



Housing Committee

Wednesday 21 September 2022 at 7.30 pm

**Council Chamber, Runnymede Civic Centre,
Addlestone**

Members of the Committee

Councillors: J Gracey (Chairman), J Hulley (Vice-Chairman), D Coen, M Cressey, M Darby, S Dennett, A King, P Snow, S Whyte, S Williams and J Hill
J Hill for the purposes affecting Council housing tenants

In accordance with Standing Order 29.1, any Member of the Council may attend the meeting of this Committee, but may speak only with the permission of the Chairman of the Committee, if they are not a member of this Committee.

AGENDA

Notes:

- 1) Any report on the Agenda involving confidential information (as defined by section 100A(3) of the Local Government Act 1972) must be discussed in private. Any report involving exempt information (as defined by section 100I of the Local Government Act 1972), whether it appears in Part 1 or Part 2 below, may be discussed in private but only if the Committee so resolves.
- 2) The relevant 'background papers' are listed after each report in Part 1. Enquiries about any of the Agenda reports and background papers should be directed in the first instance to **Mr A Finch, Democratic Services Section, Law and Governance Business Centre, Runnymede Civic Centre, Station Road, Addlestone (Tel: Direct Line: 01932 425623). (Email: andrew.finch@runnymede.gov.uk).**
- 3) Agendas and Minutes are available on a subscription basis. For details, please contact Democratic.Services@runnymede.gov.uk . Agendas and Minutes for all the Council's Committees may also be viewed on www.runnymede.gov.uk.

- 4) In the unlikely event of an alarm sounding, members of the public should leave the building immediately, either using the staircase leading from the public gallery or following other instructions as appropriate.
- 5) Filming, Audio-Recording, Photography, Tweeting and Blogging of Meetings

Members of the public are permitted to film, audio record, take photographs or make use of social media (tweet/blog) at Council and Committee meetings provided that this does not disturb the business of the meeting. If you wish to film a particular meeting, please liaise with the Council Officer listed on the front of the Agenda prior to the start of the meeting so that the Chairman is aware and those attending the meeting can be made aware of any filming taking place.

Filming should be limited to the formal meeting area and not extend to those in the public seating area.

The Chairman will make the final decision on all matters of dispute in regard to the use of social media audio-recording, photography and filming in the Committee meeting.

List of matters for consideration
Part I

Page

Matters in respect of which reports have been made available for public inspection

1.	Notifications of Changes to Committee Membership	
2.	Minutes	4 - 12
	To confirm and sign as a correct record the Minutes of the meetings of the Committee held on 18 June 2022 (Appendix 'A') and 3 August 2022 (Appendix 'B').	
3.	Apologies for Absence	
4.	Declarations of Interest	
	Members are invited to declare any disclosable pecuniary interests or other registrable and non-registrable interests in items on the agenda.	
5.	Domestic CCTV Policy	13 - 20
6.	Asset Management Plan Update	21 - 49
7.	IRL Communal Lounge Policy	50 - 56
8.	Rehousing Plan for Ukrainian Households (Homes For Ukraine Scheme)	57 - 61
9.	Compensation Policy	62 - 70
10.	Social Housing Decarbonisation Fund Application	71 - 75
11.	Mobility Scooter Policy	76 - 83
12.	Housing IT Enhancement Update	84 - 88
13.	Support with Moving Policy	89 - 96
14.	Performance Report	97 - 103
15.	Exclusion of press and public	104

Part II

Matters involving exempt or confidential information in respect of which reports have not been made available for public inspection.

16.	Appointment of Repairs, Maintenance, and Voids Contractor	105 - 111
17.	Procurement Activities	112 - 116

Runnymede Borough Council**Housing Committee****Wednesday, 8 June 2022 at 7.30 pm**

Members of the Committee present: Councillors J Gracey (Chairman), J Hulley (Vice-Chairman), D Coen, M Cressey, M Darby, S Dennett, A King, P Snow, S Whyte and S Williams.

In attendance: Councillors A Balkan and C Howorth.

67 Minutes

The Minutes of the meeting of the Committee held on 9 March 2022 were confirmed and signed as a true record.

68 Apologies for Absence

None received – All Committee members present.

69 Declarations of Interest

None received.

70 Pet Policy

The Corporate Head of Housing advised that a consultation exercise seeking tenant and leaseholder views on the draft Pet Policy had concluded at the end of April. A number of approaches had been utilised to seek their views, including newspaper articles, focus groups and a pets in the park event.

This process attracted 108 responses, with consultees broadly supportive of the policy, and subject to Member approval accreditation would be sought from the RSPCA.

The consultation exercise resulted in a number of changes to the finalised policy, including only assistance dogs being kept in retirement living, tenants being expected to make arrangements for their pets to be looked after should they be unable to do so, along with the requirement for tenants to train their dogs.

The Council would also support homeless applicants keeping their cats and dogs in lodgings during the relief period.

The Committee chair thanked those who took part in the survey.

A Member asked whether appropriate resources were in place to enable annual checks, and whilst advising these checks were not currently undertaken, the Corporate Head of Housing stated that the checks would form part of the tenancy audit programme. Resources would be kept under review.

The Corporate Head of Housing confirmed that an annual check would be carried out to ensure that tenants were complying with the tenancy obligations they had signed up to. The service would provide a fair but robust response in these circumstances, and would be closely linked to the Anti-Social Behaviour policy.

The launch of the policy would go out in the September newsletter, and retrospective permission would be required for pet ownership.

Resolved that –**Members approved the Pet Policy.****71 Compensation Policy - Request to Commence Consultation**

The Head of Housing Services & Business Planning reported that both the Housing and Local Government Ombudsmen required landlords to have remedies in place where compensation was appropriate and stressed the importance of having a consistent and proportionate approach to compensation within an approved policy.

A draft policy setting out the maximum levels of compensation payable in situations and the management authorisation required had been to a recent Member Working Party and an eight week consultation period was being sought for service users and interested parties. The final policy would be brought back to September's Housing Committee.

Subject to Committee approval, training would be rolled out to staff and there would be oversight to monitored that the policy would be applied consistently.

The Head of Housing Services & Business Planning confirmed that few complaints were currently received, but they were sporadic with very few requests for compensation. It was anticipated that compensation payments might go up slightly upon approval, but this would help to ensure consistency.

Resolved that –**Members approved the draft policy for consultation.****72 Financial Wellbeing Strategy**

Further to Committee approval in January to commence a consultation exercise, the Corporate Head of Housing reported that the consultation ended in late April and the focus of the strategy was supported by consultees, who also valued the training and use of incentives offered.

Some of the strategies aims included reducing fuel bills, providing debt advice and supporting tenants and their families into work.

An action plan supported the strategy, and actions from within it would be brought back to future a future Committee.

Several amendments had been made to the strategy through the consultation including ensuring tenants had access to essential items, including furniture and bedding and providing advice for seeking a new energy provider for tenants.

The Corporate Head of Housing concluded that the cost of living crisis had intensified since the policy was drafted, and declared his intention to return for Committee approval for certain items.

A Member stressed the importance of linking the strategy to the Corporate Plan, as well as the importance of providing training for residents, either in-house or externally, and the Corporate Head of Housing confirmed this would be linked to a sub strategy within the Health & Wellbeing strategy.

The Head of Housing Services & Business Planning responded to a Member question about the consequences of refusing support, stating that it was only if a tenant was in arrears and refusing support would enforcement action be taken.

Resolved that –

Members approved the strategy, noted the actions within along with the intention to bring some of those actions to future Committees.

73 Tenancy Policy/Strategy - Request to Commence Consultation

The Head of Housing Services & Business Planning advised that The Council had a legal responsibility to publish both a Tenancy Strategy and a Tenancy Policy for use in allocation of its own stock.

Historically the Council only issued secure lifetime tenancies but since the Localism Act it had also been able to offer Flexible Fixed Term Tenancies with a minimum term of two years, which would enable a review at the end of the fixed term to determine whether the household still met the criteria for the property or whether alternative accommodation should be sourced either within social housing or other tenures.

The Council currently offer two, five and ten year Tenancies and secure tenancies for those who held them before 1 April 2012 or those moving into IRL.

It was felt that two year tenancies did not provide adequate security for the tenant as they are let to those people who are perceived to be most at risk of not sustaining a tenancy. It was felt that this was not appropriate as any tenancy breaches should be dealt with using the appropriate legal mechanisms. Officers were recommending that only five or ten year policies were offered in future.

The Head of Housing Services & Business Planning requested an eight week consultation, with all Registered Providers consulted. The results would be brought back to the September Housing Committee.

The Committee chair stated that this greater security was what the Council should be providing. The Committee Vice-Chair added that the average tenancy lasted 6-7 years, and agreed with the sentiment to remove the two year option. This had been reflected during discussion at several Member Working Parties. Furthermore, both options would continue to be preceded by a one year probationary term, which would provide a mechanism to deal with any issues.

Resolved that –

Members approved the draft policy and strategy for consultation.

74 Runnymede Borough Council's Garage Strategy 2022 - 2028

The Corporate Head of Housing confirmed the strategy included all garages owned by the Council, and was discussed at a Member Working Party earlier this year.

The purpose of the strategy was to set out a programme for systematically identifying poor performing garage sites, with reviews taking place where occupancy levels were below 80%.

One of the drivers for the strategy was to ensure the financial performance of the garage stock was maintained, and approval was sought to commence a consultation, as well as undertake an appraisal of the fourteen worst performing sites, with the results brought back to the November Housing Committee.

Where sites were identified as needing redevelopment, a more focussed consultation would take place with the local community.

Resolved that –

- 1) Members approved the Garage Strategy noting that viability appraisal findings would be reported to the November Housing Committee.**
- 2) Members approved the consultation approach outlined for the garage strategy. Wide consultation on the strategy and a detailed site by site consultation if ‘change of use’ is proposed for a current garage site.**

75 Mobility Scooter Policy - Request to Commence Consultation

The Head of Housing Services & Business Planning described the increased use of motorised mobility equipment throughout the population, and the need for a policy to ensure that the Council manages the use of such items within its buildings to ensure the safety of residents.

A process was necessary for requesting permission to store or charge a mobility scooter within a Council facility to ensure that the Council meets its statutory obligations in relation to Health & Safety and Fire Safety Regulations.

The policy would support tenants to ensure their equipment was maintained and safe for their use, and would be utilised by those residents most in need.

Approval was sought to commence an eight week consultation exercise, which would involve extensive communication with residents of Independent Retirement Living.

The Committee Chair encouraged Members to share details of all consultations with residents.

Resolved that –

Members approved a consultation exercise on the new Mobility Scooter Policy with the results of the consultation and a final draft policy to be brought to this Committee in September 2022

76 Request to Approve Implementation of the Housing Services Gas Safety Policy

The Head of Housing Technical Services confirmed that the aim of the policy was to clearly communicate what the Council would do to achieve gas safety performance that was compliant with the law as well as best practise in its sector.

The policy would be one of a suite of policies that linked in to the key Health & Safety policies, and the Council would adhere to all legislation.

No further resources would be required to maintain the policy, which would supersede the existing policy and be implemented immediately.

The Committee Vice-Chair added that it would form part of the tenancy agreement to allow access upon reasonable request – failure to do so would be a breach of the agreement.

Resolved that –

Members approved the implementation of the Gas Safety Policy

77 **Request to Undertake a STAR Survey**

The Corporate Head of Housing was seeking Committee approval to undertake a STAR (Survey of Tenants and Residents) survey to understand their views on the Housing Service.

The survey would allow the Council to benchmark against other authorities, and could filter by things such as stock size.

From 2023 it would be a government requirement for all Local Authorities to carry out tenant satisfaction surveys, and completing a STAR survey would help the Council identify action plans in advance of that.

Several Members highlighted the prospect of survey-fatigue given the volume of surveys being distributed, and the Corporate Head of Housing confirmed that the provider earmarked to carry out the survey would guarantee drawing a representative sample to be able to draw accurate conclusions.

Furthermore, the surveys would focus on specific cohorts who were affected by certain policies, however the STAR survey would go to all tenants. The approach would be varied to try and reach as many people as possible. Furthermore, feedback would always be provided to participants to inform them of their impact.

The cost of the survey would be going towards potentially providing hard copies of the survey, along with analysing the results and drawing conclusions.

Resolved that –

Members noted the arrangements planned to undertake a STAR satisfaction survey, with further updates to be presented to this Committee.

78 **Request to Approve Implementation of the Housing Services Legionella Management Policy**

The Head of Housing Technical Services confirmed the intention to clearly communicate the Council's responsibilities and to ensure the policy covered key details.

The policy took the best practise approach in addition to statutory requirements, and followed all relevant legislation and law. IT formed part of the wider suite of Health & Safety policies.

In response to a Member question, the Head of Housing Technical Services confirmed this policy only affected a handful of properties across the borough, specifically the flats with a communal water supply.

Resolved that –

Members approved the implementation of the Legionella Management Policy

79 **Housing IT Enhancement Update**

The Corporate Head of Housing confirmed work remained ongoing to upgrade the Housing IT system, with the implementation of a number of modules underway.

The Asset Management Plan was almost complete, with the old system very soon to be turned off. The quality of the data able to be produced would be reflected in the Asset Management Plan report, which was scheduled for September's Housing Committee.

The Housing Allocations and Communications were also both nearing completion, which would enable text communication with tenants.

The Committee Chair was pleased that the ongoing work meant that tenants could access information online and engage with the repairs service direct, resulting in a streamlined and more transparent process.

Resolved that –

Progress of phase 2 of the Housing IT system enhancement was noted.

80 Key Performance Indicators, 2021/22 Q4

The Head of Housing Services & Business Planning updated the Committee on rent arrears for HRA tenants, which currently stood at 2.14%. This was considered disappointing but was largely owing to high level of staff vacancies, cases where no action could be taken during Covid and the current economic climate.

Compliance figures continued to be positive and the data, along with progress on an extensive planned maintenance programme to achieve Decent Homes compliance had recently been shared with the Regulator of Social Housing.

Voids had experienced significant issues but it was hoped that the recent appointment of a dedicated Voids Officer would help to improve the situation.

The Corporate Head of Housing added that he had heard from the Regulator in recent days, who had acknowledged the significant Health & Safety improvements but did not feel it appropriate to withdraw the Council's Regulatory Notice due to its performance on Decent Homes. This would be reviewed again in November, and whilst it was unlikely the Council would have achieved the desired figure by then, if it was delivering consistently against the long-term action plan the Notice might be lifted then.

A Member added that achieving a high Decent Homes figure on the Council's stock would be extremely difficult because of the large number of non-standard construction properties, and key to the improvement would be building new properties.

81 Standing Order 42 - Energy Assessor

The Corporate Head of Housing updated Members on the need to complete a Standing Order 42 since the previous Committee in relation to the purchase of the Energy Assessor NEC/Northgate IT module.

This was linked to the Housing Services' commitment to achieve a C energy efficient rating by 2030. To fulfil the funding gap a bid would be made to the Social Housing Decarbonisation Fund. The energy assessor module enables the Council to project what work was required to achieve the C rating and the cost involved.

The Committee Chair concluded this was a £12,000 investment to hopefully secure £2m of funding.

82 Standing Order 42 - Green Homes Grant

The Corporate Head of Housing updated Members on the need to complete a Standing Order 42 since the previous Committee, which was again intended to achieve the Energy C rating of the Council's stock.

The Standing Order 42 provided permission to unlock additional Green Homes Grant; £100,000 additional investment would unlock an additional £200,000 of grant funding.

The Committee chair commented that some of the stock would reveal it almost impossible to achieve a C rating, which would help identify the properties where redevelopment could be required.

A Member asked about the prospect of domestic and renewable heat, but the Corporate Head of Housing advised that the Council were currently taking a fabric-first approach, and were not currently looking at solar panels and heating systems – although a request to secure alternative heating sources would come to a future Committee.

83 **Exclusion of press and public**

By resolution of Council, the press and public were excluded from the meeting during discussion of the following report under Section 100A(4) of the Local Government Act 1972 on the grounds that the report in question would be likely to involve disclosure of exempt information of the description specified in paragraph 3 of Schedule 12A of the Act.

84 **Conversion of HRA Property Update**

The Head of Housing Services & Business Planning reported on an HRA property that had been converted from its original use to reflect the need for such properties in the borough from both households becoming homeless and applicants on the Housing Register.

During the conversion there were additional items and increased site costs resulting in an overspend on the original contract sum. This was primarily for a new roof and in order to split the utility services.

However, refurbishing an existing property and adding a new one was considered a positive step, income on the properties had now increased, very little work was anticipated on the properties for the next 15 years.

(The meeting ended at 9.16 pm.)

Chairman

Runnymede Borough Council**Housing Committee****Wednesday, 3 August 2022 at 7.30 pm**

Members of the Committee present: Councillors J Gracey (Chairman), J Hulley (Vice-Chairman), M Cressey, M Darby, S Dennett, C Howorth (Substitute, in place of D Coen), R King (Substitute, in place of A King), P Snow, S Whyte and S Williams.

Members of the Committee absent: None.

In attendance: Councillors I Mullens.

173 Apologies for Absence

None received.

174 Declarations of Interest

Cllr Howorth declared a non-registerable interest in item 5 – Development opportunity in Chertsey – and withdrew from the Chamber for the duration of that item.

175 Exclusion of press and public

By resolution of Council, the press and public were excluded from the meeting during discussion of the following report under Section 100A(4) of the Local Government Act 1972 on the grounds that the report in question would be likely to involve disclosure of exempt information of the description specified in paragraph 3 of Schedule 12A of the Act.

176 Development Opportunity in Chertsey

The Head of Housing Services and Business Planning reminded Members that the Council had targeted 125 units for acquisition over the next five years, and as part of that process Members were asked to note the potential purchase of a site in Chertsey.

The site in question had recently been deferred at Planning Committee, and officers were asked to negotiate with the developer to seek scheme enhancements. However, the Head of Housing Services and Business Planning advised that a significant reduction in properties or increase in design requirements would likely result in the scheme not being purchased by the Council.

Whilst mixed tenure would be the aspiration for the site, three different options would be explored, including 100% affordable rent, social rent and shared ownership, and a combination of the two. Should planning permission be obtained for the location on terms deemed acceptable to the Council then a full viability report of the site and what could be delivered would be presented to a future Committee.

In response to a Member's query about the build cost, Officers advised that Homes England had indicated that costs were consistent and inline with strategic partners, whilst the EPC rating would be considered under a construction phase rather than planning phase, but officers would be targeting an EPC rating of 'A'.

Resolved that –

- 1) **Members noted that the Housing Service was in negotiations with the owners of a site in Chertsey with a view to securing the completed development.**
- 2) **Members noted the tenure mix options under consideration.**
- 3) **A further report would be presented to a subsequent Committee setting out the finances of the scheme, and to seek approval of the necessary Capital budgets and Supplementary Capital estimates that would need to be approved by this Committee and Full Council.**

177 **Parkside/Braeside Regeneration**

The Corporate Head of Housing reported that many of the properties on the Parkside/Braeside estate had exceeded their lifespan and offered poor energy efficiency. Their poor condition meant that many were not mortgageable.

Whilst discussions around the estate's future had taken place over a number of years, Committee approval was sought to progress the regeneration of the estate, along with approval of the regeneration site plan.

Community facilities of some sort and private and shared amenity space would be desired as part of the design brief, along with the promotion of sustainable travel, electric charging points and high-speed broadband.

The Chair made Committee members aware of the possibility of additional Special Housing Committees later this year to approve a viability study and to tie in with other Committees and Full Council approval.

Officers confirmed to Members that a full consultation would take place with residents prior to the exercise and throughout the regeneration. Furthermore, a thorough stakeholder analysis would be undertaken as part of the process.

In response to concerns from Members about the scale of the project, the Corporate Head of Housing confirmed that a project team featuring input across the Council had been set up, whilst an external resource would be obtained to deliver the technical specification, alongside a partner to help deliver the project.

The Corporate Head of Housing confirmed his intention to learn the lessons from other authorities in the region who had embarked on similar largescale regeneration projects.

Resolved that –

- i. **Members approved the Development Brief and Site Plan.**
- ii. **Members approved the principle of the regeneration of Parkside and Braeside.**
- iii. **Members noted the next steps and the key gateway approvals required to progress the project**

(The meeting ended at 9.24 pm.)

Chairman

CCTV Policy (Housing, Maggie Ward)

Synopsis of report:

In order to comply with legislation covering the use of Closed-Circuit Television (CCTV) a policy covering use of CCTV by Council tenants is required.

Recommendation:

Members approve the draft CCTV policy (Appendix A) for an 8-week period of consultation with stakeholders

1. Context and background of report

- 1.1 This policy sets out the Council's approach to the use of Closed-Circuit Television (CCTV) on its housing estates. This policy applies to all Runnymede Borough Council (RBC) tenants.
- 1.2 CCTV is a television system in which video signals are transmitted from one or more cameras to a set of monitors, used especially for security purposes.
- 1.3 Self-installed CCTV including video doorbells is significantly growing in popularity, and this policy outlines the Council's approach to the use of CCTV, including requiring permission to install.
- 1.4 This policy does not extend to Safer Runnymede CCTV that covers any of our properties or communal areas.

2. Report

- 2.1 The use of CCTV is covered by legislation to ensure that whether in a private or public setting it is not infringing the rights of individuals. The Council has a responsibility to ensure that its tenants are not inadvertently in breach of this legislation where they install equipment. This draft policy was considered at the Housing Member Working Party on 5th April 2022.
- 2.2 Under the Protection of Freedoms Act 2012, the Council must have regard to the Surveillance Camera Code of Practice ("the Code"), which sets out principles for the use of CCTV by public authorities.

These principles include:

- Use of surveillance camera being for a specified purpose
 - User of a surveillance camera must take into account its effect on individuals and their privacy.
 - Clear rules, policies and procedures must be in place before a surveillance camera system is used and be communicated to all who need to comply with them.
- 2.3 Any device that is recording such as CCTV systems on individual properties or ring doorbells have the potential to record people and therefore no such items will be

allowed on Council owned properties until it has been confirmed that they will not be in breach of any legislation.

- 2.4 In accordance with this policy all tenants will be required to obtain permission from RBC before obtaining and installing private CCTV and/or other recording devices including video doorbells.
- 2.5 If a resident already has a private CCTV and/or other recording device, prior to the start date of this policy, permission to keep them will be considered on a case-by-case basis. If a tenant's installation is in breach of legislation the Council will require its removal.
- 2.6 If permission has been granted for installation of CCTV this is limited to no more than three CCTV cameras, two in the front (one CCTV and one video doorbell) and one at the back of a property.
- 2.7 Permission would not be given if the CCTV or video doorbell covers a communal area or public highway, instead the Council would insist on the use of audio doorbell only.
- 2.8 Permission will be granted on the following conditions:
 - All work is carried out at the tenant's own cost. The Council is not liable for loss, damage, injury, or any third-party claim connected with the works.
 - Maintenance of the CCTV or video doorbell will be the tenant's responsibility for the duration of the tenancy. When a tenancy ends the tenant will be required to remove the CCTV or video doorbell and make good any damage, at their own cost
 - The tenant must sign a consent form agreeing not to use the video function to cover the public highway.
- 2.9 If private CCTV or other recording devices are installed without permission, the Council reserve the right to take action to seek its removal if this is not done following a request. The costs of legal enforcement and subsequent charges for removal and repairs will be rechargeable. In all situations the Council will work with residents to understand the requirements of the legislation rather than taking enforcement action.

3. Policy framework implications

- 3.1 This policy will be enforced using the provisions of the Tenancy Agreement as determined within the Tenancy Policy

4. Resource implications

- 4.1 Management of this policy will be within existing staffing resources. If removal or making good is required, this will be recharged to the tenant.

5. Legal implications

- 5.1 Failure to comply with this policy will be dealt with as a breach of the Tenancy Agreement, providing the Council with a legal remedy to ensure tenants are not in contravention of legislation.

6. Equality implications

- 6.1 An Equality Impact Screening found there is no evidence that tenants with any of the nine protected characteristics will be negatively impacted by this policy.
- 6.2 It is therefore considered that the Council will comply with its Public Sector Equality duty when endorsing this Policy and a full impact assessment is not required at this stage.

7. Environmental/Sustainability/Biodiversity implications

- 7.1 None identified

8. Timetable for Implementation

- 8.1 An 8-week consultation to be opened following approval by Committee, the policy to be brought back to a subsequent meeting with the results of the consultation.

9. Conclusions

- 9.1 Members are asked to approve a consultation with stakeholders on the draft CCTV policy.

(To Resolve)

Background papers

None

RUNNYMEDE BOROUGH COUNCIL

Closed Circuit Television (CCTV) Policy Council Housing Estates

Review due:

1. Introduction

- 1.1 This policy sets out our approach to the use of CCTV on our housing estates. This policy applies to all Runnymede Borough Council (RBC) tenants and leaseholders.
- 1.2 Self-installed CCTV including video doorbells is a growing phenomenon, this policy outlines our approach to the use of CCTV including requiring permission to install.

2. Aim

- 2.1 The aim of this policy is to;
- Provide confidence that data captured on CCTV is handled in accordance with data protection principles.
 - Ensure consistent approach to the use of CCTV and other recording equipment
 - Explain our approach to private use of CCTV by residents

3. Scope, definitions and legislation

- 3.1 This policy applies to Runnymede Borough Council (RBC) housing tenants and leaseholders and covers;
- CCTV systems (general cameras and recording equipment)
 - Self-contained image recording devices (doorbells with integrated cameras)

This policy does not extend to Safer Runnymede CCTV that covers any of our Housing estates.

- 3.2 The legalisations that apply to this policy are;
- Human Rights Act 1998
 - Regulation of Investigatory Powers Act 2000 (RIPA)
 - Protection of Freedoms Act 2012
 - Data Protection Act 2018
 - General Data Protection Regulation 2018

4. General Principles

4.1 Under the Protection of Freedoms Act 2012, we must have regard to the Surveillance Camera Code of Practice (“the Code”), which sets out principles for the use of CCTV by public authorities.

These principles include;

- Use of surveillance camera being for a specified purpose
- User of a surveillance camera must take into account its effect on individuals and their privacy.
- Clear rules, policies and procedures must be in place before a surveillance camera system is used and be communicated to all who need to comply with them.

5. Private CCTV and Recording Devices

5.1 All tenants are required to obtain permission from RBC before obtaining and installing private CCTV and/or other recording devices including video doorbells.

5.2 If a resident already has a private CCTV and/or other recording device, prior to the start date of this policy, permission to keep them will be considered on a case-by-case basis.

5.3 If permission has been granted for installation of CCTV this is limited to no more than three CCTV cameras two in the front (one CCTV and one video doorbell) and back of property.

5.4 Permission would not be given if the CCTV or video doorbell covers a communal area or public highway instead the Council would insist on the use of audio doorbell only.

5.5 Permission will be granted on the following conditions:

- All work is carried out at the tenant's own cost. The Council is not liable for loss, damage, injury, or any third-party claim connected with the works.
- Maintenance of the CCTV or video doorbell will be the tenant's responsibility for the duration of your tenancy. When a tenancy ends the tenant will be required to remove the CCTV or video doorbell and make good any damage, at your own cost
- The tenant must sign a consent form agreeing not to use the video function to cover the public highway.

5.6 If private CCTV or other recording devices are installed without permission, we reserve the right to take action to seek its removal if this is not done following a request. The costs of legal enforcement and subsequent charges for removal and repairs will be rechargeable. In all situations the Council will work with residents to understand the requirements of the legislation rather than taking enforcement action.

6. Enforcement

6.1 RBC reserve the right to enforce this policy in line with tenancy agreement section 5.3 states, *"you must get written permission from us before you carry out any alterations or improvement to your home or shared areas."*

Any such requests should be sent in writing to the Housing and Neighbourhood Services Team.

6.2 The Council reserves the right to withdraw permission to have a CCTV at any time if any tenant does not adhere to this policy. The tenant will be asked to remove the CCTV (including video doorbell) immediately, and potentially, permanently.

7. Data Protection

7.1 The Data Protection Act 2018 and General Data Protection Regulation do not apply to domestic CCTV or video doorbell installations if they are only trained on a domestic property.

7.2 If a camera captures images of people outside the boundary of your private domestic property – for example, a neighbour's home or garden, shared spaces, or public footpath then the Data Protection Act 2018 and General Data Protection Regulation applies.

Runnymede Borough Council's Housing Service would not give a tenant permission to mount a camera which requires the tenant to comply with the Data Protection Act 2018 and General Protection Regulations 2018.

8. Complaints About CCTV

8.1 If, having checked the guidance, you believe a tenant is in breach of the above conditions of mounting a CCTV camera, or a CCTV camera and/or video doorbell covers shared spaces or public footpath you should submit your concerns and supporting evidence to Housing and Neighbourhood Services who will review your complaint and update you accordingly.

8.2 You can do this by writing to us at Runnymede Civic Offices, Station Road, Addlestone, Surrey, KT15 2AH or by emailing us at tenancy.management@runnymede.gov.uk

9. Consultation, communication and training

9.1 RBC will provide clear and comprehensive advice and information to residents, with an aim for a single point of contact.

9.2 Housing Management Team, Data Protection team and Safer Runnymede have also been consulted

10. Monitoring and performance management

10.1 We aim to review this policy every three years to ensure it reflects current legislation and latest examples of best practice.

10.2 The Area Housing Managers will record on Northgate and monitor where tenants have received permission or where the Council has refused permission

11. Equalities Implications

11.1 In producing this document an Equality Impact Assessment (EIA) has been carried out.

11.2 An EIA is a way of assessing the impact, or likely impact, that a particular policy, procedure or decision will have on particular groups. This is used to assess whether in making the decision whether the Council has complied with its public sector equality duty under S149 of the Equality Act 2010 (as amended) to; eliminate discrimination and any other conduct that is prohibited under this act and to advance equality between those who share a protected characteristic

11.3 The screening found that there is no evidence that tenants with any of the nine protected characteristics will be negatively impacted by this policy.

12. Related strategies/Documents

<https://www.gov.uk/government/publications/domestic-cctv-using-cctv-systems-on-your-property/domestic-cctv-using-cctv-systems-on-your-property>

<https://ico.org.uk/your-data-matters/domestic-cctv-systems-guidance-for-people-using-cctv/>

[CCTV Guidance for Residents.docx](#)

13. Version Control

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
V1	April 22	First draft completed			

Housing Asset Management Plan 2021-2026 (Housing, Andy Vincent)

Synopsis of report:

The Housing Asset Management Plan 2021-2026 sets a vision for the maintenance of the Council's Housing Assets *"making our homes and environment fit for the future."*

The plan is focused on:

- Achieving and maintaining homes at the Government's 'Decent Homes Standard'.
- Charting the delivery of the service's key climate change objective of "ensuring all Council homes have a C energy efficiency rating as a minimum by 2030".
- Delivering the Council Housing New Build Programme.
- Investment in Runnymede's older persons accommodation.
- Ensuring that other assets are maintained effectively.

Runnymede Borough Council's Housing Asset Management Plan highlights the Council's aspirations for its housing stock over the next four years:

- Good quality homes
- New Council owned homes
- Environmental sustainability
- Properties that are safe and where risks are managed
- Investment into our retirement living accommodation
- A wider review of our assets

The plan details the investment identified to support each of the aspirations, plus the other asset types where investment over the life of the plan is required. Additional investment has been identified in a number of areas as part of the annual review of the plan.

Progress against the actions identified within the plan are summarised.

Recommendations:

- It is recommended that Housing Committee support the aspirations set out within the plan and the investment identified to support their delivery.
- It is recommended that members identify the progress made against the actions contained within the plan and consider the additional actions required for effective long-term delivery of the plan.

1. Context of report

- 1.1 The Housing Asset Management Plan is reviewed annually and presented to Housing Committee.
- 1.2 The development of a Housing Asset Management Plan is designed to ensure the effective management of the Council's housing assets.

- 1.3 The plan is focused on ensuring the delivery of the Decent Homes standard across all the homes owned by Runnymede Borough Council, delivery of the Council's Climate Change Strategy action plan, delivery of additional Council owned homes, investment in Runnymede's older persons accommodation and ensuring that other assets are maintained effectively.

2. Strategic Aims

- 2.1 The Housing Asset Management Plan highlights Runnymede Borough Council's aspirations for the management of its housing assets over the next four years.
- Good quality homes
 - New council owned homes
 - Environmental sustainability
 - Properties that are safe and where risks are managed
 - Investment into our retirement living accommodation
 - A wider review of our assets
- 2.2 The plan will be reviewed on an annual basis to ensure the aspirations continue to reflect those of the Council and to enable delivery to be closely monitored.

3. 2022 Annual Review

- 3.1 The following actions have been completed since the plan was presented to Runnymede Borough Council's Housing Committee in March 2021 (Appendix A).

Action	Timescale for completion	Update
We will work with Members and tenants to develop a Runnymede standard.	November 2021 Complete	A Runnymede Investment Standard was presented to and agreed by the Housing Committee in January 2022
In 2021/22 we plan to implement a new asset management software system to enhance the quality of information we are able to provide in relation to the condition of our assets and to model scenarios around energy performance.	September 2022 Complete	A new Asset Management System went live on 11 July 2022. An Energy Assessor Module was implemented in August 2022
We will continue to undertake an annual rolling programme of 10% stock condition appraisal of our stock – to validate existing data and to ensure any alterations to our properties are captured.	15% completed in 2021/22	
In August 2022 we will establish the costs associated with achieving a C rating as a minimum for all our housing stock.	August 2022	Complete – see Social Housing Decarbonisation Fund bid report to Housing Committee in September 2022

A garage strategy will be delivered to support the Asset Management Plan in 2021/22.	November 2022	A draft strategy was presented to the June Housing Committee – currently the strategy is out for public consultation and will be brought back to the November Housing Committee for approval
--	---------------	--

3.2 Seven actions either remain outstanding or have been added into the plan

No.	Action	Timescale for Completion	Update
1	Survey all garages and forecourts to establish a maintenance plan for the stock to be retained.	March 2025	An initial 14 sites will be surveyed by November 2022
2	During the life of this plan we will develop a Council Housing Heating Plan which will identify how Council owned homes will be heated in the longer term.	March 2025	
3	We plan to come forward as soon as possible with proposals as to how we intend to meet the future heating needs of Floral House and Bemonds.	September 2022	See Social Housing Decarbonisation Report (item 10 on this agenda)
4	We will review our stock condition questionnaire to ensure when undertaking annual surveys, we capture additional information regarding the condition of the communal parts of our estate – including estate paths	November 2022	Our stock condition questionnaire has been reviewed and captures additional information on communal areas. We will do some additional work to ensure we are capturing the condition of estate paths
5	Identify the location of estate paths and the costs associated with maintaining them	October 2022	
6	Consult with residents at Lasswade Court regarding keeping the playground. Consider removing playgrounds at the end of their life.	March 2023	
7	Complete the review of the Housing tree stock. Devise a management plan.	December 2022	

3. Policy framework implications

- 3.1 The Housing Asset Management Plan links to other key strategic documents. The document sits underneath the Housing Revenue Account Business Plan identifying how the maintenance of the Council's Housing Assets is linked to the strategic objectives of the Housing Landlord Service and the wider objectives of the Council.

4. Resource implications

- 4.1 The Housing Asset Management Plan 2021-2026 identifies the investment into the Council's Housing Assets over the next four years. It therefore references considerable levels of spending (approximately £45 million).

5. Legal implications

- 5.1 A significant number of legal obligations are placed on social landlords. There are legal requirements to meeting specific health and safety obligations on for example, fire, gas, electrical, water safety and asbestos management.
- 5.2 Obligations are also placed on landlords to ensure compliance with the Decent Homes Standard, plus meet requirements published by the Regulator of Social Housing – specifically the Home Standard [Home Standard - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/home-standard)

6. Equality implications

- 6.1 The Housing Asset Management Plan details the levels of investment planned for Runnymede Borough Council's Housing Assets over four years. The plan does not detail the process for delivering that investment.
- 6.2 Delivery will be undertaken through tendered contracts where the contractor's approach to ensuring equality of access will be assessed as part of the award process.
- 6.3 Take up of improvement work will also be monitored, to ensure that different parts of the community are able to benefit from the various improvements to their homes.

7. Environmental/Sustainability/Biodiversity implications

- 7.1 The Housing Asset Management Plan sets out three commitments on environmental sustainability: -
- Energy Performance (minimum energy performance of our stock at a C energy efficiency rating by 2030)
 - Commencement of work to deliver 125 additional units by 2026, these homes will be built to a high energy efficiency rating (A) and include alternative heating sources to gas where appropriate.
 - Runnymede Borough Council's Housing Service will invest in its 'refuse areas' at flat blocks to promote recycling. This supports the corporate objective of Enhancing our Environment by reducing the amount of waste going to landfill and will limit costs to the HRA of excess general waste.

8. Other implications

Consultation Strategy

- 8.1 The Housing Service will keep this plan under review. The service will engage with its tenants via its newsletter and consultation mechanisms to ensure that the aspirations articulated within this plan remain relevant to the tenant population.
- 8.2 Any material changes to the themes and priorities will be brought back to the Housing Committee as part of the annual review of the plan.

9. Conclusions

- 9.1 It is recommended that Housing Committee members support the aspirations identified within the Asset Management Plan.

(To resolve)

Background papers

Decent Homes Standard

<https://www.gov.uk/government/publications/a-decent-home-definition-and-guidance>

Housing Asset Management Plan 2021-26

Making our homes and environment fit for the future

March 2021



Contents

Purpose of the plan	4
Business Context	4
Age of the Housing Stock by Decade	4
Heating types used within the Housing Stock	4
Garage Stock.....	5
ACTION 1	5
Strategic Context.....	5
Links to the Corporate Plan	5
Environmental Sustainability.....	6
Revived and Prosperous Economy.....	6
Empower Communities.....	6
Health and Wellbeing.....	6
The Aims of the Asset Management Plan	6
Good quality homes	6
New Council owned homes	7
Environmental Sustainability.....	7
Properties that are safe and where risks are managed	7
Investment into our Independent Retirement Living accommodation	7
A wider review of our assets	7
Our route to delivery	7
Good quality homes.....	7
New Council owned homes	9
Promoting Environmental Sustainability	9
Heating types	11
ACTION 2	11
ACTION 3	12
Properties that are safe and where risks are managed	12
Investment into our Independent Retirement Living accommodation.....	13
A wider review of our assets.....	14
Other areas of asset management activity	14
Lifts	14
Aerials	15
Communal Areas	16
ACTION 4	16
Door Entry Systems	16
Footpaths	16

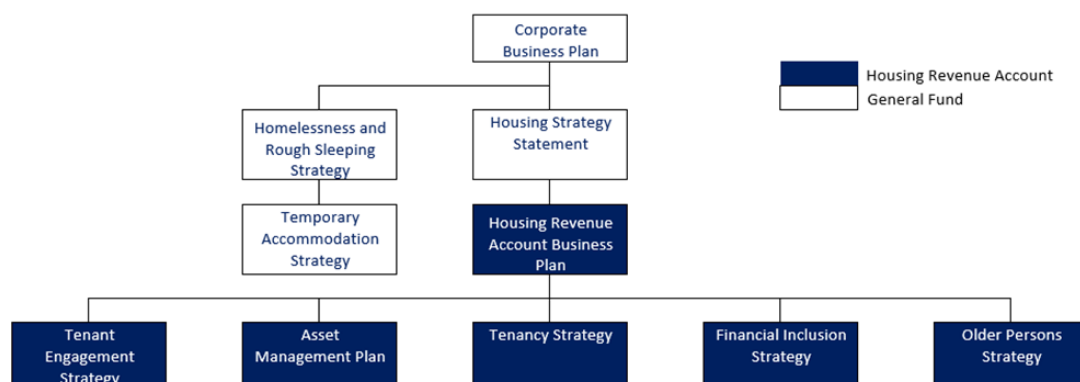


ACTION 5	16
Playgrounds	16
ACTION 6	16
Refuse Areas	16
Trees.....	17
ACTION 7	17
Key Contractors	17
Tenant and Leaseholder Engagement	17
Risk Management.....	18
Appendices	24
Appendix 1 Details of the Housing Capital Programme 2022-2026	24
Details of the investment in property attributes by year	24



Purpose of the plan

The Asset Management Plan sits within a framework of other key strategic documents.



The plan identifies the key capital programmes of work for Runnymede Borough Council's Housing Service over the next 5 years. Day to day maintenance activity is not referenced in detail within this plan as it is a responsive service not driving the long-term enhancement of the Council's assets.

Business Context

Runnymede Borough Council's Housing Revenue Account owns 2850 properties.

The age, construction type, heating system, energy performance of these properties drives much of the need for investment in our assets.

Delivery of 'Decent Homes' also is a key driver of this investment strategy. This is dealt with in detail within the delivery of *Good Quality Homes* section of the plan.

Age of the Housing Stock by Decade

Built	1930/39	1940/49	1950/59	1960/69	1970/79	1980/89	1990/99	2000/10	2010
%	9.01%	13.34%	23.63%	19.06%	11.99%	16.25%	5.29%	0.00%	1.42%

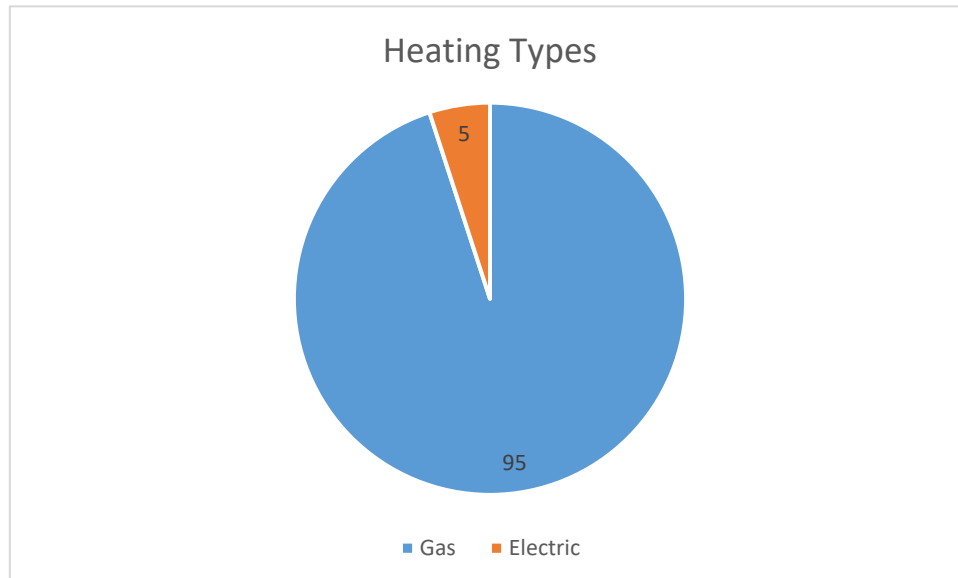
Heating types used within the Housing Stock

The vast majority of our homes are gas central heated via a conventional type of boiler or similar. The average age of boilers within the stock was 22 years in September 2021 and in September 2022 is 13 years

134 of our 2850 homes are not gas centrally heated primarily where there is no gas supply to the block, or a gas fired boiler supplies electric heaters.



We are developing a 'Heating Strategy' for our stock. This will consider how we transition away from gas central heating and what action we should take to upgrade our electric heating.



Garage Stock

The Council own and manage 1214 garages which are spread over 102 sites. The construction is typical in that they are brick built with corrugated sheet roofing much of which contained asbestos.

The Housing Service has developed a Garage Strategy to manage improvements to the garage stock and to consider alternative use for some of the less viable sites.

ACTION 1

Survey all garages and forecourts to establish a maintenance plan for the stock to be retained.

Strategic Context

This work in many cases supports other key strategic objectives of the Council as a whole or the Housing Service within the Council.

Links to the Corporate Plan

The Asset Management Plan supports the following Corporate Business Plan themes:

Environmental Sustainability

The objectives identified within this plan will serve to enhance the built environment by delivering over £50m worth of investment in the Council's 2850 homes.

This plan also delivers estimated reductions in carbon emissions of 1078 tonnes annually* (by March 2026) with the improvement in the energy efficiency performance of the Council's housing stock. The plan also seeks to reduce the amount of waste from Council owned homes going to landfill.

*This is based on data from 757 properties where the CO2 rating exceeds C – performing at a C rating by 2030.

Revived and Prosperous Economy

This plan sets out details of significant investment in the homes owned by Runnymede Borough Council. This investment will help enhance the economy within the Runnymede borough, particularly with the focus on utilising local businesses to deliver the investment needed in the Council's housing stock.

Empower Communities

Runnymede Borough Council's Housing Service will engage with its tenants and leaseholders over the delivery of this plan. It will offer choice where possible in design of for example kitchen units, tiles etc. as well as offering flexibility in the delivery of the plans – seeking to accommodate tenants and leaseholders' availability and working patterns.

Ultimately the delivery of the plan seeks to maximise satisfaction with the improvement work – building on the positive relationship the Council has with its tenants and leaseholders.

Health and Wellbeing

The links between housing and health are well established (ref: https://www.parliament.uk/globalassets/documents/post/postpn_371-housing_health_h.pdf). Improving the condition of Council owned homes will positively impact on the health of tenants/leaseholders

The Aims of the Asset Management Plan

Runnymede Borough Council's Asset Management Plan highlights the Council's aspirations for its housing stock up to March 2026 and identifies the key work streams for ensuring effective delivery.

This plan will deliver: -

Good quality homes

Council homes that meet Runnymede's Quality Standard. This standard has been developed alongside tenants and Councillors



New Council owned homes

Additional new Council owned homes in response to the need for more affordable housing provision within the borough.

Environmental Sustainability

Improvements in the energy performance of our existing Council housing stock and new homes built to industry leading energy performance standards.

Properties that are safe and where risks are managed

This plan will focus on ensuring sufficient resources for delivering compliance in areas such as fire, gas and electrical safety, asbestos management and removal and legionella testing.

Investment into our Independent Retirement Living accommodation

We have developed plans to refurbish communal parts of our retirement living stock and enhance our alarm call systems to make them fit for the next 20 years.

We are currently consulting on our plans with residents, procuring the necessary contractors with a view to commencing improvement activity in March 2023.

A wider review of our assets

This implementation of this plan will be reviewed annually by the Council's Housing Committee to ensure delivery is being monitored and that commitments made can be updated and additional data added into the document.

Our route to delivery

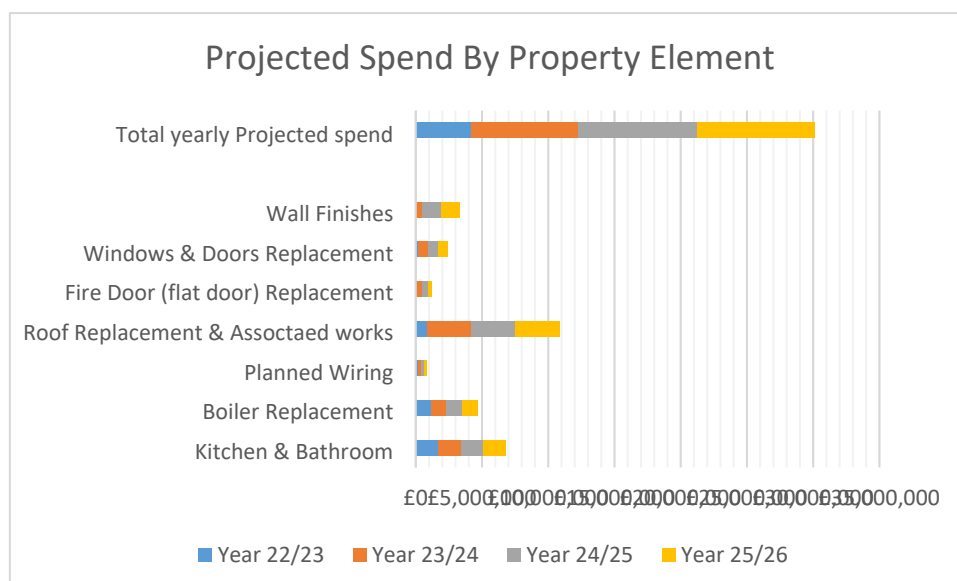
Good quality homes

We want to go beyond the delivery of the 'Decent Homes' standard and have therefore created a standard that aligns with the Council's aspirations for the provision of a quality housing stock.

The Runnymede Investment Standard will enable us to deliver both energy performance improvements alongside Decent Homes work, maximising the delivery of reductions in carbon production in the usage of the Council's housing assets.
[https://democracy.runnymede.gov.uk/documents/g706/Public reports pack 12th-Jan-2022 19.30 Housing Committee.pdf?T=10](https://democracy.runnymede.gov.uk/documents/g706/Public%20reports%20pack%2012th-Jan-2022%2019.30%20Housing%20Committee.pdf?T=10)

Our existing investment for the improvement of our housing stock over the next five years can be seen below (further details of the breakdown of the investment by property attribute can be seen in appendix 1): -





Below is the percentage of our stock meeting the Government's Decent Homes Standard at the end of each financial year and the number of properties failing the standard provided we follow our projected expenditure projections.

March) performance over the next 6 years being as follows. Total non-decent Properties	822	687	684	309
DH %	72%	77%	77%	90%
Year	2022/23	2023/24	2024/25	2025/26

We will also continue to ensure that requests for adaptations to our homes are prioritised – 25.8% of RBC's stock is adapted. £200,000 per annum has been allocated within our Housing Revenue Account Business Plan to support adaptations to Council owned homes (uplifted by inflation annually).

This is largely a demand driven service – we have recently updated our Adaptations Policy and Procedure, to ensure that only appropriate properties are being adapted and that where tenants are under-occupying work is not taking place.

Some adaptation requested will overlap with the Council's Decent Homes programme. Budget provision has been made to replace and upgrade bathrooms within the Council's social housing stock; funding is also available for wet rooms/wet floor showers within the adaptations budget.

Within these budgets there will be some savings due to this overlap. These savings may be significant over 5 – 30 years.

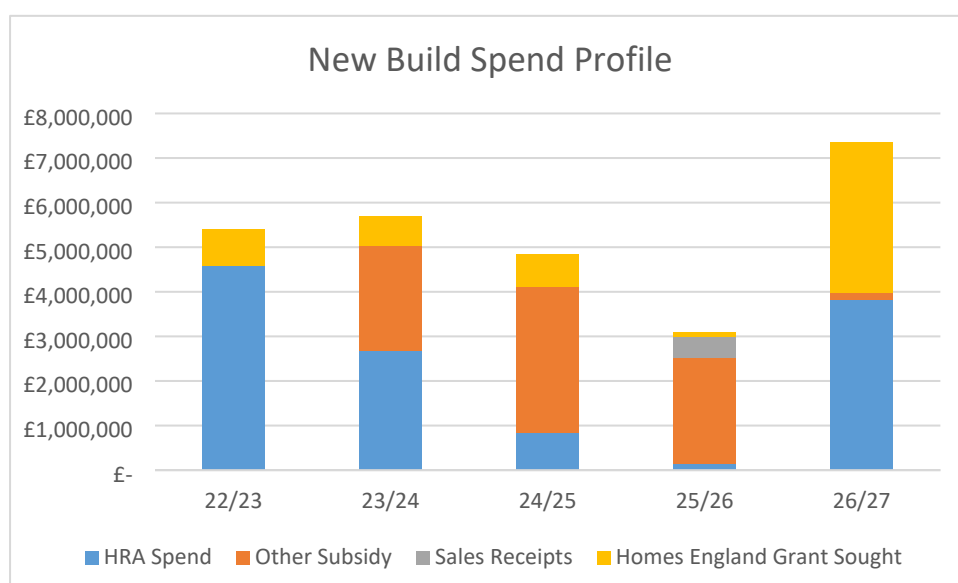
New Council owned homes

Our Housing Revenue Account Business Plan 2021-2051 has identified £25million over the next 5 years for the provision of new affordable Council owned homes.

We anticipate this will equate to approximately 125 new homes being commenced within the borough and owned by Runnymede Borough Council over the next 5 years.

We commit to ensuring that these homes are built to a high energy performance standard (energy efficiency rating of A). We also commit to ensuring the provision of the infrastructure for charging points to support electric vehicle charging to future proof schemes and to support the long-term aim to promote environmental sustainability.

The Housing Revenue Account Business Plan identifies the level of resources available for the delivery of new homes for each year over the next 5 years: -

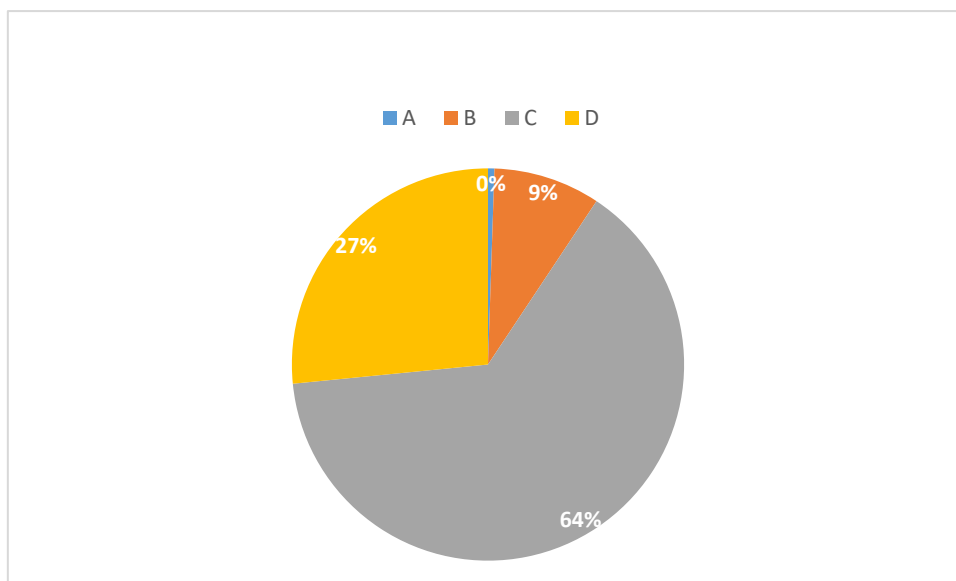


A delivery programme has been devised to manage the delivery of new homes. Sites currently include: -

- 2-2A Guildford Road
- Holly Close
- Dunkirk and Ripley Avenue
- A major regeneration site

Promoting Environmental Sustainability

The energy performance of our housing stock is set out below: -



There is further work to do to establish the costs associated with improving the energy efficiency rating of our homes.

We have been successful in being awarded a government Green Homes Grant to assist us to enhance the energy performance of our housing stock. So far this will deliver over £1.4m of additional investment in our stock.

We also supported this investment with an additional £400,000 of measures ourselves.

We are working to submit an application for the Social Housing Decarbonisation Fund wave 2 which if successful will bring further investment to improve the energy performance of our stock.

We plan to ensure that the energy performance of all our homes achieves a C rating by 2030 (we anticipate achieving this target by March 2026) in line with 'Cutting the cost of keeping warm – a fuel poverty strategy for England'

This links to our Financial Wellbeing Strategy by helping to address fuel poverty; reducing costs associated with achieving 'adequate' levels of heat with our homes

The costs associated with achieving the goal of ensuring our homes are a C energy performance rating or above by 2030 are set out below: -

£8.79m in total

£1.8m from Green Homes Grant LAD1

£3.7m from Decent Homes related work

£3.29m from the Social Housing Decarbonisation Fund

Below are the construction types that currently do not deliver a C energy performance rating in the Runnymede Borough: -

The non-traditional construction types in the 'Parkside/Braeside' regeneration area have been units taken out of this list (80 units in RBC's ownership)

Construction Type	Construction Methodology	Number of units
BISF 1947-50	Precast concrete with steel frame. No cavity wall	8
Cornish 1947 - 1960	Type 1 pre-cast reinforced concrete panel walls at ground floor level and second storey accommodation within in a timber framed mansard roof. Type 2 Cornish Units are generally two storey residential properties with pre-cast reinforced concrete external walls over both storeys.	18
Orlit 1945-1960	precast concrete frame structure, externally clad with 2-inch reinforced concrete hollow blocks.	36

Heating types

The vast majority of the housing stock owned by Runnymede Borough Council operates gas central heating. A number of commercial gas heating systems also exist within our Independent Retirement Living accommodation. These heat multiple dwellings.

The life expectancy of these units are as follows: -

- Heatherfields was built in 1972 and the lifecycle of the boiler is circa 15 years, Pumps 5 to 15 years, Plate Heat Exchangers – The manufacturers were unable to advise a life expectancy, although the boiler is of limited life.
- Floral House was built in 1987 and the lifecycle of the Boilers is 15 years, Pumps 5 to 15 years and Hot water cylinders – 20 to 25 years. We plan to upgrade this heating system and are currently reviewing the options available to heat the scheme over the next 15+ years
- Beomonds was built in 1972 and was totally refurbished in 2015 and as part of that refurbishment the boiler and associated items were also upgraded. Lifecycle on the Boilers is 15 to 20 years, Pumps 5 to 15 years, Cold Water Booster set 5 to 15 years and the Heating Pressurisation unit 10 to 15 years – We plan to upgrade this heating system and are currently reviewing the options available to heat the scheme over the next 15+ years

The remaining two independent living accommodation buildings are serviced by electrical heating which is separate to each dwelling.

Our current plans for the provision of heating systems to our tenants consist of upgrading boilers at the end of their life to more efficient systems.

ACTION 2

During the life of this plan we will develop a Council Housing Heating Plan which will identify how Council owned homes will be heated in the longer term.

Newly built homes are required to be 'off gas' by 2025. Although this requirement does not apply to existing homes this is pointing a direction where gas cannot be assumed to be the preferred heating type during the late 2020s and 2030s.

ACTION 3

We plan to come forward as soon as possible with proposals as to how we intend to meet the future heating needs of Floral House and Beomonds.

Properties that are safe and where risks are managed

Policies and work schedules exist for managing compliance issues.

A specific example is the Fire Risk Management Policy, which describes the Fire Risk Assessment processes. This ensures that high, medium, and low risk sites such as Surrey Tower and our Independent Retirement Living Accommodation and all blocks of flats have an annual Fire Risk Assessment.

Actions identified following Fire Risk Assessments are then prioritised into high, medium, and low as set out in the example below.

Risk Rating	Qty	Target Completion
High	2	1 Months
Medium	5	3 Months
Low	3	12 Months
Management High	1	1 Month
Management Low	0	12 Months
Recommendation	0	Unlimited

A suite of performance indicators also ensure that effective management of compliance is being undertaken by Runnymede Borough Council's Housing Service – these are reported to the Housing Committee 5 times per year.

See the indicators below: -

Health & Safety compliance	KPI Target
Gas Safety	
No. of CP12 certificates out of target at any given time	0
Electrical	



% of stock with valid safety EICR certification	100%
% of emergency lighting tests completed against target	100%
Asbestos	
% of stock with a valid asbestos survey	100%
Fire Risk Assessment	
% of inspections completed in target	100%
Water Management	
% of water management inspection test undertaken	100%
Passenger Lifts	
% of inspections undertaken against programme	98%
Accidents Reporting	
Number of RBC RIDDOR reportable incidents	0
Number of days lost to accidents and incidents	0

The Housing Revenue Account Business Plan 2021 – 2051 identifies the costs associated with fire remediation work, electrical rewires, asbestos encapsulation and removal, fire alarm upgrades (including digital switch over) and replacement and upgrading of emergency lighting. The cost of the work over the next 5 years is circa £3m.

Some specific pieces of work have been identified to improve further Runnymede Borough Council's fire safety compliance.

- Installation of sprinkler systems in our Independent Retirement Living accommodation - £600,000
- Costs associated with compiling a building safety case for Surrey Towers. This will be a requirement under the new Building Safety Bill. Up to £60,000

This plan will focus on ensuring sufficient resources for delivering compliance in areas such as fire, gas and electrical safety, asbestos management and removal and legionella testing.

Investment into our Independent Retirement Living accommodation

We want our retirement living accommodation to provide first class facilities for its residents.

In September 2021 we sought approval from Runnymede Borough Council's Housing Committee for our Housing Services - Older People Strategy. This strategy sets out a vision for the future of our Independent Retirement Living stock and wider housing services for older people; to provide: -



1. First class older persons accommodation with modern facilities, that is highly sought after
2. High quality onsite support promoting independence, tackling isolation, and maximising resident's health and wellbeing
3. A clear pathway into older persons accommodation with assistance where required
4. A partnership with Surrey County Council's Adult Social Care services to ensure residents receive the 'right' care services where they are required
5. Accommodation outside of Independent Retirement Living that meets the needs of older people

To support this strategy £1.7m has been identified within the Housing Revenue Account Business Plan over the next 5 years to support the enhancement of facilities within Independent Retirement Living and the upgrading of alarm call systems (including enabling a switchover to digital calling which will be required by 2025).

A wider review of our assets

This plan has identified the need to review the service we provide to older people living in general needs or Independent Retirement Living accommodation and to consider the viability of non-traditional construction types particularly where they do not facilitate the delivery of medium levels of energy performance.

This plan will also initiate a wider review of our housing assets.

A review of the service's temporary accommodation requirements has been completed and the number of units identified for temporary accommodation will reduce significantly – to better match demand.

This plan has initiated the development of a Garage Strategy which will take a long-term view to ensure the effective management and maintenance of our garage stock.

Other areas of asset management activity

There are a number of other areas where management of Council assets require capital investment.

Lifts

The management and maintenance of lifts is a key area where investment needs planning based on the life expectancy of the lift. Runnymede Borough Council has 8 lifts in its housing owned dwellings. Enclosed is a list of the lifts with their installation dates.

Item	Site Address	Lift type	Manufacturer	Stops	Duty load	Installed
Runnymede Borough Council-Housing Lifts						
1	Beomonds, Herriot road, Chertsey, Surrey KT16 9DT	Hydraulic Passenger	Stannah	2	375 Kg (3 persons)	2014
2	Floral House, Fox Lane South, Chertsey, Surrey KT16 9EE	Hydraulic Passenger	Stannah (Hydro-elite mod) Rear	4	630 Kg (8 persons)	2002 (mod)
3	Floral House, Fox Lane South, Chertsey, Surrey KT16 9EE	Hydraulic Passenger	Stannah Centre	3	630 Kg (8 persons)	1997
4	Heatherfields, New Haw, Addlestone, Surrey KT15 3PE	Hydraulic Passenger	Liftec	2	375 Kg (3 persons)	2011
5	Darley Dene Court, Garfield Road, Addlestone KT15 2NU	Hydraulic Passenger	H&C warden	3	630 Kg (8 persons)	1982
6	Grove Court, The Grove, Egham, Surrey TW20 9QJ	Hydraulic Passenger	Guideline	3	630 Kg (8 persons)	2012
7	Surrey Towers, Garfield Road, Addlestone, Surrey KT15 2NH	Traction Passenger	D&A (ILE controller)	16	630 Kg (8 persons)	1999
8	Surrey Towers, Garfield Road, Addlestone, Surrey KT15 2NH	Traction Passenger	D&A (ILE controller)	16	630 Kg (8 persons)	1999

Resources have been identified within the Housing Revenue Account Business Plan to support the maintenance and replacement of lifts. Over the next 5 years this equates to £1,000,000.

Surrey Towers lifts will be replaced in 2023/24 with two additional lifts being upgrade per year in 2024/25 (Darley Dene and Floral House).

Aerials

Some communal aerials within flat blocks and Independent Retirement Living accommodation cannot support the most up to date digital television services. Work to upgrade these systems will commence in 2026 with approximate £200,000 investment over the following 4 years.

Communal Areas

The Housing Service would benefit from additional information to support the management of communal areas of our social housing stock (these include; outdoor walkways, communal staircases, interior landings, communal paths etc.)

ACTION 4

We will review our stock condition questionnaire to ensure when undertaking annual surveys, we capture additional information regarding the condition of the communal parts of our estate – including estate paths.

Door Entry Systems

Work has been identified where door entry systems need upgrading. This has been built into the business plan - at a cost of £200,000 over the next 5 years.

Footpaths

£2.8m is identified within the Housing Revenue Account Business Plan for the maintenance and upgrade of property paths (paths to individual properties).

A significant number of 'estate' footpaths are also owned and managed by the Housing Service within Runnymede Borough Council. Investment in upgrading a number of these paths is also identified within our plans. Resources will be identified to support the upgrade of paths over the next 5 years.

ACTION 5

Identify the location of estate paths and the costs associated with maintaining them

Playgrounds

The Housing Service own 4 playgrounds; at: -

- Sussex Court
- Middlesex Court
- Oaklands Court
- Lasswade Court

These are inspected on a monthly basis and maintained.

ACTION 6

Consult with residents at Lasswade Court regarding keeping the playground. Consider removing playgrounds at the end of their life.

Refuse Areas

Runnymede Borough Council's Housing Service will invest in its 'refuse areas' at flat blocks to promote recycling. This supports the corporate objective of Enhancing our Environment by reducing the amount of waste going to landfill and will limit costs to



the HRA of excess general waste. It is proposed to increase our environmental budget to £200,000 annually to enable expenditure on environmental improvements, such as refuse areas, parking, additional landscaping etc.

Trees

Runnymede Borough Council is currently reviewing the data it holds on the condition of its trees. This review will inform an update on the tree maintenance programme currently in place and provide further clarity over cyclical inspections and zoning of tree stock. Resources set aside within the Housing Revenue Account Business Plan to support tree maintenance is £350,000 over the next 5 years. This is designed to ensure our tree portfolio is being managed proactively following a programme of inspections based on assessed risk.

ACTION 7

Complete the review of the Housing tree stock. Devise a management plan.

Key Contractors

It is essential for the successful delivery of this plan that key contracts are in place.

The Council's programme of contractor recruitment is focused on ensuring value for money for the authority and its tenants and leaseholders, the delivery of quality products and services, recruitment of local contractors to benefit the local economy and ensuring where services are not meeting required standards provisions exist to either terminate the contract or enforce its clauses.

Tenant and Leaseholder Engagement

Runnymede Borough Council's Housing Service is committed to working alongside its tenants and leaseholders to ensure the effective delivery of the services described within this plan.

The Housing Services is also committed to offering tenants as much choice as possible in relation to the improvement activity they receive (for example on kitchens, doors, bathrooms etc)

Contractors employed to deliver key programmes of work will be expected to employ resident liaison offices to ensure tenants are engaged in the delivery of the improvement activity as possible.

Runnymede Borough Council will also seek to go further than the requirements of the Leasehold and Commonhold Act 2002 when engaging with its leaseholders over the proposed improvement activity.

Risk Management

Runnymede Borough Council's Housing Service published a comprehensive set of risks and mitigation measure in its annual Business Centre Plan.

The table below identifies the risks associated with management of the Council's assets (as reflected in the annual Business Centre Plan).

Business Unit: Housing

Ref	Risk/ Issue description	Impact/ consequences if the risk were to happen or the issue materialises	Impact classification	(Pre-control measures)			Control Measure(s)	(Post control measures)		
				Probability	Impact	Risk Rating		Probability	Impact	Rating
Corp1.1	Loss of key members across the Teams due to pandemic or other uncontrollable aspects	Function not delivered	Life and limb, Reputational , Financial, Legal	3	4	12	Business Continuity plans. Staff trained to cover. Contractors sourced for emergency cover	3	2	6
Ho3	Failure to comply with regulator's code	Reputational damage to the Council if inspected by the regulator Financial consequences for not being compliant Concern regarding the quality of service being delivered to tenants and leaseholders	Reputational , Financial, Delivery of services	4	5	20	KPI framework ISO 9001 policy and procedure framework Key strategic documents Housing Committee oversight	2	4	8



Ho4	Claims for disrepair from tenants against the Housing Service	Tenants living in homes which are in poor condition Financial compensation to tenant paid Reputational damage to the Council	Financial, Reputational , Delivery of services	5	3	15	Key tenders in place Effective IT systems – audit trail of repair work Programme of tenancy audits and property inspections in place Damp and Mould procedure developed to limit risks	3	3	9
Ho5	Health and Safety requirements are not met within the Housing stock relating to fire risk control, asbestos, legionella, gas and electrical safety, lifts, and safe working practices within the housing stock.	Failure to meet Council's responsibilities leading to death or injury and we are held liable for this or damage to property	Life and limb, Reputational , Financial, Legal	3	5	15	Contract in place and further resources agreed if required. Monitoring in place Policies and Procedures and places Part of ISO 9001 process Additional challenge in relation to the Building Safety Bill	3	4	12



Ho6	Failure to achieve compliance on electrical testing within the year commitment	Risk of properties which have not been tested	Reputational , Financial, Legal	2	4	8	Contract in place and further resources agreed if required. Escalation process established if access cannot be achieved at a tenanted property Monitoring weekly - full compliance expected	1	3	3
Ho8	Contracts are not properly procured	Liability for breach of contract law and breach of EU procurement rules. Complaints from contractors/prospective contractors. Non-compliance with health and safety legislation with potentially fatal risk to residents and staff. Breach of RSH regulations. Accusations of collusion. No value for money audit.	Life and limb, Reputational , Financial, Legal	3	4	12	Project plan in place for all procurement - most of the Decent Homes procurement is now in place The Repairs, Maintenance and Voids procurements is almost complete - also being supported by an external consultancy	2	4	8
Ho9	Regeneration of HRA stock not achieved	Properties not being maintained - and deteriorating.	Reputational , Financial, Legal	3	4	12	Asset Management Plan in place Contracts procured for Decent Homes work Spend on capital	2	4	8



							monitored through KPI regime			
Ho10	New development not achieved	New, additional provision not delivered. Abortive costs Increased need for TA if suitable housing offers cannot be made 1-4-1 money not used within government timescale	Reputational , Financial, Legal	3	4	12	Development Manager recruited to lead programme Development Strategy in place Forward plan being developed with SMART timescales	3	4	12
Ho11	New IT system not functioning effectively	Current system not fit for purpose, and it will not be possible to carry out planned service improvements	Reputational , Financial, Legal	3	4	12	Part of the Corporate Digital Transformation Strategy with input from procurement and additional resources. Project in place for enhancing the IT system (phase 2) Housing working alongside Digital Services - reporting regularly to Transformation Board, Housing Committee, and the Transformation	2	4	8



							Member Working Group			
Ho12	Council Garages not maintained	Rental income falls and asset depreciation	Financial, Life and limb	4	3	12	Garage Strategy in place - prioritising stock condition surveys and redeveloping non-performing sites	3	3	9
Ho13	Asset Management Plan is not fit for purpose	Operational and financial decisions are based on poor/incorrect data	Reputational , Financial, Legal	3	3	9	Stock condition survey data captured. Enhancement to the Asset Management System due in 2022. Better integration of the day-to-day repairs data with the asset data	1	3	3



Ho14	TA portfolio does not reflect current need	Increased expenditure on B&B (General Fund). If too many properties, rent loss If properties are too large under there will be under occupation	Reputational , Financial	3	4	12	Monitoring of need and usage. More one-bedroom properties to be brought into use and 3 beds put back into stock.	2	3	6
------	--	---	--------------------------	---	---	----	--	---	---	---



Appendices

Appendix 1 Details of the Housing Capital Programme 2022-2026

Details of the investment in property attributes by year

S No.	Key Elements/Contracts	Projected Spend over next 4 years				Total Budget
		Year 22/23	Year 23/24	Year 24/25	Year 25/26	
1	Kitchen & Bathroom	£1,700,000	£1,700,000	£1,700,000	£1,700,000	£6,800,000.00
2	Boiler Replacement	£1,160,000	£1,160,000	£1,160,000	£1,160,000	£4,640,000.00
3	Planned Wiring	£200,000	£200,000	£200,000	£200,000	£800,000.00
4	Roof Replacement & Associated works	£850,000	£3,350,000	£3,350,000	£3,350,000	£10,900,000.00
5	Fire Door (flat door) Replacement	£100,000	£400,000	£400,000	£300,000	£1,200,000.00
6	Windows & Doors Replacement	£200,000	£750,000	£750,000	£750,000	£2,450,000.00
7	Wall Finishes	£0	£500,000	£1,400,000	£1,400,000	£3,300,000.00
	Total yearly Projected spend	£4,210,000	£8,060,000	£8,960,000	£8,860,000	£30,090,000



Use of Communal Lounges Policy for Independent Retirement Living (IRL) Scheme (Housing, Maggie Ward)

Synopsis of report:

This report outlines a draft Use of Communal Lounges Policy for Independent retirement Living (IRL) Schemes

Recommendation:

Members approve a consultation on the draft policy (Appendix A) to be focused primarily on current residents of IRL Schemes.

1. Context and background of report

- 1.1 There has been no approved policy for the use of Communal Lounges within Independent Retirement Living (IRL) schemes. Historically managers have overseen the use and it is now deemed appropriate to have a consistent policy in place for all five schemes.
- 1.2 This policy applies to Runnymede Borough Council (RBC) tenants, and anyone that visits tenants in a IRL scheme.
- 1.3 This policy outlines the use of the communal lounges which exist in all of the Council's Independent Retirement Living Schemes (IRL).
- 1.4 This draft policy was considered by the Housing Member Working Party on 4th April 2022

2. Report

- 2.1 The aim of this policy is to ensure:
 - The safe use of communal lounges
 - Communal lounges are used in the best way to benefit all tenants, staff, and visitors.
 - Communal lounges can be safely evacuated in the event of an emergency
- 2.2 This policy provides a framework for how communal areas will be managed and what is expected of residents.
- 2.3 Policy Conditions for Tenant Usage
 - Tenants' belongings should not be stored in these areas.
 - Communal lounges are managed by the scheme manager. Permission for items to be placed in the communal lounges must be granted by the scheme manager.
 - The following are classed as permissible items that can be in communal lounges but not limited to;
 - Festive lights subject to installation and testing agreed and completed by RBC
 - Festive decorations subject to installation agreement by RBC

- Soft furnishings installed by RBC. No furniture to be gifted or donated for storing/placing in communal lounges
 - Walkers or Wheelchairs, subject to a risk assessment
- Communal lounges can be used with scheme manager's approval for (not an exhausted list);
 - family visits, coffee mornings, celebrations, approved events, selling of appropriate items, physical fitness sessions.
- The communal lounge cannot be booked out by residents and will always remain open to all tenants.

2.4 Policy Conditions for External Organisations

- In some instances, external companies may request to use the communal lounges within the IRL schemes in these instances requests must go to the scheme manager for approval.
- Any external companies requesting to use the communal lounges must provide;
 - Evidence of suitable insurance cover
 - Ensure event is suitable for IRL tenants to attend if wanted
 - DBS (Disclosure and Barring Service) checks (where appropriate)

2.5 A breach of this policy will be a breach of an IRL resident's tenancy agreement. IRL scheme managers will work with residents to maximise the use of the communal areas within these guidelines, a persistent and deliberate breach of the policy, impacting negatively on other residents could result in enforcement action.

3. **Policy framework implications**

3.1 Within the Older Persons Strategy 2021-2023 the Council commits to improving the communal areas in IRL and this policy ensures those spaces are accessible to all residents with appropriate use, managed by the Council.

4. **Resource implications**

4.1 No resource implications have been identified.

5. **Legal implications**

5.1 The provision of a room with furniture in it and facilities within a property owned by the Council is subject to several Statutory regulations:

- Regulatory Reform (Fire Safety) Order 2005
- The Housing Act 2004
- Building Regulations 2000, 2010
- Health and Safety at Work Act 1974
- Anti-Social Behaviour Crime and Policing Act 2014
- Furniture and Furnishings (Fire Safety) Regulations 1988

6. **Equality implications**

- 6.1 The Equality Impact screening found a full impact assessment is not required as this new policy is being put in place to ensure consistency in the use of Communal Lounges in a fair and transparent way.
- 6.2 There is no evidence that tenants with any of the nine protected characteristics will be negatively impacted by this policy. Rather, it is anticipated that this policy will promote equality.
- 6.3 It is therefore considered that the Council will comply with its Public Sector Equality duty when endorsing this Policy and a full impact assessment is not required at this stage.

7. Environmental/Sustainability/Biodiversity implications

- 7.1 None identified

8. Consultation

- 8.1 As this policy will only impact on the 210 homes within IRL Schemes it is intended to focus the consultation exercise on those residents. The consultation will also appear on the Council's website.
- 8.2 A coffee morning will be held at each IRL scheme where the Communal Lounge Policy will be explained, and feedback collected.
- 8.3 Posters will be placed in all IRL schemes

9. Conclusions

- 9.1 Members are asked to approve an 8-week consultation period on the draft policy.

(To resolve)

Background Papers

None

RUNNYMEDE BOROUGH COUNCIL

Use of Independent Retirement Living Communal Lounges Policy

Review due:

1. Introduction

1.1 This policy applies to Runnymede Borough Council (RBC) tenants, leaseholders, and anyone that visits tenants or leaseholders.

1.2 This policy outlines the use of communal lounges within our Independent Retirement Living Schemes (IRL).

2. Aim

2.1 The aim of this policy is to ensure;

- Safe use of communal lounges
- Communal lounges are used in the best way to benefit all tenants, leaseholders, staff and visitors.
- Communal lounges can be safely evacuated in the event of an emergency

2.2 This policy provides a framework for how communal areas will be managed and what is expected of residents.

3. Scope, definitions and legislation

3.1 The legislation that applies to this policy: ;

- Regulatory Reform (Fire Safety) Order 2005
- The Housing Act 2004
- Building Regulations 2000, 2010
- Health and Safety at Work Act 1974
- Anti Social Behaviour Crime and Policing Act 2014
- Furniture and Furnishings (Fire Safety) Regulations 1988

4. Communal Lounge

4.1 The Council has five IRL Schemes. Each scheme has a communal lounge which is a space that can be used by all residents.

4.2 Tenants' own items should not be stored in these areas.

4.3 Communal lounges are managed by the scheme manager. Permission for items to be placed in the communal lounges must be granted by the scheme manager.

4.4 The following are classed as permissible items that can be in communal lounges but not limited to;

- Festive lights subject to installation and testing agreed and completed by RBC
- Festive decorations subject to installation by RBC
- Soft furnishings installed by RBC. No furniture to be gifted or donated for storing/placing in communal lounges
- Walkers or Wheelchairs which are in use, subject to a risk assessment.

4.5 Communal lounges can be used with scheme manager's approval for (not an exhaustive list);

- Family visits
- Coffee mornings
- Celebrations
- Approved events
- Selling of appropriate items
- Physical fitness sessions.

4.6 The communal lounge cannot be booked out by residents and will always remain open to all tenants.

5. External Organisations

5.1 In some instances external organisations may request to use the communal lounges within the IRL schemes. Such requests need to go to the scheme manager for approval and must include:

- Evidence of suitable insurance cover
- Confirmation that the event is suitable for IRL tenants to attend if desired.
- DBS checks (where appropriate)

6. Unauthorised Items in Communal Lounge

6.1 Residents are not permitted to leave any items in the communal lounge. If any items are found in communal lounges which breaches this policy, the Council will take action to remedy.

6.2 The Council will consider the following before taking any action;

- Whether the item poses an immediate risk to residents and visitors
- Whether ownership can be reasonably determined and whether further investigations are necessary.

6.3 If possible, the IRL scheme manager will provide written notice to the owner(s) of the item(s) to allow them to be removed. If items are not removed within the required timescale the Council will remove them and tenants may be recharged for the removal.

6.4 The Tenancy Agreement includes a condition that residents must not keep items which would constitute a health or fire safety risk in communal areas.

7. Consultation, communication and training

7.1 All current IRL tenants have been consulted on the proposals in this policy.

8. Monitoring and performance management

8.1 We aim to review this policy in three years to ensure it reflects current legislation and latest examples of best practices.

8.2 A breach of this policy will be a breach of the IRL resident's tenancy agreement. IRL scheme managers will work with residents to maximise the use of the communal areas within these guidelines, a persistent and deliberate breach of the policy, impacting negatively on other residents could result in enforcement action.

9. Equalities Implications

9.1 In producing this document an Equality Impact Screening found that a full impact assessment is not required as this new policy is being put in place to ensure consistency in the use of communal lounges in a fair and transparent way.

10. Related strategies/Documents

RBC Tenancy Agreement

11. Version Control

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
V1	August 2022	First Draft completed and updated		Luisa Cantore-Norris	

Rehousing Plan for Ukrainian Households (Homes for Ukraine Scheme) (Housing, Andy Vincent)

Synopsis of report:

106 Ukrainian refugee households have been registered with families located across Runnymede since March 2022 under the Homes for Ukraine Scheme and are being supported by Runnymede Borough Council.

Placements made under the Homes for Ukraine Scheme were originally made for between a 6-to-12-month period.

Although a small number of placements have broken down the majority are anticipated to last a minimum of 6 months.

Placements could therefore begin to end from October 2022. It is anticipated that a significant percentage of households will find their own longer-term housing, although many will approach the Local Authority for assistance.

This report sets out a graduated approach for supporting households with their longer-term housing and provides an analysis of the housing needs of the households and their location preferences.

Recommendation:

- I. Housing Committee Members support the approach set out for dealing with requests for support from Ukrainian households who approach the local authority for support with their housing.

1. Context of report

- 1.1 The Homes for Ukraine Scheme was launched on 14th March 2022. Households started arriving in the UK from 18th March 2022.
- 1.2 As of 1st August 2022, 211 households are registered on the government portal to locate within the borough.
- 1.3 The number of households who arrived each month are as follows (106): -

Month	Number of Households
March	4
April	27
May	42
June	20
July	13

- 1.4 Host families who have offered accommodation to Ukrainian families under the Homes for Ukraine Scheme were contractually obliged to offer accommodation for between 6 to 12 months.
- 1.5 Office for National Statistics research on the Experiences of Homes for Ukraine scheme sponsors published on 10th August 2022 indicates that 26% of hosts intend

to end placements before or at 6 months (Link to the research provided in background documents).

- 1.6 A small number of placements in Runnymede (5) have ended early, due to relationships between households breaking down.

2. Profile of Ukrainian Households

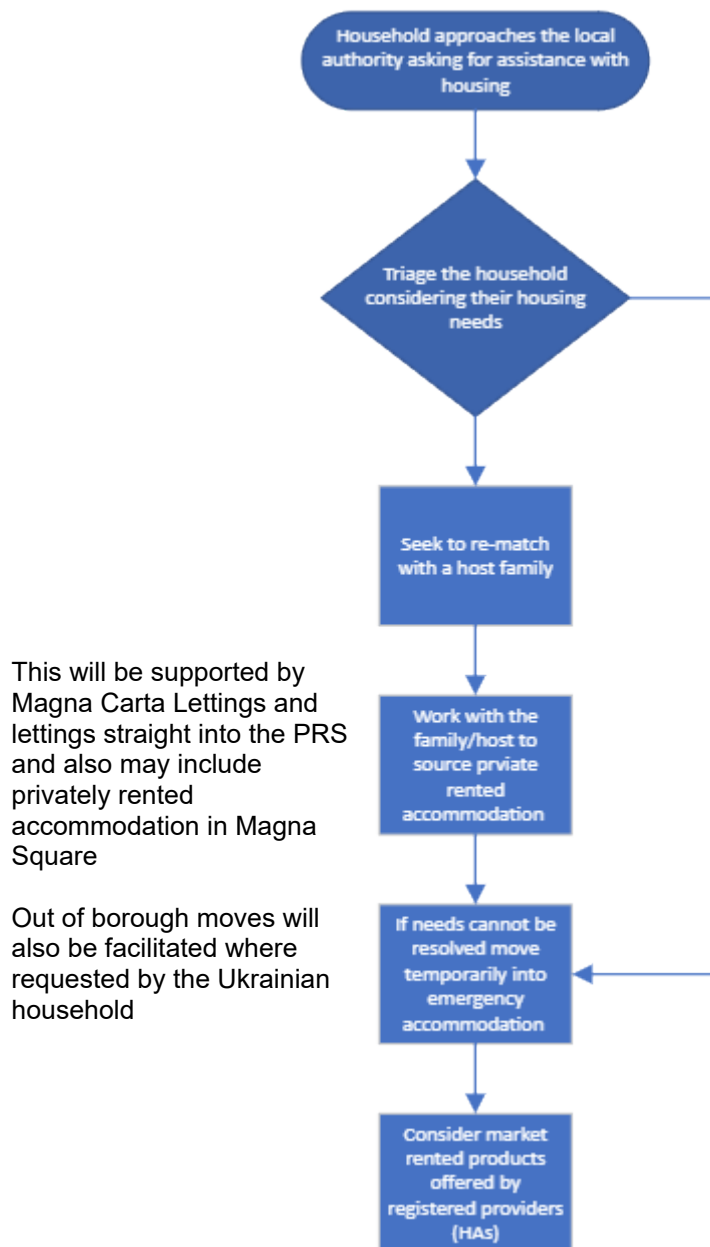
- 2.1 The profile of the households who have located in Runnymede via the Homes for Ukraine Scheme is as follows: -

Family Type	Number
Children over 10	37
Children under 10	26

- 2.2 Families with children will ideally need to be located within easy traveling distance of a specific school, when making allocations under homelessness legislation the Council would try to accommodate schools but due to the small size of the borough and high cost of private rented sector this may not always be possible.
- 2.3 Single people and couples are likely to have more flexibility around where they are located. The Council will try to assist those in or seeking employment to secure accommodation near good transport networks.

3. Housing Plan

- 3.1 It is anticipated that a significant percentage of households housed through the Homes for Ukraine Scheme will find their own longer-term accommodation.
- 3.2 There is anecdotal information that a number of households have already sourced their own accommodation.
- 3.3 Households who approach Runnymede Borough Council for support with their housing will go through the following process: -



3.4 In order to facilitate the above process; we will: -

- Approach private rented landlords in the borough to encourage them to support Ukrainian households.
- Advertise to identify more potential host families.
- Where required provide deposits and top-up rent payments to facilitate moves into the private rented sector.
- If a household has connections elsewhere and wants to join them, we will support with finding PRS in that area for them.
- Liaise with RBCi on vacancies within their stock.

3.5 Runnymede Borough Council is not proposing to alter its Housing Allocations Scheme to enable Ukrainian households to access the Runnymede Housing Register. Due to local connection criteria within the scheme Ukrainian refugee households will not be able to join the register.

4. Policy Framework Implications

- 4.1 Households are entitled to support from the Local Authority with their housing under existing homelessness legislation.
- 4.2 The Council's policy position is articulated within the Council's Homelessness and Rough Sleeping Strategy, DLUHC Guidance, Rough Sleeping – no second night out policy etc.

5. Resource implications

- 5.1 A central government grant is received for each individual supported under the Homes for Ukraine Scheme – this equates to £10,500. Surrey County Council have agreed to give Runnymede £4,075 per person to support this initiative at a district level.
- 5.2 Up to 40% of the RBC allocation has been identified for housing within each grant (£1,630). This will enable the provision of rent deposits where required and rent top-ups to increase the pool of available accommodation if the household is only in receipt of Universal Credit.

6. Legal implications

- 6.1 Households who have come to the UK via the Homes for Ukraine Scheme or via the Ukraine Family Scheme are entitled to support from the Local Authority with their housing.
- 6.2 This support is provided under the existing homelessness legislation – Housing Act 1996, as amended by the Homelessness Reduction Act 2017.
- 6.3 Runnymede Borough Council are required to provide accommodation under our relief and main duty responsibilities should a Ukrainian household become homeless under the Homelessness Reduction Act and Housing Act 1996.

7. Equality implications

- 7.1 An Equalities Impact Assessment of the housing plan for Ukrainian households has been undertaken. This assessment looks at whether any equalities issues exist when delivering different housing outcomes for households in different circumstances or when approaching the authority at different times.

8. Environmental/Sustainability/Biodiversity implications

- 8.1 All privately rented accommodation must have a RdSAP rating above an E.
- 8.2 Efforts will be made to source accommodation with the highest energy efficiency rating to minimise the potential for households to be in fuel poverty i.e. when over 10% of gross income is being spent on heating a home.

9. Conclusions

- 9.1 This report sets out a plan for housing Ukrainian households once their original placement with a host family has ended.

- 9.2 Assessing the cost implications of implementing the plan is difficult to gage.
- 9.3 It is anticipated that the plan will not exceed the finance available from government funding. However, the central government provided Homelessness Prevention Grant can be utilised if the Ukrainian grant funding is exhausted.

(To resolve)

Background papers

Homes for Ukraine Scheme - [‘Homes for Ukraine’ scheme launches - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/homes-for-ukraine-scheme-launches)

Office for National Statistics Research on Experiences of Homes for Ukraine scheme sponsors, UK - [Experiences of Homes for Ukraine scheme sponsors, UK - Office for National Statistics](https://www.ons.gov.uk/peoplepopulationandcommunity/immigration/articlesandreports/articles/2022/05/24/experiences-of-homes-for-ukraine-scheme-sponsors)

Compensation Policy (Housing, Maggie Ward)

Synopsis of report:

A Housing Compensation Policy is submitted to Committee for approval following an 8-week consultation.

Recommendation:

Members approve the Housing Compensation Policy (Appendix A).

1. Background

- 1.1 The Housing Ombudsman published its Complaints Handling Code in July 2020 requiring landlords to carry out an assessment of their compliance with the code by 31st December 2020. This was carried out and this Committee approved the Housing Complaints Policy in January 2021. Both the Housing and Local Government Ombudsmen require landlords to have appropriate remedies in place where compensation is appropriate. It is important to have a consistent and proportionate approach to compensation within an approved policy.

2. Report

- 2.1 At the June 2022 meeting this Committee approved a consultation exercise on the draft Compensation Policy, this was opened between 9th June and 4th August 2022.
- 2.2 Compensation is discretionary, and any claim will be considered on its own merit. It may be considered when a service failure is identified, or at any stage of the Council's complaints procedure. The Council may discuss the situation with the resident, and their view as to what would be an acceptable remedy would be considered.
- 2.3 The following will be taken into consideration when considering compensation payments:
- Quantifiable Costs – where the resident can evidence incurred costs due to service failure, reimbursement of reasonable costs may be appropriate.
 - Whether the Council has failed to act reasonably in accordance with the law or its own policies and standards.
- 2.4 The award of compensation will be approved by senior officers to ensure that it is consistently awarded, and managers are aware of service failures leading to the need for compensation and can ensure the circumstances leading to this are addressed.
- 2.5 The amount of any compensation will depend on the severity of the impact, to be awarded and the proposed authorisation levels are detailed in Figure 1. Compensation levels will be subject to an annual uplift subject to CPI+1% in line with current rent increases.
- 2.6 These compensation levels have been set in accordance with the Guidance on Remedies published by the Housing Ombudsman.

Figure 1

Level of impact	Inconvenience cause	Compensation up to maximum of	Authorisation level
	One instance of mild inconvenience caused by RBC	£100	Manager
	A succession of service failures and/or the problem has not been resolved within a reasonable timescale	£250	Head of Housing Services /Head of Technical Services
	Serious or prolonged service failure resulting in severe stress, disruption, inconvenience, or loss of income	£500	Corporate Head of Housing

3. Policy framework implications

- 3.1 The Housing Complaints Policy commits to provision of compensation where appropriate and this Compensation Policy will ensure compliance with this is applied in a proportionate and consistent manner.

4. Resource implications/Value for Money

- 4.1 Until we have formally adopted this policy and seen the impact in the opening year it is difficult to predict with any accuracy the level of payments that will be made. However, it is hoped that by adopting a formal Complaints policy it will reduce the level of payments currently being paid through disrepair claims.

5. Legal implications

- 5.1 Adopting a proportionate and consistent Compensation Policy for complaints will promote settlement and avoid further challenges.

6. Equality implications

- 6.1 An Equality Screening was carried out and it was determined that a full impact assessment is not required as this new policy is being put in place to have a positive impact on all tenants by ensuring that complaints and service failures are compensated as appropriate in a fair and transparent way.
- 6.2 There is no evidence that tenants with any of the nine protected characteristics will be negatively impacted by this policy. Rather, it is anticipated that this policy will promote equality.
- 6.3 It is therefore considered that the Council will comply with its Public Sector Equality duty when endorsing this Policy and a full impact assessment is not required at this stage.

6.4 Compensation payments will be recorded and monitored to ensure consistency in payment levels and tenants accessing compensation. A report will be made annually to this Committee on compensation paid to residents.

6.5 Compensation will be awarded in a flexible way, where tenants are on means tested benefits and have suffered loss the compensation may be provided in the form of a voucher to enable the recipient to replace items or the Council may purchase items on their behalf to ensure they are not disadvantaged by cash payments into their bank account.

7. Consultation

7.1 A dedicated webpage was created where residents could share their thoughts. This webpage had 12 visits from non-Council workers.

7.2 An article was published in the online newsletter, Tenant's News (promoted in our tenants' newsletter)

7.3 The consultation was promoted in letters sent to those we were awarding compensation to, inviting them to share their thoughts based on their own experience.

7.4 No comments or responses were received in this consultation, there were a number of consultations open over the period and as no adverse comments were received it is considered that this is a positive service improvement bringing consistency and transparency to the process.

8 Environmental/Sustainability/Biodiversity implications

8.1 None identified

9. Timetable for Implementation

9.1 Policy to be implemented once it is approved.

10. Conclusions

10.1 Members are asked to approve the Compensation Policy for immediate implementation.

(To resolve)

Background Papers

None

RUNNYMEDE BOROUGH COUNCIL

Housing Services Compensation Policy

Review due:

1. Introduction

1.1 This policy sets out the Council's approach to discretionary compensation to customers who have experienced loss, damage, inconvenience or distress due to service failure or other faults by the Council.

2. Aim

2.1 The aim of this policy is to ensure;

- Service failures are addressed quickly and efficiently
- Compensation is proportionate to the loss or inconvenience incurred
- A clear, fair and transparent approach to compensation
- Compliance with Housing Ombudsman and Local Government and Social Care Ombudsman guidance.

3. Scope, definitions and legislation

3.1 Statutory compensation may be payable for home loss and disturbance and to council tenants under the Right to Repair provisions and for compensation for improvements made by council tenants.

3.2 This policy covers only discretionary compensation.

3.3 Compensation is a remedy in recognition of loss, suffering, injury or inconvenience. It may be a financial payment.

3.4 This policy applies to Runnymede Borough Council (RBC) tenants, applicants for housing, homeless families, leaseholders, shared owners and other service users.

3.5 This policy does not cover compensation claimed for an alleged effect on the health of the customer or a member of their household. If a council tenant is seeking financial compensation because they believe that their health has been affected by the actions, or inactions of the Council as a landlord, the Council will inform its insurers and the claim will be investigated appropriately.

3.6 If a customer raises a complaint with the Housing Ombudsman Service, having exhausted the Council's formal complaints procedure, the Council will act promptly to comply with any subsequent Ombudsman recommendation, including making any financial payment.

4. Policy Statement

4.1 In most cases it is reasonable to resolve complaints and service failures by;

- Apologising for the failure
- Providing the appropriate service
- Improving processes and procedures for service delivery.

4.2 In exceptional circumstances, where the situation cannot be rectified by apology or practical action, compensation may be appropriate. The type of service failures that may trigger compensation are where the Council is responsible for;

- Failure to meet its service targets
- Failure to deliver a reasonable service
- Unreasonable actions
- Loss of amenities
- Loss of, or damage to personal property
- Customer has incurred an unreasonable expense
- Service failure which has caused material loss or harm.

4.3 Compensation is not automatic and will not apply where the service failure or mistake has not caused any problems or where the issue can be easily remedied. If compensation is appropriate, it is likely to take the form of replacement of items that have been lost or damaged, agreeing to change procedures and apology. A voucher may be offered as a good will gesture.

4.4 Compensation may be a sum of money, but the amount will be reasonable, justifiable, and proportionate and based on personal impact. It will reflect the level of inconvenience, disturbance, stress, or annoyance suffered and the extent to which the Council was responsible. It will also consider the time taken to resolve the problem and any costs incurred.

4.5 Where there is a loss of heating to a Council property, the Council will provide an alternative, temporary form of heating. Where there is evidence that this is more expensive to operate, payment will be made for the additional fuel or utility costs.

4.6 Where a de-humidifier is provided to dry out a property following a leak or a flood, the Council will pay the running costs.

4.7 All tenants/tenants of all tenures are encouraged to take out home contents insurance for their furniture, decorations, and personal possessions, to insure them against accidental damage, loss, fire or water damage, burglary etc.

4.8 Where a tenant's possessions are damaged through building failure which is not covered by their own insurance, compensation for the damaged possessions will be paid if the Council was at fault

If there is a service failure we will not refuse to compensate tenants who do not have home insurance

4.9 The Council is unlikely to offer compensation if:

- The Council has acted reasonably and complied with its legal and contractual liabilities
- The fault is caused by a third party or something RBC has no control over
- The resident could make a claim on their own insurance
- The incident was caused as a result of negligence by the customer
- There is no evidence to justify any claims for out-of-pocket expenses
- The claim is to compensate for time off work

- A Council tenant has failed to take out home insurance which would have covered their loss.

5. Awarding Compensation

5.1 Compensation is discretionary, and any claim will be considered on its own merit. It may be considered when a service failure is identified, or at any stage of the Council's complaints procedure. RBC may discuss the situation with the customer, and their view as to what would be an acceptable remedy will be considered.

5.2 The following will be taken into consideration when considering compensation payments;

- Quantifiable Costs – where the resident can evidence incurred costs due to service failure, reimbursement of reasonable costs may be appropriate.
- Whether the Council has failed to act reasonably in accordance with the law or its own policies and standards.

5.3 The amount of any compensation will depend on the severity of the impact, to be awarded as follows:

Level of impact	Inconvenience cause	Compensation up to maximum of	Authorisation level
	One instance of mild inconvenience caused by RBC	£100	Manager
	A succession of service failures and/or the problem has not been resolved within a reasonable timescale	£250	Head of Housing/Technical Services
	Serious or prolonged service failure resulting in severe stress, disruption, inconvenience, or loss of income	£500	Corporate Head of Housing

Annual uplift subject to CPI+1% in line with current rent increases.

6. Requesting & Receiving Compensation

6.1 To ensure compensation claims are considered effectively RBC will require the following information (where appropriate);

- Details on how we failed to deliver the expected level of customer experience or failed to meet an agreed service standard
- What impact this has had; and
- Any supporting evidence, for reimbursement or replacement of items receipts and/or evidence will be required.

6.2 The Council will ensure payments are made or arrangements for other remedies put in place, as soon as practicable after being agreed with the tenant.

6.3 Financial compensation can be paid in vouchers.

6.4 Financial compensation to RBC tenants will usually be paid into their rent account.

6.5 All claims for compensation will be subject to a fraud check and/or any claim for compensation that is found to be fraudulent could result in recovery action for the amount paid and/or consequences for the tenancy.

7. Offering and Offsetting Compensation

7.1 Offers of discretionary compensation will be made in writing and considered to be the final settlement of the matter and will not constitute an admission of legal liability.

7.2 Any money owed to the Council including rent arrears, court costs or rechargeable repairs, will be deducted from any compensation, unless the compensation is for loss or damage.

8. Monitoring and Review

8.1 We aim to review this policy in three years to ensure it reflects current legislation and latest examples of best practice.

8.2 To help achieve our aim of continuous improvement in the services we provide and to ensure that we meet all statutory and regulatory obligations, we will monitor the effects of our policies and evaluate performance against other social housing providers.

9. Equalities Implications

9.1 In producing this document an Equality Impact Assessment screening has been carried out and is available as a separate document.

9.2 An EIA is a way of assessing the impact, or likely impact, that a particular policy, procedure, or decision will have on particular groups. This is used to assess whether in making the decision whether the Council has complied with its public sector equality duty under S149 of the Equality Act 2010 (as amended) to; eliminate discrimination and any other conduct that is prohibited under this act and to advance equality between those who share a protected characteristic.

9.3 The screening found that a full impact assessment was not required.

10. Related strategies/Documents

- Complaints Policy for Housing Services
- Housing Ombudsman Compensation Factsheet
<http://www.housingombudsman.org.uk>

11. Version Control

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
----------------	--------------	----------	---------------	--------	-------------

V1	April 22	New Policy created, widened to include all customers of housing.		Luisa Cantore-Norris	

DRAFT

Request to Submit a Bid to the Social Housing Decarbonisation Fund (Housing, Andy Vincent)

Synopsis of report:

Since May 2022 the Housing Service has been preparing a bid to wave 2.1 of the Social Housing Decarbonisation Fund (SHDF). The bidding window to the fund opens in September 2022.

The purpose of the bid is to seek additional funding to deliver on the Housing Service's key carbon reduction target of: -

'Ensure all RBC owned social housing units have an energy efficiency rating of C or above by 2030'

At the beginning of 2022 it was estimated that £8.79m of investment will be required in the Council's housing stock to deliver the above target. Funding to enable this investment is coming from the following sources: -

1. Green Homes Grant – Local Authority Delivery 1. Supported by 30% match funding from Runnymede Borough Council's Housing Service – total of grant and RBC contribution £1.8m in 2022
2. Improvement work to achieve the Runnymede Investment Standard £3.7m by 2026
3. A request for wave 2.1 Social Housing Decarbonisation Funding of £3.29m

Recommendation(s):

- I. Housing Committee Members approve a bid to the Social Housing Decarbonisation Fund wave 2.1.
- II. Housing Committee give delegated authority to the Corporate Head of Housing in conjunction with the Chair and Vice Chair to approve the final bid – including clarified finance figures.
- III. Housing Committee Members note that should this bid be successful the service is on track to deliver a C energy efficiency rating as a minimum for its social housing by March 2026.

1. Context of report

- 1.1 In March 2021 the Department for Business Energy and Industrial Strategy introduced the Social Housing Decarbonisation Fund. The fund is designed to: -

“upgrade a significant amount of the social housing stock currently below Energy Performance Certificate (EPC) C up to that standard. It will support the installation of energy performance measures in social homes in England; and help:

- *deliver warm, energy-efficient homes*
- *reduce carbon emissions*

- *tackle fuel poverty*
- *support green jobs*
- *develop the retrofit sector*
- *improve the comfort, health, and well-being of social housing tenants*

- 1.2 Funding via the Social Housing Decarbonisation Fund will be released in a number of waves. Wave 1 of the fund funded 69 projects up to the value of £179m.
- 1.3 The Social housing Decarbonisation Fund wave 2.1 opens for bids at the end of September 2022 and closes in October 2022.
- 1.4 Runnymede Borough Council have 757 properties with an energy efficiency rating below a C.
- 1.5 All of these properties are general needs accommodation.
- 1.6 426 of these properties will achieve a C rating by the installation of new doors, windows, boilers etc. via the Council's 'Decent Homes' programme.
- 1.7 The remaining 331 will require additional work on top of what is planned under our capital programme to achieve a C rating.

2. Runnymede Borough Council's bid to the Social Housing Decarbonisation Fund (SHDF)

- 2.1 A project team has been put together to develop Runnymede Borough Council's bid to the SHDF. The team have been working on the bid since May 2022. The team is comprised of members from Housing Technical Services, Housing Services, the Council's Bid Writer/Grants Officer, and the Climate Change Team.
- 2.2 Runnymede Borough Council's Housing Service is seeking £3.29m from wave 2.1 of the Social Housing Decarbonisation Fund (this figure may change as further analysis is undertaken in preparation of the bid).
- 2.3 This is intended to fund the following work: -

Additional Works	£	Comment
External Wall Insulation	2,650,000	
Planning Application Fees	1,180	Planning applications all traditional dwellings non-painted
Ground Source Heat Pumps X2	638,969	RBC have budgeted £200,000 for this work - £638,969 is the non-budgeted amount
Total	3,290,149	

- 2.4 Work under this scheme would need to be completed by September 2025.
- 2.5 A procurement exercise would need to be completed in order to source a contractor to install External Wall Insulation and Ground Source Heat Pumps.

3. Consultation

- 3.1 Installation of improvement work done under the SHDF will utilise our existing Tenant Improvement Procedure which ensures engagement with tenants throughout the installation of any improvements to their home.
- 3.2 This procedure reflects the requirements of the PAS 2035 (the PAS 2035 process ensures quality installations and effective customer engagement throughout energy efficiency retrofit work) and has been accredited under ISO 9001.

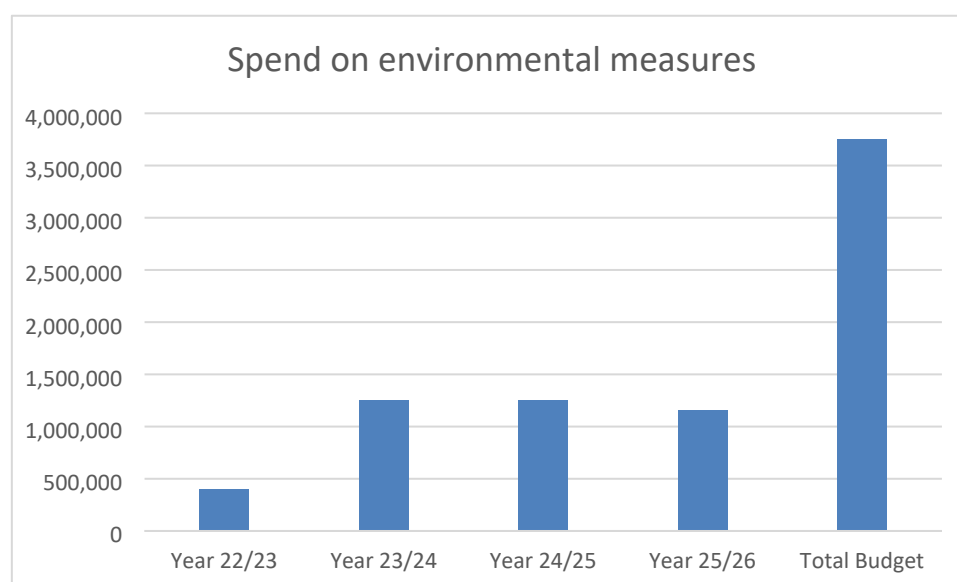
4. Policy Framework Implications

- 4.1 The Housing Asset Management Plan identifies a number of climate change objectives for the Housing Service
- 4.2 The key one that this report impact on is: -

Achieve a C energy efficiency rating as a minimum for all Runnymede Borough Council's social homes by 2030

5. Resource implications

- 5.1 Resources have been identified within the Housing Revenue Account Business Plan to deliver the £3.7m of work identified to improve the energy performance of the Council's housing stock.
- 5.2 This work is phased over 4 years from 2022 – 2026 at the following rate: -



- 5.3 In January 2022 this committee agreed to commit £300,000 of the Council's money to unlock £1.09m of green homes grant. Subsequent to this, approval was given in April via an SO42 to spend a further £100,000 to unlock an additional £200,000 in grant making £1.790m of investment.
- 5.4 A successful Wave 2.1 bid will mean that total investment towards the Housing Service's key carbon reduction target will be:

	Grant £	HRA Reserves £	Total £
Green Homes Grant	1,390,000	400,000	1,790,000
Improvement Work	-	3,700,000	3,700,000
Wave 2.1	3,290,149	-	3,290,149
Total	4,680,149	4,100,000	8,780,149

6. Legal implications

- 6.1 Runnymede Borough Council is obligated as a Registered Provider of Social Housing to comply with the Regulator of Social Housing's Home Standard.
- 6.2 This standard predominantly focuses on ensuring social landlords meet their repairing obligations and comply with the Decent Homes Standard.
- 6.3 Currently the standard does not refer to energy performance. This is anticipated to change when the standard is next reviewed.

7. Equality implications

- 7.1 An Equalities Screening of the impact of work to upgrade the energy performance of the Council's housing stock has been undertaken.
- 7.2 This demonstrates the positive impact of this work – but emphasises the importance of gaining access to properties to undertake improvement work and monitoring closely any refusals we have from tenants.

7. Environmental/Sustainability/Biodiversity implications

- 7.1 The work to improve the energy performance of Runnymede Borough Council's housing stock forms a central strand of the work of the Housing Service to cut its environmental impact.
- 7.2 By delivering a C energy efficiency rating for all Council owned homes – this will reduce the carbon emissions from Council homes by 1078 tonnes per year and will contribute to the Council's objective to achieve Net Zero Carbon by 2030 in respect of its own operations.

8. Other implications

- 8.1 Some procurement work will need to be completed to enable the list of energy efficiency work to be undertaken.
- 8.2 Specifically this will involve the procurement of a contractor to complete external wall insulation (EWI) and install ground source heat pumps.

9. Conclusions

- 9.1 A successful bid to the Social Housing Decarbonisation Fund wave 2.1 will enable the Housing Service to ensure that all its homes have a C energy performance rating by March 2026 (there are likely to be some refusals of the work by tenants).

- 9.2 Additional plans for enhancing energy performance can then be compiled to enable further energy performance improvements prior to 2030.

(To resolve)

Background papers

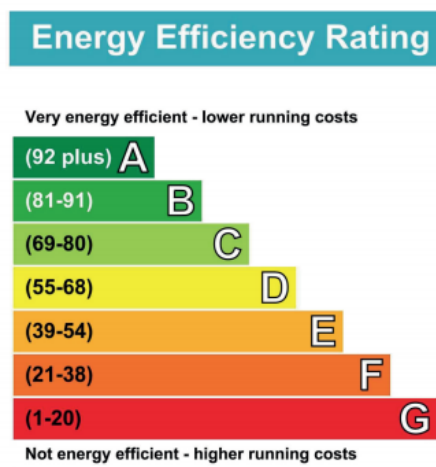
Housing Asset Management Plan 2021-2026 (within the September 2022 Housing Committee papers)

Social Housing Decarbonisation Fund Wave 2.1 - [Social Housing Decarbonisation Fund: Wave 2.1 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/social-housing-decarbonisation-fund-wave-2-1)

Social Housing Decarbonisation Fund Wave 1 outcomes - [Social Housing Decarbonisation Fund Wave 1: successful bids - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/social-housing-decarbonisation-fund-wave-1-outcomes)

PAS 2035 - [TrustMark & The Delivery of PAS 2035](https://www.gov.uk/government/news/pas-2035-trustmark)

Energy Performance Rating System (below)



Mobility Scooter Policy (Housing, Maggie Ward)

Synopsis of report:

This policy outlines the way Runnymede Borough Council will deal with requests to store or charge mobility scooters within its buildings whilst ensuring that the health and safety of residents, leaseholders, contractors etc. are maintained. This report informs Members of the result of an 8-week consultation on the policy and recommends the new policy for approval.

Recommendation:

Members approve the Housing Mobility Scooter Policy (Appendix A)

1. Context

- 1.1 There is increased use of motorised mobility equipment throughout the population. A policy is required to ensure that the Council manages the use of such items within its buildings to ensure the safety of all residents. A process is necessary for requesting permission to store or charge a mobility scooter within a Council facility.

2. Report

- 2.1 The Housing Mobility Scooter Policy is attached as Appendix A and Members are asked to approve its implementation from the date of this meeting.
- 2.2 The aims of this policy is to ensure:
- The Council meet its statutory obligations in relation to Health and Safety and Fire Safety legislation.
 - Mobility scooters do not cause health and safety hazards.
 - Mobility scooters do not block any communal areas including fire escapes/exits.
 - Clear guidance is provided on how to safely use and store mobility scooters.
 - Residents obtain permission prior to purchasing or leasing a mobility scooter.
 - Residents adhere to their responsibilities relating to storage, charging and use of a mobility scooter.
 - Residents are aware of liability for any injuries or damages.
- 2.3 In this policy “mobility scooter” means Class 2 or 3 machines as defined under the Use of Invalid Carriages on Highways Regulations 1988
- 2.4 There is provision for the storage of mobility scooters in all Independent Retirement Living Schemes (IRL) but the increasing number of residents who want to use a scooter means that provision is not adequate, and this will be addressed in the planned upgrade of IRL Schemes.
- 2.5 It is essential that the Council knows which residents have motorised scooters and can ensure that regular health and safety checks are conducted on them as they can pose a fire risk if not maintained or are used inappropriately.
- 2.6 No scooters may be stored or charged in any communal areas other than those designated for this purpose.

- 2.7 In order to obtain permission for a mobility scooter with allocated storage, applications will need to have a supporting report from a Surrey County Council Occupational Therapist or Trusted Assessors.
- 2.8 Where a property does not have facilities for scooter storage, applications for this to be provided will be dealt with under the Disabled Adaptations Policy for the Council Housing Stock 2021 – 2025.
- 2.9 Mobility Scooter owners are required to hold insurance for their vehicle, it has been explored with the Council's insurers whether this could be organised through our own insurance policy, but this is not possible. Insurance is widely available for mobility scooters and tenants will be referred to comparison sites for accessing their own insurance. All Council tenants should hold contents insurance, which may either already include mobility scooters or could be added within that existing policy.

3. Consultation

- 3.1 An 8-week consultation period focussed on residents who are most likely to be affected by the policy:
- A pamphlet was created with all information relevant to those who reside in the Council's Independent Retirement schemes.
 - A coffee morning was held at each IRL scheme.
 - A dedicated web page was created where tenants could share their thoughts on the policy. The webpage was visited 74 times by non-Council workers.
 - An article on the policy was published in our online tenant's newsletter, Tenant's News.
- 3.2 We recognise that due to the health and safety and fire risks residents will have a limited impact on how the policy can be amended. However, we do not want the policy to be an obstacle for residents to meet their needs. Therefore, when consulting, we provided the following options for residents' views on the policy:
- I think the arrangements are fair and I am happy with them
 - Most of the arrangements are fair and I can live with them
 - One of the arrangements would stop me having a scooter when I believe I need one.
- 3.3 100% of respondents selected 'I think the arrangements are fair and I am happy with them'
- 3.4 Additional comments received were :
- I would like insurance and PAT testing organised by the Council
 - I would like insurance and PAT testing done by RBC. I fully agree with having everything under one umbrella for my own and the Council's peace of mind knowing all procedures are followed
 - Can the Council organise PAT and Insurance testing and add cost to weekly charge?

4 Policy framework implications

- 4.1 This policy is linked to the Older Person's Strategy and the Disabled Adaptations Policy for Council tenants 2021-2025.

5. Resource implications

- 5.1 There will be costs associated within the implementation of this policy but they will be contained within existing budgets and staffing resources. The cost of PAT testing will be recharged to tenants.

6. Legal implications

- 6.1 Storage of any type of device on premises owned by the Council takes into account the following legislation;
- Health and Safety at Work Act 1974
 - Management of Health and Safety at Work Regulations 1999
 - Regulatory Reform (Fire safety) Order 2005 (FSO)
 - Equality Act 2010
 - The Care Act 2014

7. Equality implications

- 7.1 The Equality Impact screening found a full impact assessment is not required as this new policy is being put in place to ensure fairness with mobility scooter requests in a fair and transparent way.
- 7.2 There is no evidence that tenants with any of the nine protected characteristics will be negatively impacted by this policy. Rather, it is anticipated that this policy will promote equality.
- 7.3 It is therefore considered that the Council will comply with its Public Sector Equality duty when endorsing this Policy and a full impact assessment is not required at this stage.

8. Environmental/Sustainability/Biodiversity implications

- 8.1 None identified however the use of mobility scooters may reduce the use of motor vehicle transport utilised by residents to access the community.

9. Conclusions

- 9.1 Members are asked to approve the Mobility Scooter Policy for implementation

(To resolve)

Background Papers

None

RUNNYMEDE BOROUGH COUNCIL

Mobility Scooter Policy

Review due:

1. Introduction

1.1 This policy applies to all tenants including transferred residents, mutual exchanges, and leaseholders.

1.2 This policy outlines the way Runnymede Borough Council (RBC) deals with mobility scooter requests whilst ensuring that the health and safety of residents, leaseholders, contractors etc. are maintained.

1.3 This policy is to ensure mobility scooters are being used and stored safely in designated areas.

2. Aim

2.1 This policy aims to ensure;

- RBC meet its statutory obligations in relation to Health and Safety and Fire Safety legislation
- Mobility scooters do not cause health and safety hazards
- Mobility scooters do not block any communal areas including fire escapes/exits
- Clear guidance is provided on how to safely use and store mobility scooters
- Residents obtain permission before purchasing or leasing a mobility scooter
- Residents adhere to their responsibilities relating to storage, charging and use of a mobility scooter
- Residents are aware of the liability for any injuries or damages

3. Scope, definitions, and legislation

3.1 The policy takes into account the following legislation;

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- Regulatory Reform (Fire Safety) Order 2005 (FSO)
- Equality Act 2010
- The Care Act 2014

3.2 In this policy “mobility scooter” means Class 2 or 3 machines as defined under the Use of Invalid Carriages on Highways Regulations 1988.

4. Fire Risk

4.1 As part of RBC’s duties under the FSO, fire risk assessments are carried out on each block which has a communal fire escape route. The risk assessors will identify within the report where they find mobility scooters either being stored or charged within the communal areas of any blocks. This is recorded as an action which the local authority must address, by ensuring the mobility scooter is moved, as soon as possible, either to a designated area within the block or outside the block. This is in line with current guidance.

4.2 The Purpose-Built Blocks of Flats Guidance S44.18 says 'never allow charging of mobility scooters, batteries or other electrical equipment in common parts – consider providing dedicated rooms for charging, suitably fire separated from the rest of the block'

4.3 The storage and charging of mobility scooters in internal communal areas increases the risk of fire within a block. Mobility scooters present a potential source of ignition and increased fire loading. If involved in a fire they can release large amounts of highly toxic smoke and gases.

4.4 Government fire safety recommendations state that escape routes must not be compromised by items that could act as a source of ignition or trip hazard.

5. Requesting Permission

5.1 From the date this policy is effective all tenants are required to obtain permission from RBC to purchase/store a mobility scooter before they or a member of their household acquires one.

5.2 Tenants who wish to have a mobility scooter must complete the online request form or by contacting their Area Housing Officer.

Requests for mobility scooters in general housing are sent to RBC's Trusted Assessors who will assess suitability.

5.3 All residents wanting to purchase or lease a mobility scooter will require an assessment by our Trusted Assessors. Obtaining permission will depend on this and storing availability. Priority will be given based on assessment and need.

5.4 If a resident already has a mobility scooter, before the start date of this policy, permission to keep a mobility scooter will be considered without an assessment. However, if permission is given, this will only be given for one mobility scooter per tenant, irrespective of how many mobility scooters they may have before this policy is implemented.

6. Enforcement

6.1 RBC will look to provide suitable storage for mobility scooters where possible. If an application is made at a scheme that is unsuitable for scooters or the existing storage is full, the request will be declined or the applicant will be encouraged to move to an alternative scheme

6.2 RBC reserve the right to enforce this policy in line with tenancy agreements with RBC which state: *"you must keep all shared areas free from obstructions.... you must not keep any items that will block someone's access, or cause a health and safety risk, in corridors, landings, walkways, stairwells or any shared area. If you do, we may dispose of them and you will have to pay our reasonable costs for doing this. We may also take legal action against you for breach of tenancy."*

6.3 The Council reserves the right to withdraw permission to have a mobility scooter at any time if any tenant does not adhere to this policy. The tenant will be asked to remove the mobility scooter immediately, and potentially, permanently.

7. Storage and Charging

7.1 RBC provides storage in all its Independent Retirement Living (IRL) schemes, however, there are a limited number of spaces available at each scheme

RBC aspire to provide mobility scooter storage at a ratio of 1-4 (one storage space for every four bedspace) within our Independent Retirement Living schemes

7.2 Permission to obtain a mobility scooter will only be given if a storage/ charging space is available at the scheme in which they live, or if someone is willing to move to an alternative scheme with storage space

If a mobility scooter is no longer being used RBC has the right to request the removal of these scooters

7.3 Charging of mobility scooters can take place at any time as long as it is in the designated buggy stores.

There will be a weekly cost to charge your mobility scooter.

7.4 RBC does not have an obligation to provide storage however if a mobility scooter is required due to assessed need, storage could be looked into under the Disabled Adaptation Policy. If this is not agreed alternative suitable accommodation would not be considered.

8. Maintenance and Insurance

8.1 Mobility scooter owners are responsible for ensuring a Portable Appliance Test (PAT) is completed by a qualified electrician, annually.

A copy of the PAT testing certificate must be provided by the mobility scooter owner to RBC, annually.

8.2 Mobility scooter owners are responsible for ensuring mobility scooters stay in good working condition and are well maintained and serviced annually.

8.3 Mobility scooter owners must arrange adequate insurance to cover theft, injury to themselves, and others.

A copy of the insurance certificate must be provided to RBC, annually.

8.4 Any damage to RBC property caused by a mobility scooter will be recovered through the owner's insurance company.

9. Consultation, communication, and training

9.1 RBC will provide clear and comprehensive advice and information to residents, with an aim for a single point of contact.

9.2 Our Independent Retirement Living schemes and known MS users have also been consulted

10. Monitoring and performance management

10.1 We aim to review this policy in three years to ensure it reflects current legislation and the latest examples of best practices.

10.2 We will monitor the number of residents who have permission to keep a mobility scooter and record that they are being serviced regularly and insured.

11. Equalities Implications

11.1 In producing this document an Equality Impact Assessment (EIA) has been carried out.

11.2 An EIA is a way of assessing the impact, or likely impact, that a particular policy, procedure or decision will have on particular groups. This is used to assess whether in deciding whether the Council has complied with its public sector equality duty under S149 of the Equality Act 2010 (as amended) to; eliminate discrimination and any other conduct that is prohibited under this act and to advance equality between those who share a protected characteristic.

11.3 The screening found a full EIA was not required and that this policy assists the Council in complying with its public sector equalities duty.

12. Related strategies/Documents

12.1 This policy should be read in conjunction with the tenants, tenancy agreement with RBC.

13. Version Control

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
V1	February 22	First draft with management feedback		Luisa Cantore-Norris	

Housing IT Enhancement Update Report (Housing, Andy Vincent)

Synopsis of report:

To provide members with an update on the progress made with the Housing IT system upgrade

Recommendation:

That members recognise the progress being made to implement Phase 2 of the Housing IT system enhancement.

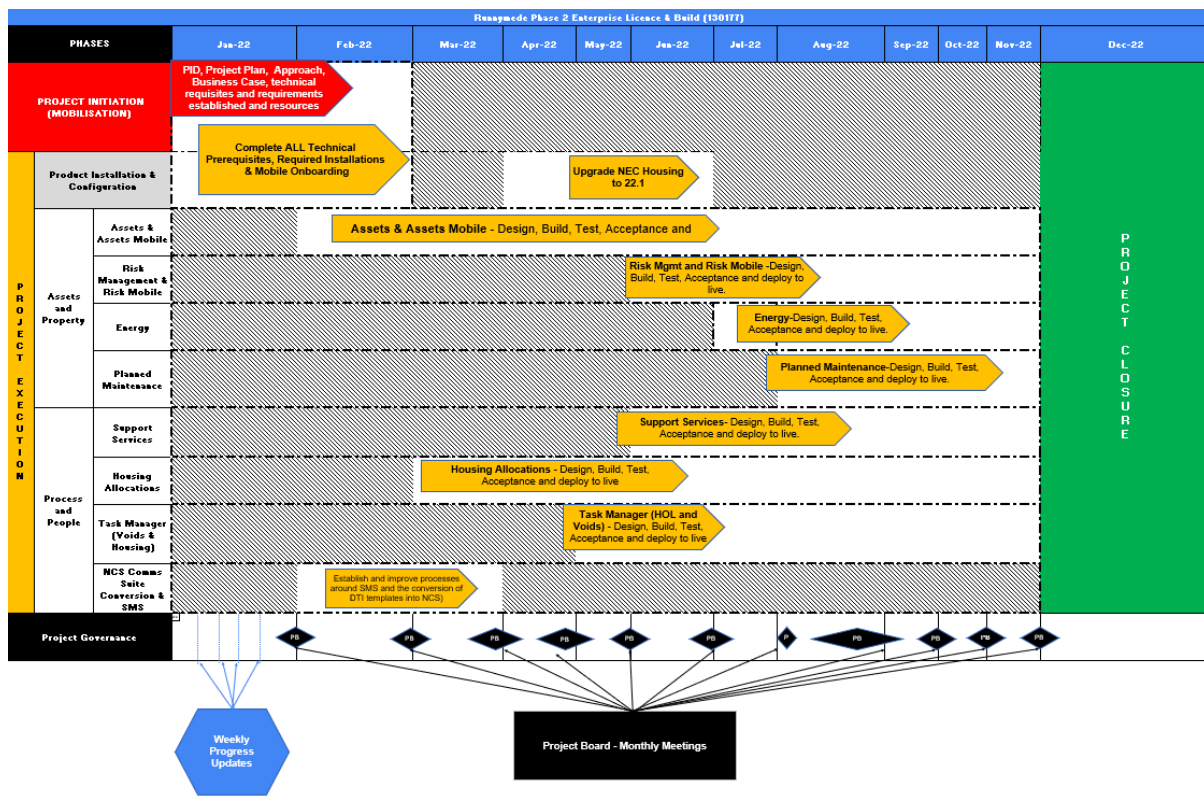
1. Context of report

- 1.1 A report was taken to the Housing Committee and Corporate Management Committee of Runnymede Borough Council in September 2021 requesting permission to implement modules approved in June 2020 and to undertake further enhancement work to the Housing Management IT system.
- 1.2 Approval was given to invest capital of £246,382 in the system to implement the following modules:
 - Asset Management
 - Communications Suite
 - Mobile Working
 - Planned Maintenance
 - Risk Management
 - Support Services
 - Task Manager
- 1.3 An SO42 was approved by the Chair and Vice Chair of the Housing Committee in April 2022 for the implementation of an Energy Assessor module – cost £6,000. This has been added to the list of phase 2 modules.

2. Progress update

Updating RBC's Contract with NEC/Northgate

- 2.1 To support the work to enhance the Housing Management IT system RBC's Digital Services, Housing and Legal staff have worked with NEC to update the existing Support Services Contract to reflect the full service being offered to Runnymede Borough Council.
- 2.2 The contract variation has now been executed.
- 2.3 A project plan is now in place for the modules – with confirmed start and end dates.



2.4 Work to the following modules has been completed: -

- Assets Management
- Communications Suite
- Energy Assessor
- Mobile Working
- Risk Management
- Task Manager

2.5 Work remains to be completed on the following modules: -

- Housing Allocations
- Support Services
- Planned Maintenance

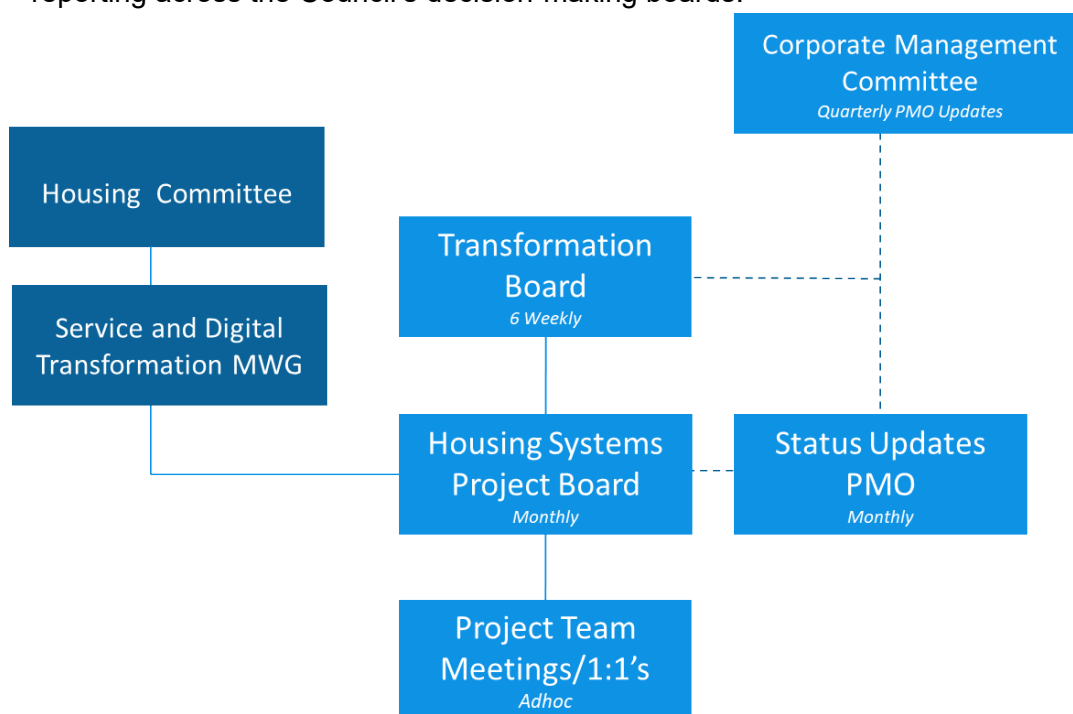
Project resources

2.6 The management of phase 2 of the Housing System enhancements are as follows:

- Digital Services are leading the project management of phase 2.
- Project Sponsorship spans Housing and Digital Services.
- The Head of Digital Delivery has been identified as the Project Manager.
- NEC will lead the solution design and build of the project.
- Weekly project implementation meetings are held with Housing, Digital Services and NEC.
- Reports are being given to the Communications and Service Transformation Member Working Group and the PMO monthly.

2.7 Project resources have been agreed within the pre-approved £129,000 capital project implementation costs approved by the Housing and Corporate Management Committees.

- 2.8 The build of the solution will be delivered within a fixed cost and project timeline of a 12-month period – see project plan above.
- 2.9 NEC will be responsible for leading the design and documentation of the individual module solutions, the Council will be responsible for reviewing and approving the system configuration. NEC will then deliver the build. This approach significantly relieves pressure from the Council's Housing Service resources.
- 2.10 A dedicated Project Manager and Project Sponsor from NEC has been allocated to the project, both of which will attend monthly project boards with the Council's project team to report back on progress and to plan the next month ahead.
- 2.11 A project governance structure has been prepared which includes project reporting across the Council's decision-making boards.



- 2.12 Housing Committee can expect to receive an update on project delivery at each meeting.

3.0 Policy framework implications

- 3.1 The update to the Housing Management IT system will enable the delivery of a large part of Runnymede Borough Council Housing Service's improvement agenda. For example, it will give managers the ability to monitor the delivery of services (outside of repairs and rent collection) is in line with agreed policies and procedures, it will enable Housing Technical Services to accurately oversee the implementation of the Council's Decent Homes Programme, plus also enable our support services to take a significant step forward in modernising their service and evidencing their effectiveness.
- 3.2 The upgrade to the Housing Management IT system is referenced in the Housing Service Business Centre Plan 2022/23

Service/ efficiency improvement	Business Development & Policy Section	Delivery of the Housing IT upgrade programme phase 2	Jan-22	Mar-23
---------------------------------------	---	---	--------	--------

4. Resource implications

- 4.1 The resource implications for Phase 2 of the Housing Management IT upgrade were highlighted to the Housing Committee on 8th September 2021 and approval was granted for a Capital Estimate of £246,382. At the current time the implementation works are on track to be delivered on time and to budget.
- 4.2 An SO42 was approved in April and discussed at the June Housing Committee meeting approving additional spend of £6,000 on an Energy Assessor module – this system has now been implemented.

5. Legal implications

- 5.1 In fulfilment of its landlord and statutory duties the Council has to record data on its activities for submission in regular Government returns, to demonstrate compliance with policies if required and to meet regulatory Standards. As the expectations on Social Landlords have increased beyond traditional landlord functions it is essential that the Council has a system capable of recording and monitoring this.

6. Equality implications

- 6.1 Upgrading the Housing Management IT system will enable data collected by different parts of the service to be shared. For example, currently the Housing Register is held outside of the core housing system – also information on the support needs of residents in our Independent Retirement Living accommodation is also currently held outside of our core housing system.
- 6.2 This improved intelligence will improve our understanding of how services are being accessed and utilised by different parts of the community.

7. Environmental/Sustainability/Biodiversity implications

- 7.1 Upgrading the housing management IT system will enable data to be held on the energy performance of the Council's social housing stock alongside other asset information.
- 7.2 Holding this information in one system will ensure the data is updated organically as improvement work is undertaken to tenanted homes. This will guarantee that up-to-date data on our energy performance is always available.
- 7.3 Holding this data centrally will allow the Housing Service to model work programmes designed to improve the energy performance of our stock to identify

the most cost-effective way of meeting the Council's commitment of achieving a C energy efficiency rating as a minimum by 2030.

8. Conclusions

- 8.1 This project is a key part of the Housing Service modernisation agenda. It will significantly enhance the capabilities of the current housing management IT system and provide better intelligence on service provision for managers and Committee Members. Plus, ultimately drive tangible improvements in customer facing services alongside cashable and non-cashable efficiencies.
- 8.2 This project is in its final stages and will deliver within its 12-month timescale and within the budget agreed by Committee.

(To resolve)

Background papers

Report to the Housing Committee on 8th September 2021 – entitled upgrade to the Housing IT system

[Download%20the%20Addendum%20-%20Item%2010 \(runnymede.gov.uk\)](#)

Support with Moving Policy (Housing, Maggie Ward)

Synopsis of report:

In order to facilitate best use of stock and access more properties suitable for adaptation for larger households, a Support with Moving Policy will provide financial incentives to tenants giving up larger homes and additional support with the logistics of a move where required.

Recommendation:

Members approve a consultation with stakeholders on the draft Support with Moving Policy (Appendix A).

1. Context

- 1.1 Social Housing landlords have historically paid incentive sums to tenants to move to smaller properties as housing need has increased. Runnymede has provided financial assistance and practical support with moving to those residents downsizing. A large proportion of the Council housing stock is underoccupied by older tenants, many of whom live alone.
- 1.2 There is an increasing need for larger family properties, specifically those with two downstairs rooms that can be adapted to provide downstairs accommodation for a person requiring level access facilities.
- 1.3 The Social Sector Size Criteria which reduced the amount of benefit payable by 14% for one empty room and 25% for two, does not apply to people of pensionable age and so has had no impact on the level of under occupation in the borough. Most people only decide to downsize when they can no longer manage physically within their home and then request incentives which are not applicable as they want to move.
- 1.4 For older people on a low income with no capital, the cost of moving can be prohibitive or for those without a support network the prospect of managing a move can be daunting.

2. Report

- 2.1 Residents giving up a larger property will receive a payment to mitigate the cost of moving. Where a property has major adaptations or specific features that are no longer required and this is needed for another household, the Council will consider approaching the tenants and offering an incentive equivalent to the Statutory Homeless payment to secure this home. This payment will be significantly less than it would cost to adapt a family home for a disabled person requiring level access facilities.

2.2 Schedule of Payments

Number of rooms giving up	Incentive up to a maximum of	Authorisation level
One bedroom	Ten times weekly rent	Manager
Two bedrooms	Fifteen times weekly rent	Manager
Three bedrooms	Eighteen times weekly rent	Corporate Head of Housing
Move due to adaptation required	The statutory home loss payment	Corporate Head of Housing & Head of Housing Services & Business Planning

2.3 Eligibility for the scheme will be subject to criteria and acceptable management of the current tenancy.

2.4 Where a tenant requires adaptations, and they can be accessed by a mutual exchange the Council will consider financial assistance with a move subject to a means test.

2.5 Where a tenant is in receipt of a low income and has no capital to support a move additional support can be accessed from the Housing Discretionary Hardship Fund.

2.6 Council officers can provide practical support with the move, including arranging removals and packing, assisting the tenant to arrange flooring, cooker connections etc. subject to assessed need and where there is no support network. Housing staff will liaise with other agencies and charities to access support for the tenant where appropriate.

3. Policy framework implications

3.1 The following Strategies and Policies will be supported by the incentives available within this policy:

- Housing Strategy Statement
- Disabled Adaptations for Council Tenants Policy
- Decant Policy
- Tenancy Strategy
- Mutual Exchange Policy
- Disabled Adaptations Policy

4. Resource implications/Value for Money

4.1 The Council has a Disturbance Budget which will cover this scheme until April 2023. If there are a significant number of moves arranged to access adapted properties resulting in higher payments a Supplementary Estimate for additional funds will be brought to this Committee in January 2023.

5. Legal implications

5.1 Paragraph 2 of Schedule 18 Housing Act 1996 grants a local housing authority the power to make payments to or for the benefit of a tenant or licensee of a dwelling-house within its Housing Revenue Account with a view to assisting or encouraging that person to move to qualifying accommodation. Qualifying accommodation

means a dwelling-house made available to the person concerned as tenant or licensee by any of the following—

- a) the local housing authority making the grant or any other local housing authority;
- b) a private registered provider of social housing; or
- c) a registered social landlord.

6. Equality implications

- 6.1 An Equality Impact Screening found there is no evidence that tenants with any of the nine protected characteristics will be negatively impacted by this policy.
- 6.2 It is therefore considered that the Council will comply with its Public Sector Equality duty when endorsing this Policy and a full impact assessment is not required at this stage.

7. Environmental/Sustainability/Biodiversity implications

- 7.1 None identified

8. Consultation

- 8.1 Members are asked to approve a consultation exercise on this draft policy. The consultation will include:
 - A dedicated webpage where residents can share their thoughts on this policy.
 - A questionnaire will be sent to all households who our records indicate are under occupying their home
 - In person or phone conversations will be offered to all those currently registered to downsize.

9. Timetable for Implementation

- 9.1 Following approval an 8-week consultation will be carried out with the draft policy and results of this to be brought back to this meeting in January.

10. Conclusions

- 10.1 Members are asked to approve the Support with Moving Policy for consultation with stakeholders.

(To resolve)

Background Papers

None

RUNNYMEDE BOROUGH COUNCIL

Support with Moving Policy

Review due:

1. Introduction

1.1 The demand for Council housing in Runnymede outweighs the supply. It is essential to make the best use of the social housing stock. This in turn should help the wider housing agenda of reducing problems of overcrowding and homelessness.

1.2 Under occupation arises where a household lives in a property that is deemed too large for its needs. For example where tenants have been allocated a home based on their children being part of the household but as the children have grown up and left the property is then considered larger than the tenants' need.

1.3 The Government introduced the "Social Sector Size Criteria", colloquially referred to as the 'bedroom tax'. This means a reduction in housing benefits for tenants of social housing where they are classed as having any spare bedrooms. Therefore, many social housing tenants who are under occupying are required to pay for additional rooms or consider moving to another property. This measure does not apply to people of pensionable age.

2. Aim

2.1 To aim of this policy is to:

- Promote our Support for Moving Policy, and the incentives we can provide
- Ensure tenants occupy a home that suits their needs including adaptation
- Increase accessibility to the scheme
- Set out the eligibility criteria
- Make best use of housing stock by assisting as many people as possible to move
- Reduce the number of tenants who are under occupying council homes
- Identify households who are under occupying and support a move at the earliest suitable opportunity so that the downsizer can live in accommodation suitable for their needs
- Outline financial support available

3. Eligibility

3.1 To qualify for the scheme applicants must meet all the following criteria:

- Hold a secure tenancy with Runnymede Borough Council
- Under occupy their home by at least one bedroom. Tenants will not be eligible for assistance if under occupation has occurred as a result of making former household members homeless
- No housing related debt with Runnymede Council. This is current/former rent arrears, council tax arrears, use and occupation charges, overpaid housing benefit, outstanding court costs, rechargeable repairs, and repayable rent deposits. If there is a housing related debt it is the manager's discretion whether the Support with Moving payment can be used to clear this.
- Kept to the terms of tenancy agreement
- Not subject to any legal proceedings for breach of tenancy conditions
- Give vacant possession of current home
- Have maintained their home in a satisfactory condition
- Want to move to another Council or Housing Association property in Runnymede

- Where Runnymede Borough Council requires a household who require an adaptation to move to an alternative property – they can qualify for ‘downsizing’ incentive payments
- Secure tenants living in an adapted property can qualify for an incentive payment to move home.

3.2 The following tenants are excluded from the downsizing scheme:

- Tenants moving through mutual exchange
- Fixed-term tenants who are required to move to a smaller property upon renewal of their tenancy
- Tenants moving from one bedroom to a studio property
- Tenants subject to a Possession order or who have been served with a Notice of Seeking Possession for anti-social behaviour.
- Tenants subject to anti-social behaviour proceedings
- Tenants who have not maintained their garden will not receive an incentive to move to another property with a garden.

3.3 Those who do not meet the eligibility criteria for this Support with Moving scheme but are still under occupying their property may still apply for a transfer and mutual exchange.

4. Incentives

4.1 The Council recognise that the idea of moving home can be daunting, and the Council will provide support where appropriate.

4.2 The financial incentive will depend on the size of the property being vacated

Number of rooms giving up	Incentive up to a maximum of	Authorisation level
One bedroom	Ten times weekly rent	Manager
Two bedrooms	Fifteen times weekly rent	Manager
Three bedrooms	Eighteen times weekly rent	Corporate Head of Housing
Move due to adaptation required	The statutory home loss payment	Corporate Head of Housing & Head of Housing Services & Business Planning

4.3 Payments are to support the household to successfully downsize or to move out of an adapted property.

5. Payments

5.1 We aim to make payments within 28 days of the start of the new tenancy if all the necessary information is available.

5.2 Payments to tenants with a new social landlord, cannot be made without confirmation from the landlord of the number of bedrooms in their new home.

5.3 Payments will be made to the tenant. Only in exceptional circumstances, with prior written reasoning would the payment be made to anyone else.

6. Practical Support

6.1 Where a tenant does not have a support network or the capability to manage a move themselves additional support can be provided.

6.2 A multi-agency approach will be taken, working with Adult Social Care and any agencies that are already engaged with the resident to access practical support for them.

6.3 Housing staff can help to arrange removals, carpets, cooker reconnection etc for the tenant. Subject to a means test an application can be submitted by the Area Housing Manager to the Housing Discretionary Hardship Fund or charities, if necessary, for instance, if they do not have the capital for floor coverings and these cannot be relocated.

6.4 Independent Retirement Living properties are let in good decorative order so if a resident does not have the funds or ability to carry out redecoration, they will be advised to apply for an IRL property.

7. Complaints

7.1 Complaints about the quality of service, the behaviour of staff or failure to adhere to this policy should be made in line with the Housing Complaints Policy

8. Monitoring and performance management

8.1 We aim to review this policy in three years to ensure it reflects current legislation and the latest examples of best practices.

8.2 The Area Housing Manager will coordinate incentive payments and record who incentives have been given to on NEC Housing in order to monitor the effectiveness of this policy and identify whether the incentives have resulted in more moves.

9. Equalities Implications

9.1 In producing this document an Equality Impact Assessment (EIA) has been carried out.

9.2 An EIA is a way of assessing the impact, or likely impact, that a particular policy, procedure or decision will have on particular groups. This is used to assess whether in making the decision whether the Council has complied with its public sector equality duty under S149 of the Equality Act 2010 (as amended) to; eliminate discrimination and any other conduct that is prohibited under this act and to advance equality between those who share a protected characteristic.

9.3 The screening found that a full impact assessment was not required.

10. Related strategies/Documents

Housing Complaints Policy
Decants Policy
Tenancy Strategy
Mutual Exchange Policy
Disabled Adaptations Policy

11. Version Control

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
V1	August 2022	First draft reformatted and updated with comments		Luisa Cantore-Norris	

Performance Report (Housing, Andy Vincent)

Synopsis of report:

This report provides the results of the ISO 9001 audit, the Key Performance Indicators and Tenant Satisfaction Measures for quarter one.

Information is provided on the credits and arrears on current rent accounts with analysis of which tenants are most at risk of falling into arrears.

Recommendations:

None. This report is for information only

1. Context and background of report

- 1.1 This report informs Members of the results of the successful outcome of the recent ISO 9001 audit, the Key Performance Indicators for the first quarter of 2022/23 and the results of the new Tenant Satisfaction Measures (management information) reporting of which is expected to become a regulatory requirement from April 2023.

2. ISO 9001

- 2.1 The international standard ISO 9001 (2015) is based on a number of quality management principles including a strong customer focus, removal of 'silo working', taking account of the views of stakeholders and an emphasis on continuous service improvement.
- 2.2 Officers have established a Quality Management System (QMS) to meet the requirements of ISO 9001 including:
 - The Quality Policy (approved October 2021) and the Quality Manual.
 - Management of strategies, policies, procedures, 'how to' guides and records e.g., minutes of meetings.
 - Performance monitoring and contract monitoring framework.
 - Audit plan, complaints, feedback and improvement opportunities
 - Staff Skills and Training matrix.
- 2.3 An accredited auditor completed an ISO 9001 audit for Housing and Technical Services (Repairs, Maintenance, Health and Safety) in July and the service has since received confirmation of ISO 9001 certification. Officers were advised that it is unusual to be granted certification at a first audit, making this achievement particularly rewarding.
- 2.4 The ISO 9001 certificate is valid for 3 years but requires a further audit 12 months from the date of the award. Officers are now planning to roll out the QMS processes and principles to the Tenancy Services Team, with a view to achieving certification for the whole of the Housing Department in due course.

3 Key Performance Indicators

- 3.1 Key Performance Indicators: Results for Quarter 1 2022/23

	Performance Indicator	Target Q1	Result Q1
H1	Percentage of non-emergency repairs completed within target timescale	90.0%	94.8%
H2	Average number of calendar days to re-let a void property (excludes major works voids).	25	68
H3	Satisfaction with the overall reactive repairs service received (% of total number of responses returned).	95.0%	95.5%
H4	Number of households in B&B for more than 2 weeks	4	10
H5	Rent arrears of current tenants as a percentage of rent due	1.75%	2.36%
H6	Percentage of homes that do not meet the Decent Homes Standard	30%	29%
H7	Percentage of stock with valid annual landlord gas safety certification	100%	99.9%
H8	Percentage of stock with valid Electrical Installation Condition Report certification	100%	99.8%
H9	Number of outstanding high risk Fire Risk Assessment actions	70	34
H10	Number of reported anti-social behaviour cases opened per 1,000 properties		5

- 3.2 Whilst the void re-let result (H2), represents an improvement on the past two quarters, there has been a steady improvement in each of the 4 months from April to July.
- 3.3 Use of Bed and Breakfast for emergency accommodation has increased, as expected, due to the introduction of the "Rough Sleeping No Second Night Out Policy" approved in March 2022. There were two individuals in B&B at the end of March 2022 and 10 at the end of August. A number of these are complex needs single people who cannot be placed in our shared houses and are waiting for placements to start in supported housing or the private sector.
- 3.4 Members will be aware that staff shortages have impacted on the ability to carry out proactive rent collection. With two new members of staff recently appointed, the Tenancy Services Team is expected to be fully staffed by the end of September. Early, targeted intervention strategies using Northgate NEC Account Analytics is also improving performance.
- 3.5 A substantial programme of designated Decent Homes works is underway. (262 boilers, 157 kitchens and 148 bathrooms were replaced in 2021/22). The recent implementation of the new Northgate NEC Asset module will further improve performance against this indicator.
- 3.6 Three properties did not have gas certificates at the end of the quarter. Since then, one has been certified and action is ongoing to secure access to the other two properties. Seven properties did not have EICR certificates. Since then, one has been certificated, one property is empty, and action is ongoing to secure access to the other five properties.

- 3.7 Many of the fire risk assessment actions relate to fire doors. A door replacement programme is due to begin in mid 2022/23 which will complete these outstanding actions.

4 Tenant Satisfaction Measures

- 4.1 The Social Housing (Regulation) Bill is intended to improve the regulation of social housing, strengthen social tenants' rights, and ensure better quality, safer homes. The Regulator of Social Housing has recently consulted on its proposals for the mandatory collection and reporting of Tenant Satisfaction Measures (TSMs), as part of the proposed new Consumer Standard.
- 4.2 Members may recall that 12 TSMs are to be collected from tenant perception surveys and 10 TSMs are to be generated from the management information systems of registered providers (RPs).
- 4.3 It is anticipated that RPs will be required to submit the results of the TSMs from April 2023, however Officers have been preparing for this new requirement and data on the system-generated measures will be increasingly provided to Members of this committee as the necessary reports become available. The subject matter of the data will be familiar to Members, but care must be taken to use the precise definitions and measures required by the Regulator, and these may be liable to change when the regulations are passed.
- 4.4 Tenant Satisfaction Measures (management information): Results for Q1 2022/23

TSM ref	Tenant Satisfaction Measure	Q1 Result
CH01	1) Stage one complaints received per 1,000 homes 2) Stage two complaints received per 1,000 homes	1) 5 2) 1
CH02	Proportion of complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales: 1) Stage one complaints 2) Stage two complaints	1) 75% (6 of 8) 2) 50% (1 of 2)

5. Rent Setting 2023/24

- 5.1 In 2019, the government set a rent policy for social housing that would permit rents to increase by up to CPI plus 1 percentage point ('CPI+1%') per annum, and there was a commitment to this policy until 2025.
- 5.2 As inflation is rising there is potential for an increase in excess of 10% from next April.
- 5.3 On 31st August 2022, the Government published a consultation indicating that they intend to change the policy to prevent social landlords from setting a rent in line with inflation.
- 5.4 Costs are increasing and this will have a significant impact on all HRA expenditure, particularly the decent homes programme where prices are expected to increase by at least 15%, an additional £1,350,000 per annum.

- 5.5 Runnymede has a large debt to repay and the Council has a deficit of £50,000,000 in its income projections from cumulative losses created by the rent decrease imposed for 4 years from 2015.
- 5.6 The new consultation is on a range of increases, 3, 5 and 7% with an indication that the Government's preference is for 5%.
- 5.7 Members will be asked to approve the rent increase for the next budget year in January 2023 and in preparation for that discussion information is included in this performance report on households in arrears at the current time.
- 5.8 Any increase in rent should be covered by benefit allowance for those in receipt of either Housing Benefit or the Housing element of Universal Credit, however factors like the benefit cap, uprating of allowances, premiums and non-dep deductions could also affect individual assessments.
- 5.9 The social rents charged on 99% of HRA stock are between 50 and 60% of market rents and new RP Affordable rents in the borough.
- 5.10 The following data shows that for most tenants the rents are affordable and a significant proportion of tenants are in credit and benefit from the low rents. Whilst an increase may affect those working tenants on a low wage just above the benefit eligibility a considerable proportion of tenants could absorb an increase without it impacting on their ability to cover other household costs. To have the funds to assist those who are in economic difficulties through the Financial Wellbeing Strategy and the Discretionary Hardship Fund it is necessary to set rents at a level which will provide the income to enable this.
- 5.11 The % of tenants in arrears fluctuates slightly depending on payment schedules and Universal credit payments in arrears but generally between 20 and 24% of tenants may have some level of arrears. This data is analysed to give trends so there is rounding up and down resulting in some totals less than 100%.
- 5.12 **Current Position**

66% of current rent accounts are in credit. This would be expected as tenants are required to pay their rent in advance and so depending on the date of the report direct debit payers etc may show a credit which will be reduced by the time the next payment is due. Most tenants in Runnymede are excellent, conscientious payers, a number may at any time be facing reduced circumstances and temporarily not meet their rent. There is a small cohort of tenants who may be in arrears for the lifetime of their tenancy as they do not prioritise the rent and are aware that their security of tenure protects them from eviction unless the arrears escalate. Our policy is always to make manageable repayment arrangements with those tenants who face difficulty and encourage tenants where possible to accrue a small credit if they are on a low income.

Figure 1

% of all tenants in credit by amount	
47	more than one week credit
37	more than 2 weeks credit
30	more than 3 weeks in credit
21	more than one month in credit

5.13 An additional 13% are weekly payers or in receipt of HB and have a zero balance.

5.14 At the time of this report 21% of tenants were in arrears but as can be seen from the table below most of these are at the lower level.

Figure 2

Weeks in arrears	% of tenants
>1	4
1	4
2	2
3	2
4	1
5	2
6	1
7	0
8	1
9	1
20/29	2
20/29	1
30/40	0
40+	0
Total	21

5.15 **Arrears comparison by economic status**

Figure 3

Economic Status	% of all tenants	% Credit	% Arrears	% Zero Balance
All tenants	100	66	21	13
HB	33	60	11	29
UC	29	53	43	4
No Benefit	37	81	12	7

- 5.16 It is apparent that those on Universal Credit are significantly more vulnerable to falling into arrears with 43% in arrears compared to 21% of all tenants and 11% of those on Housing Benefit.
- 5.17 We know that currently only 16% of tenants are in receipt of full Housing Benefit. This figure will fluctuate and we do not currently have accurate data on the level of support UC claimants are receiving as most people still receive this directly from UC and pass to us, although more tenants are having their UC paid directly to us than originally anticipated. It is also paid monthly in arrears so less simple to track and harder for tenants to manage.
- 5.18 Demographics of tenants in arrears

Household composition of tenants in arrears

Figure 4

Household	% of all households	% of tenants in arrears
Couple	10.76%	3.63%
Family	52.90%	70.07%
Single Person	36.34%	26.30%
Total	100.00%	100.00%

- 5.19 This data shows that families are significantly more likely to be in arrears.

5.20 Under occupation by households in arrears

Figure 5

Under Occupying	% of all households	% of tenants in arrears
No	82.45%	90.83%
Yes	17.55%	9.17%
Grand Total	100.00%	100.00%

5.21 Age of Households

Figure 6

Age Group	% of all households	% in arrears
Under 25	2.09%	4.33%
Between 25 and 39	18.70%	30.62%
Between 40 and 55	29.07%	39.10%
Between 56 and 65	19.96%	14.71%
Between 66 and 75	14.20%	5.54%
Over 76	16.07%	5.71%

- 5.22 The analysis shows that younger households and those with children are significantly more likely to be in arrears. Of the approximately 500 households believed to be under occupying only 10% are in arrears as older people are not subject to the Social

Sector Size Criteria benefit reduction or are self-funding and able to support a larger household rent and bills. This may change and specific financial assistance for this is covered within another report to this Committee.

- 5.23 In order to maintain the stock to decent homes standards it is essential to accrue sufficient surpluses to meet the debt repayment schedule and provide excellent landlord services, including financial support to those most in need.
- 5.24 The HRA has a Discretionary Hardship Fund which officers can access via a panel to support tenants known to be experiencing difficulties where assistance may enable them to move to more suitable accommodation or manage other debts by help with arrears. It is anticipated that there will be a request to increase this budget next fiscal year at the same time as increasing the rent to a level that sustains the 30-year HRA Business Plan so that those tenants experiencing hardship can be targeted for additional support. Limiting the rent increase will support those who are not benefit dependent but provide little or no help to tenants on the lowest incomes who will have their rent covered by benefit but will be unlikely to afford other household bills. Unlike Discretionary Housing Payments (DHP) which are only awarded to people in receipt of benefits the HRA Discretionary Hardship fund is equally applicable to waged tenants who it is essential to support.

6. Resource implications

- 6.1 No resource implications have been identified.

7. Legal implications

- 7.1 There are no specific legal issues associated with the matters contained in this report. As indicated in the body of the report the purpose of this report is to provide information to Members on the performance of the Housing Department in relation to a number of the functions it discharges and to report its achievement in respect of securing ISO 9001 for part of the service.

8. Equality implications

- 8.1 No equality implications have been identified.

9. Environmental/Sustainability/Biodiversity/Other implications

- 9.1 No environmental, sustainability, biodiversity or other implications have been identified.

10. Conclusions

- 10.1 This report presents the results of the ISO 9001 audit; and the Key Performance Indicators and Tenant Satisfaction Measures for quarter one.

(For information)

Background papers

None

**Exclusion of Press and Public
Officers' Recommendation that –**

the press and public be excluded from the meeting during discussion of the following report under Section 100A(4) of the Local Government Act 1972 on the grounds that the report in question would be likely to involve disclosure of exempt information of the description specified in paragraph 3 of Schedule 12A of the Act.

(To resolve)

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

Document is Restricted

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

Document is Restricted