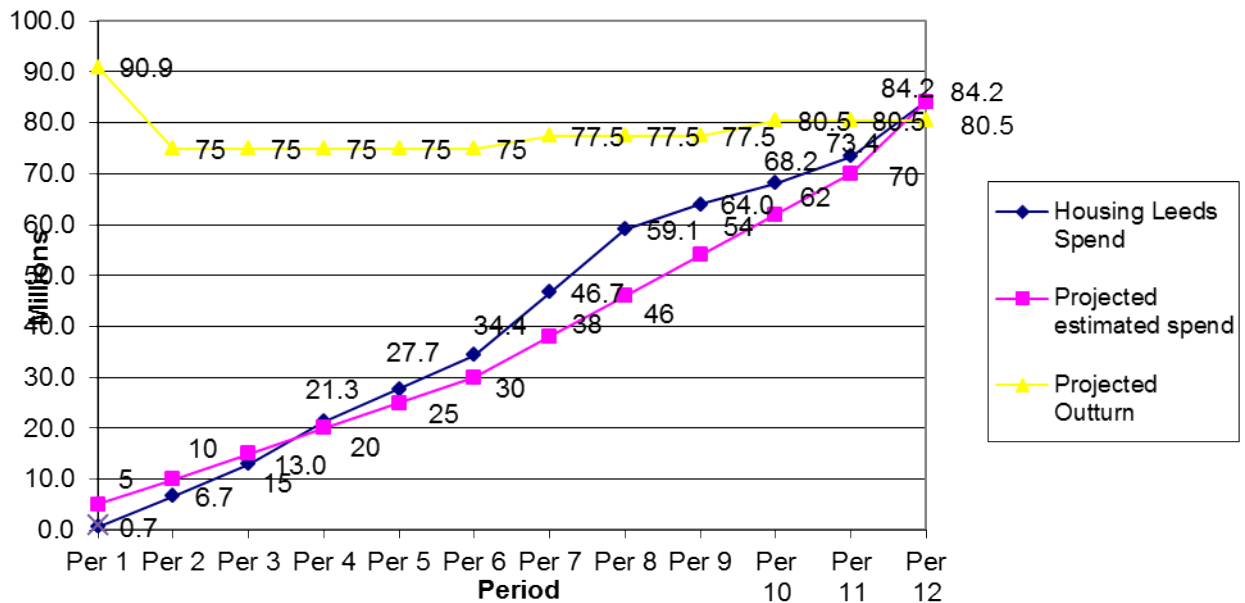
3.0 HRA CAPITAL PROGRAMME

3.1 Housing Leeds Services & BITMO

- 3.2 Housing Leeds actual spend at outturn is £84.2m equating to 105% of the February 2016 reported projection of £80.5m. This represents an increased delivery of 47% on the previous year actual of £57.1m in 2014/15.
- 3.3 Housing Leeds outturn and latest estimated future years responsive and planned works programme is detailed in the table below with a graphical representation of the outturn position for 2015/16 also included.

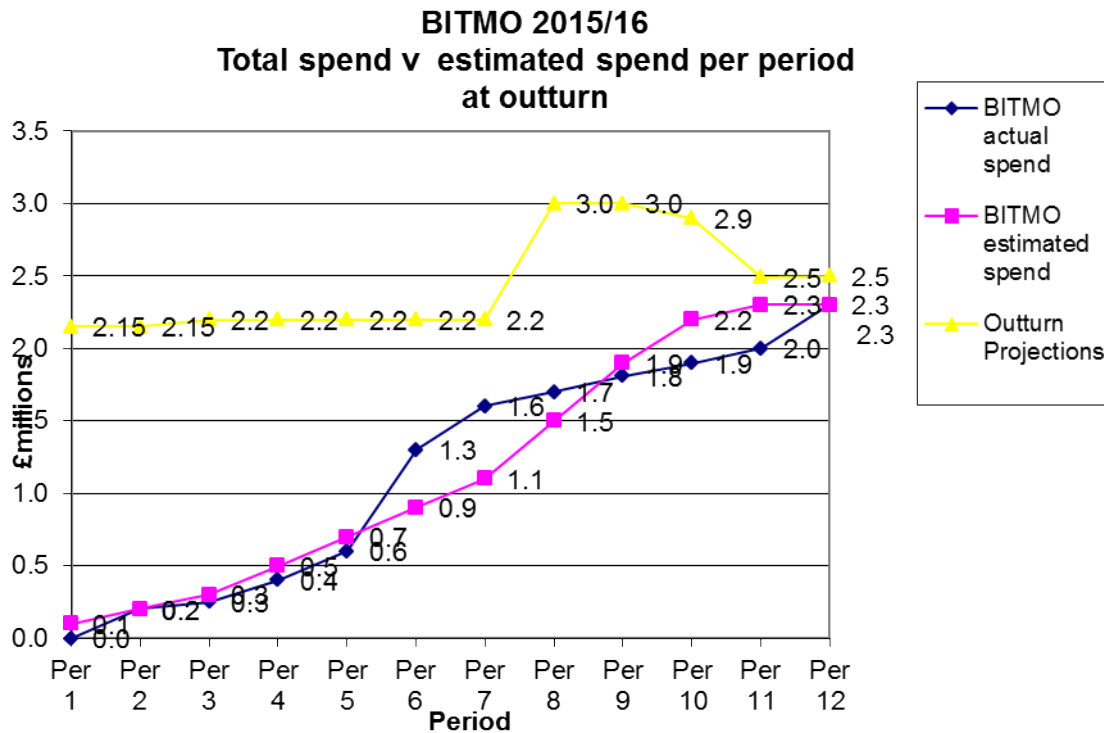
Housing Leeds Capital Programme	Original 15/16 Budget	Revised Budget at Per 12	Total outturn 2015/16	% spent to revised budget	Main Variances	2016/17 Estimated Budget	2017/18 Estimated Budget
Responsive Programme							
Voids	6,500.0	6,500.0	7,071.5	108.8%	£571.5k of previously slipped funding brought back to fund.	6,922.8	5,900.0
Capital Repairs & Maintenance	2,400.0	2,458.9	4,056.0	165.0%	Additional capitalisations - £728k repairs & £812k disrepair	2,501.0	2,640.0
Equipments & Modifications for Disabled	5,225.8	5,225.8	5,616.6	107.5%	£391k of previously slipped funding brought back to fund.	3,553.2	3,700.0
Total Responsive	14,125.8	14,184.7	16,744.1	118.0%		12,977.0	12,240.0
Planned							
Window & Door Replacement	1,842.8	1,827.8	1,941.3	106.2%	£384k accel'n on LBS, £211k slippage on Mears	3,033.3	4,250.0
Heating & Energy Efficiency	14,681.6	16,862.4	18,396.1	109.1%	£1,880k accel'n on Mears & several small slippages	8,995.0	12,500.0
Community Safety	726.0	283.0	287.0	101.4%	-	0.0	0.0
Electrical	3,671.3	1,214.8	1,153.4	94.9%	Small overs and unders	4,011.8	1,300.0
Re-Roofing	4,459.3	5,332.0	5,415.8	101.6%	Accel'n on Mears scheme	2,605.3	2,600.0
Kitchens & Bathrooms	12,379.6	10,837.2	10,481.1	96.7%	£235k Mears slippage & £92k LBS slippage	10,401.3	11,100.0
Environmentals	920.9	836.8	730.0	87.2%	£80k slippage Tinshill bins	249.0	250.0
Miscellaneous	50.0	113.6	161.0	141.7%	Additional Sanctuary properties provided for.	50.0	50.0
Structural Remedials & Insulation	8,511.3	2,533.7	2,590.4	102.2%	Small overs and unders	8,432.5	10,260.0
Communal Replacements	4,054.5	4,746.0	3,325.4	70.1%	£585k slippage on Claytons & £668k slippage on lifts	10,188.5	10,940.0
Conversion/Regeneration Works	4,645.9	4,257.9	4,367.1	102.6%	£139k accel'n Throstle Lane & small overs and unders	3,651.7	2,030.0
Planned Capital Repairs	1,372.0	0.0	0.0	0.0%	-	0.0	0.0
Disabled Access Works	154.9	177.9	178.5	100.3%	-	0.0	0.0
Fire Safety Works	3,976.7	3,875.1	4,654.8	120.1%	Accel'n - £555k fire stopping, £691k vent'n & glazing, & slippage £268k fire doors	4,264.2	490.0
Estate Shops & Leased Residential Prop	230.0	310.0	308.9	99.6%	-	154.0	238.8
Service Delivery Associated Costs	13,918.1	12,146.5	12,651.4	104.2%	Mears overheads	12,408.0	13,751.2
Total Planned	75,594.9	65,354.7	66,642.2	102.0%		68,444.6	69,760.0
Environmental Improvement Programme	0.0	937.8	847.3	90.3%		2,778.4	345.9
Total Housing Leeds 2015/16 Programme	89,720.7	80,477.2	84,233.6	104.7%		84,200.0	82,345.9

Housing Leeds 2015/16 Total Spend v Estimated spend per period at Outturn



- 3.4 The planned works actual spend at outturn is £66.6m achieving 102% of the overall planned programme projected at Feb 2016. There are various overs and unders within the planned programmes as set out in the table above with the acceleration of the heating and energy efficiency programme accounting for £1.9m of the additional spend in 2015/16. The planned programme will deliver £68.4m and £69.8m over the next 2 years.
- 3.5 The responsive works actual spend at outturn is £16.7m achieving 118% of the overall responsive programme projected at Feb 2016. Additional capitalisations at year end from within the disrepair programme account for most of this additional spend. Voids and adaptations have also achieved a higher spend than expected at Feb 2016 delivering more works in year.
- 3.6 The 2015/16 programme had been adjusted down from the initial revised capital programme in June 2015 of £90.9m to a more deliverable level of £75m on what could realistically be achieved within the year. Through the following months up to outturn the estimates have been surpassed with Housing Leeds being able to deliver more each month with £9m of the previously slipped funding being brought back to deliver the acceleration on some of the key programmes. Housing Leeds have delivered an impressive 47% increase on the 2014/15 outturn of £57.1m and shows that they are now capable of delivering future programmes of £82m+.
- 3.7 A full variance analysis will be carried out on the 2015/16 programme where we will establish those programmes where we have delivered more in year and those programmes which have slipped, there will inevitably be some over and under spends and any major issues arising will be dealt with by HL Mgt team, however delivering an £84m programme should be seen as a major achievement for Housing Leeds.

- 3.8 The Director of E&H approved the 2016/17 Housing Leeds refurbishment programme in March 2016 at £84.2m with the estimated programme in 2017/18 of £82.3m.
- 3.9 **BITMOs** spend to outturn is £2.3m achieving 79% of the overall programme projected in February 2016. Further work is needed in 2016/17 with BITMO to better understand the cashflowing of their programme and the timing of the BITMO Boards are crucial to the projections we make.



4.0 Recommendation

4.1 Housing Advisory Board are asked to note :-

- the Housing Leeds and BITMO refurbishment programme outturn position.
- A progress update report on the Council House Growth programme is included elsewhere on the HAB agenda.

5.0 Background documents¹ No documents referred to.



Report author: Lorraine Wright
Tel: (24) 74743

Report of Head of Housing Partnerships

Report to Housing Advisory Board

Date: 2nd February 2016

Subject: Progress Update on the Council House Growth Programme

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes <input type="checkbox"/> No

Summary of main issues

1. The Council Housing Growth Programme seeks to maximise the amount of new housing delivered within the city and increase council house stock available for letting to council tenants on the Leeds Homes Register.
2. The council has an ambitious programme to deliver c1,000 new council homes through acquisitions, new build and purchasing long term empty homes.
3. Funding amounting to £99.37m has been allocated to deliver this programme along with £42m to fund the Little London Beeston Hill and Holbeck regeneration scheme.

Recommendations

4. The Housing Advisory Board is requested to note the progress to date on the council house growth programme.

1 Purpose of this report

1.1 The purpose of this report is to provide the Housing Advisory Board with an update on progress in respect of the council house growth programme. This includes:

- Acquisitions
- New Build
- Long term empty homes

2 Background information

2.1 The council has an ambitious programme to deliver in the region of 1,000 new council homes in Leeds. This is the largest programme of new build council housing since the early eighties.

2.2 The council house growth programme comprises of three main strands:

- Acquisitions – off the shelf acquisitions provide an opportunity to purchase properties, either built properties or purchasing from plan.
- New build – through this programme, the Council aims to build modern homes taking account of design quality, space standards, energy efficiency and modern technology.
- Long term empty homes – the council has set aside funding to purchase 100 long empty properties by March 2018 to be refurbished and let as council housing. To qualify as a long term empty home, the property has to have been empty for 6 months. Earlier this year, Capita were awarded the contract to carry out valuations and conveyancing on behalf of the council for this programme.

2.3 Resources totalling £102.46m have been set aside for the council house growth programme to deliver the acquisitions, new build and long term empty home programme. In addition to this, £42m to support the council housing new build within the Little London and Beeston Hill and Holbeck (LLBHH) regeneration area have been made available through the Housing Revenue Account. These will deliver a total programme of c1000 new council houses.

2.4 Overall spend on the Council House Growth programme at outturn in 2015/16 is £10.8m (£5.32m in previous years) actual of £16.1m for the programme to date.

3 Main issues

3.1 A progress update on each of the council house growth work streams is outlined below.

3.2 Acquisitions:

- 3.3 Off the shelf acquisitions are proving to be a quick and cost effective solution to deliver good quality new homes for rent.
- 3.4 In 2015 the council purchased 23 new homes from Bellway in the Gipton area. These have all been let to customers on the Leeds Homes Register.
- 3.5 The council has entered into a contract with RDF Construction to purchase 8 homes on the former Lord Cardigan Pub site in Bramley. Site hoardings have been erected, pre-commencement planning conditions are in the process of being discharged and construction will start in January / February 2016. The development is scheduled to complete in summer 2016.
- 3.6 New Build:
- 3.7 The table below provides a progress update on each of the council house new build sites:

Site	Ward	Units	Programme
LLBHH Regeneration	Beeston + Holbeck, City and Hunslet, Hyde Park and Woodhouse	388 new build units	<ul style="list-style-type: none"> - Contractor – sc4L comprising of Keepmoat - Mix of apartments and family housing - All 388 new build units to be completed and handed over to the council by the end of March 2017. - 278 units have been delivered to end of Dec 2015
East Park Road	Burmantofts and Richmond Hill	32no 1 + 2 bed apartments	<ul style="list-style-type: none"> - Contractor - Geo Houlton and Sons Ltd - General needs apartments - Scheduled to complete Q4 2015-16
Extra Care at Yeadon (former Haworth Court site)	Otley and Yeadon	45no 1 + 2 bed apartments	<ul style="list-style-type: none"> - Contractor - Henry Boot Construction - 45 extra care apartments with communal lounge, restaurant, multi-use room - 10 apartments to be marketed for shared ownership - Scheduled to complete Q3 2016-17
Swarcliffe Drive (former Squinting Cat Public House)	Crossgates and Whinmoor	18no 1 + 2 bed apartments	<ul style="list-style-type: none"> Contractor – Britcon - General needs apartments for older people (55+) - Scheduled to complete Q2 2016-17

Broadleas	Bramley	24no 2 + 3 bed houses	<ul style="list-style-type: none"> - Appointed Kier as the Council's preferred partner. Kier to develop planning application drawings into construction plan to be approved by LCC prior to entering contract to build - Programmed for a March / April 2016 contract award - Scheduled to complete Q1 2017-18
Garnets	City and Hunslet	25no 2 + 3 bed houses	<ul style="list-style-type: none"> - Appointed Kier as the Council's preferred partner. Kier to develop planning application drawings into construction plan to be approved by LCC prior to entering contract to build - Programmed for a March / April 2016 contract award - Scheduled to complete Q1/2 2017-18
Whinmoor Public House,	Crossgates and Whinmoor	22no 2 bedroom houses	<ul style="list-style-type: none"> - Appointed Kier as the Council's preferred partner. Kier to develop designs in consultation with all stakeholders and once approved by LCC, a contract with Kier to build out the site will be signed Programmed for a 2016-17 contract award- Scheduled to complete Q3 2017/18
Beeches	Gipton and Harehills	27 units	<ul style="list-style-type: none"> - Programmed for a 2016-17 contract award - Scheduled to complete Q3/Q4 2017/18
Mistress Lane	Armley	TBC	<ul style="list-style-type: none"> - Site considered to be financially unviable. Further sites being considered.
Westerton Walk (West Ardsley Day Centre)	Ardsley and Robin Hood	45 units	<ul style="list-style-type: none"> - Result of funding bid under Care and Specialist Supported Housing Fund for 45 extra care apartments is still awaited - Demolition of West Ardsley Day Centre started January 2016 - Scheduled to complete Q4 2017/18

Barncroft	Killingbeck and Seacroft	Up to 16 units	- Site investigations and capacity study underway - Scheduled to complete before Q4 2017/18
Neville's	Temple Newsam	18-20 units	-Capacity study underway

3.9 Long term empty homes:

3.10 In April 2014 the Council was successful in securing almost £2m HCA (Homes and Communities Agency) grant supported by £7m HRA funding to purchase 100 long empty properties to be refurbished and let as council housing between 2015-18.

3.11 To date, 11 properties have been acquired and a further 13 are in the conveyancing process and are expected to be acquired before the end of January 2016. All will undergo works to meet the Council's lettable standard and will be let to applicants on the Leeds Homes Register.

3.12 The estimated average cost for the properties that have been acquired (including the refurbishment, valuation and legal costs) is £84,000 each which is well within budget.

3.13 Budget position:

3.14 Of the £102.46m resources to deliver the acquisitions, new build and long term empty homes programmes, £21m of Right to Buy receipts have been injected into the programme. £7m of these has been allocated to new build and a potential £8m allocated for grants to registered providers.

3.15 At outturn we currently have £22.9m of unallocated funding for schemes yet to be identified. Of this unallocated funding £6.3m of this is RTB receipts, £13.9m is approved borrowing and £2.7m is HCA grant swapped to utilise our own RTB 1-4-1 funding at 30% on each scheme.

4 Corporate Considerations

4.1 Consultation and Engagement

4.1.1 Executive Members are briefed regularly on progress and via the Members Steering Group. Ward Members are briefed on schemes / acquisitions within their ward and are consulted and engaged at specific intervals on the development of proposals for new build sites. Public consultation events take place prior to submission of a planning application.

4.2 Equality and Diversity / Cohesion and Integration

4.2.1 Equality and Diversity Impact screening has been undertaken for the Council House Growth Programme and has been determined that the proposals have a

positive impact in terms of Equality and Diversity and that a full assessment is not required.

4.3 Council policies and Best Council Plan

4.3.1 The development of new council housing will address priorities within the City Priority Plan to provide additional affordable housing and to support housing growth.

4.4 Resources and value for money

4.4.1 The programme and budget is managed through the Housing Growth Team in conjunction with Corporate Resources and Environment and Housing Finance Teams.

4.5 Legal Implications, Access to Information and Call In

4.5.1 There are no legal implications resulting from this report.

4.6 Risk Management

4.6.1 There are no specific risks associated with this report.

4.6.2 A risk log for the programme is managed by the Council Housing Growth Programme Board and is presented to each programme board meeting.

5 Conclusions

5.1 The Council Housing Growth Programme seeks to maximise the amount of new housing delivered within the city and increase council house stock available for letting to applicants on the Leeds Homes Register. It aims to do this via the following routes:

- Acquisitions
- New Build
- Long term empty homes

6 Recommendations

6.1 The Housing Advisory Board is requested to note the progress to date on the council house growth programme.

7 Background documents¹

7.1 None

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

Report of the Director of Environment and Housing

Report to Housing Advisory Board

Date: 7 June 2016

Subject: Performance Report

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. This report provides a summary of latest available performance against measures relating to the six Housing Leeds priorities agreed by the Housing Advisory Board, and in so doing and in order to avoid duplication, it signposts the Board to relevant information in other report on the agenda. It also takes account of feedback from the Board at their last meeting about the need for clearer information and commentary on the reasons for changes in performance.

Recommendations

2. The Board is recommended to:
 - Note the most recent performance information relating to the six Housing Leeds priorities.
 - Note/comment on the revised content and format of the report which takes account of feedback from the Board and avoids unnecessary duplication.

1 Purpose of this report

- 1.1 This report presents a summary of the most recent performance data against the six Housing Leeds priorities. It provides performance data, supporting commentary and contextual information, as well as signposting to relevant information contained in other reports on the HAB agenda.

2 Background information

- 2.1 The six Housing Leeds priorities were agreed by the Board at their meeting on 20th May 2015. They cover a number of key performance areas and, when viewed together, they provide a broad view of the performance of the service. Although dashboards have previously been provided with this report, the intention for future reports is to provide a more concise report which sets out the performance information within the body of the report, together with supporting commentary and other contextual information that helps to explain trends in performance over time. It also avoids duplication by signposting to relevant information in reports elsewhere on the HAB agenda.
- 2.2 The most recent data available (March 2016 unless otherwise stated) is provided within the body of this report in section 3 below. Supporting and contextual commentary is also provided.

3 The Six Priorities

3.1 Priority 1 – Environmental Improvement

- 3.1.1 During 2015/16 the Housing Advisory Panels (HAPs) have supported 215 environmental related projects, fully utilising their budget allocation. Recent examples include:

- Outer North East HAP funding of £558 for improvements to two community gardens in Durrants Close and Moorhaven Court
- Outer East HAP funding of £2,240 for replacement fencing on Hansby Avenue to help prevent vehicle access that was damaging the grass verges.
- Inner South HAP funding of £442 to install letter boxes and locks on metal security gates to help keep area secure for residents.
- Inner West HAP funding of £1,230 to improve the communal space and garden at Atlanta Street Sheltered Housing Scheme.

At its last meeting, the Board received a separate report showing progress with fencing, landscaping, parking and waste schemes funded under the £3m Environmental Improvement Programme. These schemes are progressing and the position at end March 2016 remains largely unchanged. Feedback from residents and ward members has been positive, and steps are being taken to evaluate the impact of some of the larger schemes on the local community.

3.2 Priority 2 – Rent and Benefits

- 3.2.1 Information on rent collection and arrears performance is provided within the Housing Leeds (HRA) Provisional Revenue Outturn Position report – 2015/16, and information on the impact of Welfare Reform will come to the Board in the form of regular update reports (next update report due 13 September 2016).

3.3 Priority 3 – Housing People

3.3.1 Homeless Preventions:

The March position was reported at the last meeting of the Board, and showed that, between January and March 2016, there had been 1,463 homeless preventions out of the 1,868 cases closed by Leeds Housing Options, which represented a 78% prevention rate and was consistent with the previous quarter.

The total number of homeless preventions in 2015/16 is 6,559 which compares with the 2014/15 year end figure of 4,862, and reflects a successful proactive approach to finding housing solutions to those at risk of homelessness.

3.3.2 Temporary Accommodation:

Temporary accommodation levels remain low. As of 31st March 2016, 55 households were placed in temporary accommodation, 42 of these were owed a housing duty to accommodate. A comparison with the other Core Cities (if we equalise the respective populations to Leeds) shows Leeds' figure of 42 to be the lowest, the next lowest being Liverpool at 88. Manchester has the highest number of households in temporary accommodation, at 865.

3.3.3 Gross average re-let days:

	Jan	Feb	Mar
2014/15	31.17	31.79	32.10
2015/16	30.69	30.70	30.52

The figures show an improvement in performance in average relet times over the quarter, and there is an improvement on the position last year. Looking specifically at the last two months (as opposed to the monthly cumulative averages over the year), the average relet time was 29.87 days in February, whereas March was 27.51 days which is 2.5 days under the 30 day target. The void numbers continuously remain low and the time in works, ready to let to tenancy commencement time and overall relet time has improved throughout the year therefore putting us in a strong position going into the new financial year.

3.3.4 Number of void lettable properties:

	Jan	Feb	Mar
2014/15	593	587	541
2015/16	343 + 71 PFI / New Build	325 + 125 PFI / New Build	383 + 131 PFI / New Build

As of week 52 (4th April 2016) LCC have 514 voids; this equates to 0.91% of voids untenanted. Overall voids have continued to remain low and around 0.90% including the PFI, new build and buy back properties.

3.4 Priority 4 – Repairs

3.4.1 Repairs Right First Time:

Contractor	Target	Jan	Feb	Mar
City-Wide (including BITMO)	90.00%	93.82%	92.70%	92.99%
LBS (Formerly Construction Services)	90.00%	96.18%	95.41%	96.08%
Mears	90.00%	92.87%	91.81%	91.99%

At the end of March 2016, city-wide repairs completed right first time is reported at 92.99% against a target of 90%. Both Mears and LBS are exceeding the 90% target for this indicator. LBS – 96.08% (representing 2,914 jobs within target out of 3,033) and Mears – 91.99% (8,588 jobs within target out of 9,336).

However, in order to show truly comparable figures as requested by the Board, it has been necessary to take out bricklaying and plastering jobs from the Mears figures, which generates a citywide figure of 93.29% (LBS – 96.08% and Mears – 92.33%).

Relatively strong performance against this indicator has been achieved through a continuous focus on developing contract management procedures around excellent customer service and learning from failures.

3.4.2 Repairs Within Target

Contractor	Target	Jan	Feb	Mar
City-Wide (including BITMO)	99.00%	88.15%	90.72%	88.54%
Cube Security	99.00%	88.89%	100.00%	100.00%
LBS (Formerly Construction Services)	99.00%	81.96%	82.05%	78.93%
Easaway	99.00%	96.84%	98.28%	97.30%
Mears	99.00%	98.03%	97.97%	97.76%

Citywide performance for repairs completed within target stands at 88.54% for March 2016 which is below target for this indicator. Mears performance stands just below target at 97.76% (9,617 jobs within target out of 9,837). LBS are not achieving target with an end March result of 78.93% (5,294 jobs within target out of 6,707).

LBS performance is the main area of concern on this indicator and there will be significant focus on improvements during 2016/17. The Head of Leeds Building Services is leading on a thorough review of operational processes to identify all the issues affecting performance and deliver the required actions through the ongoing ISP Realignment Project. Several key areas for improvement within LBS have been identified and these are being developed through consultation with the Repairs Customer Focus Groups. These key areas include:

- Introducing and improve technological solutions to modernise the service
- Strengthening the planning function

- Developing process improvements that are then delivered consistently across the whole service
- Improving diagnostics to avoid disrepair claims
- Implementation of a robust performance management framework which drives service improvement
- Improving case handling and ensuring that we are learning from complaints

In addition to the work already ongoing through the ISP Realignment Project, Housing Leeds have signed up to and commenced the ‘Rethinking Repairs’ project with the Chartered Institute of Housing. As a key objective of the project, Leeds has outlined improving the effectiveness of Leeds Building Services as the top priority in order to improve performance and efficiency of the repairs service.

An update will be provided to HAB in the September report and subsequent reports, as required. An Action Plan is being developed that will pinpoint specific actions, dates for completion and action owners so it is clear who is accountable for delivering the improvement.

3.4.3 Overall Satisfaction with Repairs

Overall Repairs Satisfaction				
Area	Target	Jan-16	Feb-16	Mar-16
CITY (excl BITMO)	TBC	83.33%	N/A	94.50%
*BITMO	TBC	N/A	N/A	N/A
ENE	TBC	83.69%	N/A	95.18%
SSE	TBC	N/A	N/A	91.25%
WNW	TBC	81.17%	90.70%	97.46%

Overall citywide (excluding BITMO) satisfaction with repairs stands at 94.50%.

Detailed analysis of Repairs Customer Satisfaction data and regular discussion with members of the three Repairs Focus Groups identifies that a customer’s response is based on their overall experience of the repairs service from reporting the repair to completion. As such, implementation of all the key areas for improvement identified in 3.4.2 will lead to improvements in overall customer satisfaction with improving the planning function within LBS as a top priority. Customers have highlighted their experience of reporting repairs as a key area of dissatisfaction. A key area of improvement activity and also a key objective of the CIH project is to develop an improved self-serve platform to improve the customer experience in this area of the service and to allow focus of resources on complex contacts.

3.5 Priority 5 – Capital Programme Effectiveness

Information relating to this priority is given within the HRA Capital Financial Position 2015/16 report and the Housing Growth Update report.

3.6 Priority 6 – Knowing Our Tenants

3.6.1 % of Annual Home Visits completed:

	Jan	Feb	Mar
2014/15	70.09%	75.95%	84.01%
2015/16	89.93%	94.31%	97.84%

During 2015/16 almost 98% of Housing Leeds tenants received an Annual Home Visit. This is a significant improvement on 2014/15 when 84% of tenants received a visit, and has delivered many positive benefits for tenants and the service. The full year end outcomes of visits is currently being collated and a more detailed report will be available outlining the key findings for the next Housing Advisory Board.

Based on data entered to date, there are some key areas where we need to focus additional support to tenants:

- 11% of tenants don't have a bank account that allows direct debits.
- 38% of tenants don't have access to the internet at home (this issue was noted by the Board at the last meeting and a request was made for a separate report addressing issues of digital inclusion).
- 38% of tenants are not confident that they could make a benefit claim on-line.
- Over 9000 tenants indicated that they would struggle to manage if they received their benefits on a monthly basis.

This information is being used to inform areas of additional support needed by tenants.

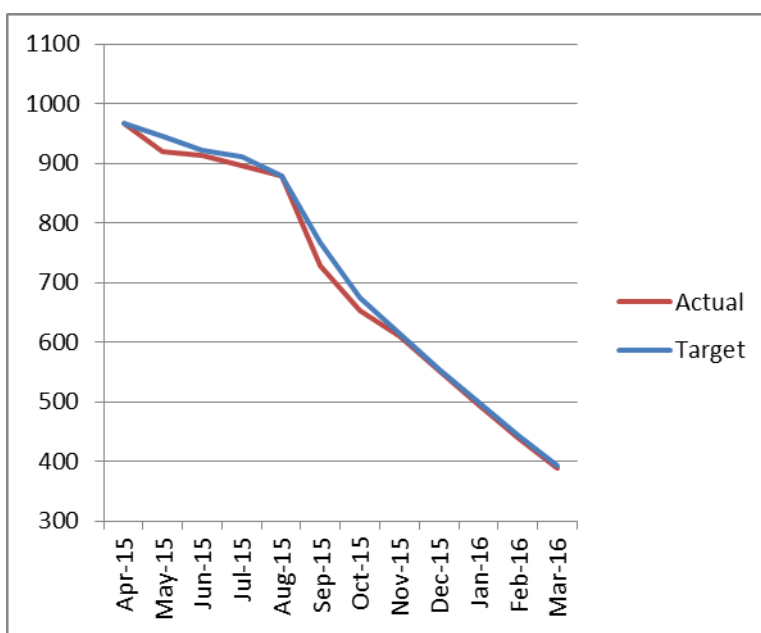
A review of the Annual Home Visit content and process has been undertaken to inform AHVs for 2016/17. A more detailed visit will be undertaken this year, which supports the social contract approach – emphasising tenant responsibilities and a more detailed conversation about support needs. AHVs which are outstanding at the end of 2015/16 have been prioritised for the beginning of 2016/17, and more robust procedures are in place to gain access – linked to annual gas safety check, repairs etc., referral to an External Process Server and legal action to enforce the tenancy agreement.

3.6.2 Disrepair:

Financial aspects are covered within the Housing Leeds (HRA) Provisional Revenue Outturn Position – 2015/16. However, at the last HAB meeting a request was made for further detail to be provided on disrepair; the following gives an overview of performance, showing a significant reduction in caseload for 2015/16.

The year-end performance figure was 388 which was 4 below the target of 392.

	Target	Actual
Apr-15	968	968
May-15	946	920
Jun-15	921	914
Jul-15	912	897
Aug-15	878	878
Sep-15	766	728
Oct-15	674	654
Nov-15	614	611
Dec-15	554	551
Jan-16	500	496
Feb-16	445	440
Mar-16	392	388



Whilst there has been a lot of focus on tackling disrepair and resources have been deployed to reduce the backlog of cases, a full review of processes has also been undertaken.

This has resulted in a more robust analysis of the details contained within each claim and a significant reduction in the amount of actual claims that have been accepted as genuine disrepair claims.

Whilst there has been an increase on internal legal charges this has been due to the fact that we have taken a proactive approach in order to more vigorously defend a number of cases.

This approach has reduced the average compensation per claim by over 40% and the legal costs for the complainant by over 35%.

4.1 Consultation and Engagement

4.1.1 This is an information report and as such does not need to be consulted on with the public. However all performance information is published on the council's website and is available to the public.

4.2 Equality and Diversity / Cohesion and Integration

4.2.1 This is an information report and not a decision so it is not necessary to conduct an equality impact assessment. However, some of the data provided will link to wider issues of equality and diversity and cohesion and integration, and there may be occasions when the Board will want to look more closely at these issues, and may request further information.

4.3 Council policies and the Best Council Plan

4.3.1 This report provides an update on progress in delivering the council's Housing priorities in line with the council's performance management framework.

4.4 Resources and value for money

4.4.1 There are no specific resource implications from this report, although some performance indicators relate to financial and other value for money aspects.

4.5 Legal Implications, Access to Information and Call In

4.5.1 All performance information is publicly available and is published on the council website. This report is an information update providing the Board with a summary of performance for the strategic priorities within its remit and as such is not subject to call in.

4.6 Risk Management

4.6.1 There is a comprehensive risk management process in the Council to monitor and manage key risks. This links closely with performance management, and any performance issues that are considered to be a significant risk can be escalated through the risk management process to ensure that mitigating actions are taken.

5. Conclusions

5.1 This report provides a summary of the latest available performance against the six Housing Leeds priorities in order to give a comprehensive picture of performance and useful contextual data to consider alongside service performance information. The format and content of the report has also been amended to reflect feedback from the Board.

6. Recommendations

6.1 The Board is recommended to:

- Note the most recent performance information relating to the six Housing Leeds priorities.
- Note/comment on the revised content and format of the report which takes account of feedback from the Board and avoids unnecessary duplication.

Report author: Martyn Long
07712 214341

Report of **Environment and Housing**
Report to **Housing Advisory Board**
Date: **7th June 2016**
Subject: **Lettings Policy Review Consultation Update**

Are specific electoral Wards affected City wide	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, name(s) of Ward(s):		
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In		<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, Access to Information Procedure Rule number: Appendix number:		

Summary of main issues

In February 2016, Executive Board agreed to commence consultation on these proposed changes to the current lettings framework with a view to approving a revised policy in September/October 2016.

The Consultation commenced with 2 Elected Member sessions in early March 2016. This has been followed by further consultation with local tenant and resident groups, statutory and voluntary sector partners and individual tenants and residents.

The consultation asks for feedback on the following proposals:

- The introduction of a tenant transfer policy;
- Review of the main lettings policy to mainstream some elements previously covered by local lettings policies;
- A new approach to community lettings policies to replace local lettings policies, with improved links to tenancy management issues in the wider community.

The paper provides an update on progress with the consultation to date, and some feedback on the key themes to emerge so far.

Recommendations

Housing Advisory Board is invited to note progress to date with the lettings policy review consultation.

1.0 Purpose of this report

- 1.1 To provide an update to Housing Advisory Board on progress with the Lettings Policy Review consultation.

2.0 Background

Housing Leeds lets between 4,500 and 5,000 homes a year, and in 2014/15 over 1,000 applicants from the housing register were rehoused by housing associations under the council's nominations agreements.

The current lettings framework is based on the council's legal duties set out in the Housing Act 1996 of meeting housing needs as well as meeting the aspirations of tenants and residents. In order to balance the needs of households in housing need with those local communities, the council lets 75% of properties based on housing need and 25% to households who have been on the waiting list the longest with a local connection to the ward area.

Demand for council housing outstrips supply. The average waiting time for households who were rehoused in 2014/15 was 48 weeks across the city, property types and sizes.

Currently there are 23,762 (31/12/15) households on the housing register, approximately 24% (5,635) of customers have assessed housing needs (Band A & B) and 76% households have no identified housing need, but have expressed a preference to be rehoused by the council.

Around 1 in 6 of the council's 57,000 homes have a local lettings policy which gives preference to certain groups of applicants for some properties, e.g. local connection preference in some outer lying areas of the city or age restrictions intended to minimise lifestyle clashes in flats.

Over the past two years, Housing Leeds has undertaken a harmonisation programme of tenancy management and support policies and procedures, to ensure a consistent, high quality service is provided. The programme has taken the good practice of the former ALMOs, and developed policies and procedures which are based on the social contract model of reinforcing tenant responsibilities whilst providing high levels of support.

As part of the harmonisation programme Housing Leeds commenced a fundamental review of the local lettings policies currently in operation to ensure they are fit for purpose and consistently applied across the city. The review has involved extensive consultation with tenant and resident groups, officers, Housing Advisory Board and Scrutiny Board. As the project developed new priorities have emerged, and the scope of the review was widened to include the wider lettings framework and a number of proposals have been put forward.

In February 2016, Executive Board agreed to commence consultation on these proposed changes to the current lettings framework with a view to approving a revised policy in September/October 2016.

3. Overview of consultation

The Consultation commenced with 2 Elected Member sessions in early March 2016. This has been followed by further consultation with local tenant and resident groups, statutory and voluntary sector partners and individual tenants and residents. We are about a third of the way through the consultation and are currently on track to complete by July 2016.

A full timetable for the consultation is below:

Consultation plan	Timescales
Finalise proposals for consultation	Jan / Feb 2016
Executive Board approval to commence consultation	Feb 2016
Political briefings on draft version	March 2016
Public consultation with stakeholders on proposed changes to lettings policy, including tenants / customers	March – July 2016
Collation of responses	July 2016
Proposals to Housing Advisory Board	September 2016
Equality Impact Assessment of proposed changes to lettings policy	July - August 2016
Housing and Regeneration Scrutiny Board to view final proposals	July 2016
Community Committees	July- August 2016
Executive Board to consider and approve changes	October 2016
Implementation including IT changes, training and promotion of new policy	October – November 2016
Implementation of Community Lettings Policies on Block by Block Basis	From October 2016
Regular Updates to HAB throughout implementation	October 2016 – March 2017

In addition to face to face consultation, we have also published an online survey through the council's Talking Point portal, which has been promoted through the Leeds Homes flyer and website, Housing Leeds website, tenant newsletter and via social media.

The consultation is currently focusing on the overarching policy framework and changes to individual blocks will be subject to further local consultation with tenants and residents prior to implementation on a phased basis.

The consultation asks for feedback on the following proposals:

- **Introduction of a tenant transfer policy** to give greater preference to and reward existing council tenants who have successfully held a secure tenancy as part of our commitment to the social contract and enabling the council to make better use of its housing stock

- **Review of the main lettings policy** to mainstream some elements previously covered by local lettings policies – specifically:
 - Use of local connection preference in outer lying areas of the city with low turnover and high demand
 - Giving preference to tenants with a good tenancy record
 - Conducting home visits to prospective applicants prior to making an offer
 - Introducing pre tenancy training for 16 and 17 year olds, and applicants who are unable to demonstrate a good tenancy record
 - Using our good neighbour criteria in areas with significant issues of anti-social and criminal behaviour

- **New approach to community lettings policies** to replace local lettings policies, with improved links to tenancy management issues in the wider community. To include more proactive marketing of lower demand homes to attract new customer groups, and to encourage people in employment and flat sharing, and to encourage council tenants to downsize to a smaller property or high rise flat, and free up a family council house

4. Progress to date

We are currently about a third of the way through the consultation period. To date the consultation team have held two member sessions, and met with a number of groups, including VITAL, Cross City Chairs Group, Leeds Tenants Federation, VOLT, High Rise Group, Equal Access Group, and a number of staff groups. Over the next couple of months we will be holding discussions with a wider range of tenant and resident groups, Housing Advisory Panels and tenant forums, as well as Housing and Regeneration Scrutiny Board and Community Committees.

Online Survey:

The online survey has now been live for a number of weeks, and has been promoted as widely as possible to current tenants and prospective tenants through the Leeds Homes flyer and website, Housing Leeds website, tenant newsletter and via social media.

The survey has generated 269 responses to date. Of the 269:

- 125 are existing Housing Leeds tenants;
- 23 are housing association tenants;
- 37 are in private rented accommodation;
- 10 home owners;
- 28 have no fixed address (either living with friends/relatives or registered as homeless.).

Of respondents to date 61% are female, with 21% male and 18% not answering the question. There is an equal split in terms of age with 43% aged under 40, and 40% over 40, with 20% not answering the question.

Feedback from consultation to date

We are only about a third of the way through the consultation period so it is early days in terms of getting a clear outcome from the consultation. Because of the complexity of the consultation we have taken the approach to visit a number of groups twice, initially to give an overview of the proposed changes, and then revisiting to discuss their views and thoughts on the changes once they have had more time to look at the proposals in detail. Therefore, the update below is only from a small sample of the overall consultation, and may change in the coming weeks.

From the consultation so far, there are a number of key themes to emerge which are summarised below:

- **Introduction of a tenant transfer policy**

There is overwhelming support from across the various groups for the introduction of a tenant transfer policy. It is generally felt that the policy would be a sensible addition that would allow us to reward and incentivise good tenant behaviour, and would add flexibility to the lettings process. There is a consensus that the policy should be kept as simple as possible and clearly explained to both existing and prospective tenants so the policy is clearly understood. Some thought needs to be given to how it would work for people wanting to downsize and how we could incentivise people in 2 or 3 bedroom houses to take 1 or 2 bed flats. More detail is needed on which properties would be selected for a tenant transfer and how this would be promoted/managed.

From the online survey, again the majority are supportive of a tenant transfer, although it should be noted that responses from people who are not existing Housing Leeds or Housing Association tenants the response has been more mixed, with around 40% disagreeing with the introduction of a tenant transfer policy.

In terms of applying a tenant transfer quota there has been less clarity in responses so far. Members in particular felt that if we did have a quota, it should remain flexible, possibly with an annual review to ensure it was working as intended.

- **Home visits/Pre-tenancy training**

Again there has been strong support for introducing pre-tenancy training and/or home visits for prospective tenants. It is felt that this will allow a more proactive approach in supporting prospective tenants to hold a successful tenancy and identify and help address any potential issues before they emerge. Tenants should be given a clear message around what is expected of them in managing their tenancy. It was also felt that it may allow us to identify certain types of property that may not be suitable for individual applicants. Consideration also needs to be given to prospective tenants with support needs that may make a home visit or attendance at training difficult to ensure that nobody is unintentionally disadvantaged.

From the online survey so far, 75% of respondents are in favour of conducting home visits with potential applicants.

It was felt that the training needed to be clear and consistent, and emphasise tenant responsibilities, but also that in return it should be clear what Housing Leeds will offer as a landlord.

Several issues have been raised around the need to ensure that we have a flexible approach to pre-tenancy training/home visits, and that existing support needs etc should be taken into consideration when undertaking the visits in particular.

It was also felt that the timing of training/visits needed to be carefully managed to ensure that it was undertaken as close to the commencement of a tenancy as possible.

- **Local connection Policy**

The response so far has generally been positive towards having a local connection policy across the city, although feedback has suggested that there is a limited understanding across the board around how the policy works, where it applies and how it is implemented (definition of 'local' etc). A number of suggestions that clear guidance is needed, and further training for staff.

Some concerns have been expressed around people without a local connection being blocked from living in certain areas of the city and restricting aspiration. Policy needs to be clear and consistently and fairly applied.

From the online survey, 57% of respondents so far are in favour of using local connection in other areas of the city, with 24% disagreeing and 19% stating 'Don't know'.

- **Community Lettings – proposals to replace existing age restrictions**

Response to this to date has been fairly mixed. There has been a general acceptance that the current policy of relying on age has not always worked, and leaves us open to challenge. Members and some of the strategic tenants groups in particular have been supportive of a move away from age related LLPs, emphasising that we should be more intelligent around lettings rather than using age as a management tool. Strong emphasis that this should be supported by strong and robust management was to reassure tenants that removing age restrictions would not increase problems, particularly within high rise blocks.

The online survey is even more mixed, with around half supportive of removing age restrictions and half against it. Unsurprisingly when you look at age breakdowns of respondents, older people are mostly in favour of age restrictions, while younger people are more supportive of removing them in favour of other options.

There is a high level of support across the board for giving preference to under occupiers to free up a house for another family and again for the introduction of home visits/ tenancy checks and pre-tenancy training.

Next Steps

The consultation will run until July. A full consultation timetable is detailed above. Over the next 6-8 weeks further consultation will be undertaken with:

- VITAL;
- Community Committees;
- YAGI;
- High Rise Group;
- All Housing Advisory Panels;
- Equal Access Group;
- Staff;
- A number of tenant and residents groups facilitated through the tenant involvement team.

We will also be further promoting the online survey as widely as possible to gauge the views of both current and prospective tenants. A full summary and outcomes from the consultation will be presented to Housing Advisory Board in September 2016.

4.0 Corporate Considerations

Equality and Diversity / Cohesion and Integration

Housing Advisory Board members are being asked to note the progress being made with the Lettings Policy review consultation, and as such, a decision is not being made. An Equality Impact screening assessment has been completed and the council will conduct a full equality and diversity impact assessment as part of the review to identify potential positive and negative impacts, and will develop an action plan to address any negative impacts identified. A full EIA on the final proposals will be included in the final Executive Board report in October for approval.

Council policies and Best Council Plan

The development of community lettings policies supports the council's ambition of being the best city in the UK, which is fair, open and welcoming to all. This links to the best council outcomes of improving the quality of life for residents, particularly those who are vulnerable or in poverty.

Existing local lettings policies are perceived by some existing tenants as positive in establishing stable communities, but also restrict the choice of rehousing for other customer groups.

The proposals will help achieve the savings and efficiencies required to continue to deliver frontline services by rewarding tenants who abide by their tenancy agreement.

Resources and value for money

The Council aims to ensure its housing stock is managed efficiently and best use is made of the limited resource, for example, by reducing homelessness and the associated social and financial costs such as temporary accommodation placements.

The Council aims to operate an efficient lettings process, to reduce the length of time properties remain empty to ensure the needs of customers in housing need are met, and to increase tenant and resident satisfaction with their homes and neighbourhoods.

The move to develop community lettings policies will improve lettings outcomes and reward tenants who abide by their tenancy agreement and care for their property, and reallocate resources to support proactive tenancy sustainment through home visits and pre-tenancy training.

Legal Implications, Access to Information and Call In

None at this stage. The report is an update paper and is not subject to call in.

Risk Management

The report is an update paper. A full risk assessment has been undertaken for the Lettings Policy Review.

5.0 Conclusions

- 5.1 This report highlights the progress that has been made to date with the consultation on the lettings policy review, and provides some feedback on the key messages emerging from the consultation so far. A full report on the outcome of the consultation and next steps will be presented to the September meeting of Housing Advisory Board, prior to being taken to Executive Board for approval.

6.0 Recommendations

- 6.1 Housing Advisory Board is invited to note progress to date with the lettings policy review consultation.

Background documents¹

- February 2016 Executive Board paper 'Effective Housing Management and Lettings Framework.'

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

Housing Advisory Board

Forward Plan

Tuesday 7th June 2016



Tuesday 7 th June 2016			
Deadline for first drafts	Deadline for final drafts after Chair's brief	Item	CO/Author
Deadline for reports to Neil Thursday 12 th May 2016 12 noon Chairs Brief (Thursday 19 th May 2016 11 am)	Wednesday 25 th May 12 noon	<ul style="list-style-type: none"> • High Rise Visit and update - Clydes and Wortleys • Action Plan/Outstanding Actions • Update from Tenants Representatives • Housing Leeds and BITMO Capital Finance Position 2015/16 Outturn • Housing Leeds (HRA) Provisional Revenue Outturn Position - 2015/16 • HRA Business Plan Presentation • Performance Update • Progress Update on the Council House Growth Programme • Joint Response to Tenant Scrutiny Board Inquiry – Environment of Estates • Lettings Policy Review Consultation Update 	Gurmeet Virdee Chief Officer coordinated by Debra Scott Mandy Sawyer Stephen Boyle Helen Semianczuk Richard Ellis/Jill Wildman/Simon Costigan Debra Scott Lorraine Wright Dave Longthorpe / John Gittos Mandy Sawyer

Tuesday 13 th September 2016			
Deadline for reports to Neil Wednesday 17th August 2016 12 noon	Deadline for final drafts after Chair's brief Weds 31st August 2016 12noon	<ul style="list-style-type: none"> • Action Plan/Outstanding Actions • Update from Tenants Representatives • HRA Capital Financial Position 2016/17 • Housing Leeds (HRA) Revenue Financial Position - 2016/17 • Performance Update • Housing Strategy Updates • Council House Growth Programme • High Rise Update • Welfare Reform • Housing Standards (Lettings Standards and Leeds Standard) 	Chief Officer coordinated by Debra Scott Jill Wildman/Mandy Sawyer Stephen Boyle Helen Semianczuk Debra Scott Mandy Sawyer Lorraine Wright Jill Wildman/Martyn Long Jill Wildman Simon Cositgan
Chairs Brief (Tuesday 23rd August 2016 4pm)			
Tuesday 29 th November 2016			
Deadline for first drafts	Deadline for final drafts after Chair's brief	Item	CO/Author
Tuesday 8 th November 2016 12 noon Chairs Brief Monday 14 th November 2016 2pm	Thursday 17 th November 12 noon	<ul style="list-style-type: none"> • Action Plan/Outstanding Actions • Update from Tenants Representatives • HRA Capital Financial Position 2016/17 • Housing Leeds (HRA) Revenue Financial Position - 2016/17 • Performance Update • Housing Strategy Updates • Council House Growth Programme • Sheltered Housing Support Models with focus on Extra Care Sheltered Housing 	Chief Officer coordinated by Debra Scott Jill Wildman/Mandy Sawyer Stephen Boyle Helen Semianczuk Debra Scott Mandy Sawyer Lorraine Wright Jill Wildman/Mandy Sawyer

Tuesday 28 th February 2017			
Deadline for first drafts	Deadline for final drafts after Chair's brief	Item	CO/Author
Chairs Brief		<ul style="list-style-type: none"> • Action Plan/Outstanding Actions • Update from Tenants Representatives • HRA Capital Financial Position 2016/17 • Housing Leeds (HRA) Revenue Financial Position - 2016/17 • Performance Update • Housing Strategy Updates • Council House Growth Programme 	<p>Chief Officer coordinated by Debra Scott Jill Wildman/Mandy Sawyer Stephen Boyle Helen Semianczuk</p> <p>Debra Scott Mandy Sawyer Lorraine Wright</p>

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