



Date: 08 December 2021
Our ref: Cabinet/Agenda
Ask For: Charles Hungwe
Direct Dial: (01843) 577207
Email: charles.hungwe@officer.thanet.gov.uk

CABINET

16 DECEMBER 2021

A meeting of the Cabinet will be held at **7.00 pm on Thursday, 16 December 2021** in the Council Chamber, Council Offices, Cecil Street, Margate, Kent.

Membership:

Councillor Ashbee (Chair); Councillors: Pugh, J Bayford, R Bayford, Kup and D Saunders

AGENDA

Item No

Subject

1. **APOLOGIES FOR ABSENCE**
2. **DECLARATIONS OF INTEREST** (Pages 3 - 4)
To receive any declarations of interest. Members are advised to consider the advice contained within the Declaration of Interest advice attached to this Agenda. If a Member declares an interest, they should complete the [Declaration of Interest Form](#)
3. **MINUTES OF PREVIOUS MEETING** (Pages 5 - 10)
To approve the summary of recommendations and decisions of the Cabinet meeting held on 18 November 2021, copy attached.
4. **TLS KPI Q1 & Q2 - HOUSING PERFORMANCE REPORT** (Pages 11 - 70)
5. **REVISIONS TO THE LOCAL DEVELOPMENT SCHEME (LDS) - LOCAL PLAN WORK PROGRAMME** (Pages 71 - 76)
6. **INCREASE PROVISION OF HOUSING RESPONSE OFFICERS AT THE TOWER BLOCKS** (Pages 77 - 84)
7. **COMMUNITY PARKS GRANT FUNDING - PROPOSED PLAY AREA IMPROVEMENTS** (Pages 85 - 98)

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8. **COUNCIL MOTION ON NOTICE REFERRED TO CABINET - DISABLED PARKING SPACES** (Pages 99 - 106)

Do I have a Disclosable Pecuniary Interest and if so what action should I take?

Your Disclosable Pecuniary Interests (DPI) are those interests that are, or should be, listed on your Register of Interest Form.

If you are at a meeting and the subject relating to one of your DPIs is to be discussed, in so far as you are aware of the DPI, you **must** declare the existence **and** explain the nature of the DPI during the declarations of interest agenda item, at the commencement of the item under discussion, or when the interest has become apparent

Once you have declared that you have a DPI (unless you have been granted a dispensation by the Standards Committee or the Monitoring Officer, for which you will have applied to the Monitoring Officer prior to the meeting) you **must**:-

1. Not speak or vote on the matter;
2. Withdraw from the meeting room during the consideration of the matter;
3. Not seek to improperly influence the decision on the matter.

Do I have a significant interest and if so what action should I take?

A significant interest is an interest (other than a DPI or an interest in an Authority Function) which:

1. Affects the financial position of yourself and/or an associated person; or
Relates to the determination of your application for any approval, consent, licence, permission or registration made by, or on your behalf of, you and/or an associated person;
2. And which, in either case, a member of the public with knowledge of the relevant facts would reasonably regard as being so significant that it is likely to prejudice your judgment of the public interest.

An associated person is defined as:

- A family member or any other person with whom you have a close association, including your spouse, civil partner, or somebody with whom you are living as a husband or wife, or as if you are civil partners; or
- Any person or body who employs or has appointed such persons, any firm in which they are a partner, or any company of which they are directors; or
- Any person or body in whom such persons have a beneficial interest in a class of securities exceeding the nominal value of £25,000;
- Any body of which you are in a position of general control or management and to which you are appointed or nominated by the Authority; or
- any body in respect of which you are in a position of general control or management and which:
 - exercises functions of a public nature; or
 - is directed to charitable purposes; or
 - has as its principal purpose or one of its principal purposes the influence of public opinion or policy (including any political party or trade union)

An Authority Function is defined as: -

- Housing - where you are a tenant of the Council provided that those functions do not relate particularly to your tenancy or lease; or
- Any allowance, payment or indemnity given to members of the Council;
- Any ceremonial honour given to members of the Council
- Setting the Council Tax or a precept under the Local Government Finance Act 1992

If you are at a meeting and you think that you have a significant interest then you **must** declare the existence **and** nature of the significant interest at the commencement of the matter, or when the interest has become apparent, or the declarations of interest agenda item.

Once you have declared that you have a significant interest (unless you have been granted a dispensation by the Standards Committee or the Monitoring Officer, for which you will have applied to the Monitoring Officer prior to the meeting) you **must:-**

1. Not speak or vote (unless the public have speaking rights, or you are present to make representations, answer questions or to give evidence relating to the business being discussed in which case you can speak only)
2. Withdraw from the meeting during consideration of the matter or immediately after speaking.
3. Not seek to improperly influence the decision.

Gifts, Benefits and Hospitality

Councillors must declare at meetings any gift, benefit or hospitality with an estimated value (or cumulative value if a series of gifts etc.) of £25 or more. You **must**, at the commencement of the meeting or when the interest becomes apparent, disclose the existence and nature of the gift, benefit or hospitality, the identity of the donor and how the business under consideration relates to that person or body. However you can stay in the meeting unless it constitutes a significant interest, in which case it should be declared as outlined above.

What if I am unsure?

If you are in any doubt, Members are strongly advised to seek advice from the Monitoring Officer or the Committee Services Manager well in advance of the meeting.

If you need to declare an interest then please complete the declaration of [interest form](#).

CABINET

Minutes of the meeting held on 18 November 2021 at 7.00 pm in Council Chamber, Council Offices, Cecil Street, Margate, Kent.

Present: Councillor Ash Ashbee (Chair); Councillors J Bayford, Kup and D Saunders

In Attendance: Councillors: Albon, Austin, Everitt, Garner, Keen, M Saunders, Shonk, Wright and Yates

762. APOLOGIES FOR ABSENCE

Apologies were received from Councillor Bob Bayford and Councillor Pugh.

763. DECLARATIONS OF INTEREST

There were no declarations of interest.

764. MINUTES OF PREVIOUS MEETING

Councillor Ashbee proposed, Councillor Kup seconded and Members agreed the minutes as a correct record of the meeting held on 23 September 2021.

765. EVENT POLICY AND SUITABILITY OF EVENTS

Members discussed the Events Policy and the meeting was advised that the policy was introduced in 2016 to provide guidance and support to event organisers while identifying the council's processes. Since then a review had been undertaken of this policy and the event process to ensure TDC were operating in the most efficient way for both TDC and event organisers.

The Events Policy terms and conditions and Suitability of Events documents had been designed to streamline the process and help organisers find information quickly. TDC wanted to ensure that moving forward, the process was clear and easy to understand to encourage people to organise events in the Thanet.

There are 6 main changes to the new documents:

- Organisers were now required to read and sign the policy showing they understand all TDC terms and conditions;
- Organisers were being asked to consider CO2 emissions and how they can be reduced;
- Update to fees and charges to ensure a fair charging scale for different size events;
- The introduction of the Suitability of Events document which outlines how the council made decisions on events;
- The inclusion of brand promotions on TDC land to go through the events process;
- A suggestion to change when events can take place on the beaches. The reasoning behind this was to ensure the public were able to access the beaches during the summer time and that there were no disruptions to concessionaires.

Events contributed to the local economy in the Thanet District. There had been over 230 events in Thanet over the last few years with a reduction due to the pandemic. This was predicted to increase in 2022 as the area recovered from the Covid19 pandemic. This

had created the perfect opportunity to introduce a policy that was easy to understand along with a clear charging framework.

The policy outlined the importance of safety, identifying that events needed to be covid-19 compliant, and that organisers needed to be thinking about reducing carbon emissions in line with the climate emergency called by TDC in 2019. The new policy and supporting documents would be supported with the introduction of a new events administration system that was recommended by a number of Kent Councils and would ensure a better customer experience.

Councillor Keen spoke under Council Procedure Rule 20.1.

Councillor Kup proposed, Councillor Jill Bayford seconded and Cabinet agreed the following recommendations:

1. The adoption of the events policy to include the Suitability of Events document and new fees and charges;
2. That TDC liaise with Town Councils and Margate Trustees informing them of events happening locally (see page.3, Paragraph 4, Point ix in the events policy document which is an annex to the cabinet report).

766. PROCUREMENT OF HOUSING SERVICE CONTRACTS

Cabinet considered proposals for procurement of housing service contracts and confirmed that the council is committed to improving the standard of homes across the district, including the homes that it owns and manages. Members further confirmed the commitment to working with tenants and leaseholders to deliver these improvements.

The retendering of cleaning contract, which would provide for the regular cleaning of entrances, bin areas and internal communal areas of the council's residential blocks of flats, provides an opportunity to review the service provided and to work with council tenants and leaseholders to select a suitable contractor for the coming 2 to 4 years. Budget provision was already in place to support this procurement.

Members were advised that since transition of the service to the council from East Kent Housing the council has provided a twice nightly security patrol service in each of the six tower blocks. This was initially an interim measure to assist in managing fire safety in these blocks. This approach had proven extremely effective at identifying and responding to a range of issues, including rubbish and other items left in communal areas, noise and antisocial behaviour, blocked rubbish chutes and activations of fire alarm systems. The patrols would record and report all issues through to the council's Housing Management Officers so that any follow up actions that were needed could be arranged. It is therefore proposed to procure this service on a longer term basis. Budget provision is already in place to support this service.

In addition the council was currently providing 24 hour interim waking watch services in five of its tower blocks, which were fitted with external wall insulation. The purpose of the waking watch service was to assist with managing fire risk within these buildings, ensure that the alarm was raised immediately in the event of a fire, and assist with an evacuation. These blocks were due to have upgrades to the alarm systems, and the waking watch services would be required until these alarm upgrades were completed.

The council was working closely with Kent Fire and Rescue regarding fire safety and had already jointly tested the waking watch service procedures in relation to evacuation. The inclusion of this service within the procurement was subject to the approval of the necessary budget by the full council.

Councillor Everitt spoke under council Procedure Rule 20.1.

Councillor Jill Bayford proposed, Councillor David Saunders seconded and Cabinet authorised:

1. The letting of the term contract for the cleaning of the communal areas of council owned blocks of flats, as detailed in this report;
2. The letting of a term contract for the provision of security patrols and waking watch services within the council's tower blocks, as detailed in this report, and subject to the approval of the necessary budget by full council.

767. PROCUREMENT OF WORKS AT CHURCHFIELDS

Members discussed proposals for the procurement of works at Churchfields Flats. This project was for the demolition of existing concrete bin stores and canopies at the Churchfields flats and for the provision of 35 off-street parking bays for residents.

The bin stores and canopies were past the end of their useful life and had been boarded and unused for a number of years. In preparation for this project, the council had consulted with the tenants and leaseholders of these blocks who expressed a preference for the proposed project. The funding for this project was already within the council's approved Housing Revenue Account Capital Programme.

Councillor Jill Bayford proposed, Councillor Kup seconded and Cabinet agreed to:

1. The letting of the contract for the demolition of the existing bin stores and provision of new bin enclosures to 1-13 Churchfields and new parking bay numbers 1-35 behind Churchfields and off the High Street.

768. MID YEAR REVIEW 2021-22: TREASURY MANAGEMENT AND ANNUAL INVESTMENT STRATEGY

The Council had thus far operated within all of the borrowing and investment limits set by our strategy for this year. The report demonstrated that the capital spending was approximately £5m at the mid-year point. This was within the revised capital budget of £31m, but was well below the expectations of where the council would expect it to be at this point in the year.

The revised capital budget for the year had increased by about £9m compared to the original, but the majority of this additional spending would be funded from grants with only a modest increase in borrowing. The council currently had approximately £20m of external borrowing. No new external borrowing was undertaken during the first half of this financial year, but £4m of maturing debt had been repaid using the investment balances. Borrowing may be undertaken during the second half of this financial year and options would be reviewed in line with market conditions.

Councillor David Saunders proposed, Councillor Kup seconded and Cabinet agreed to:

1. Note and make comments on as appropriate, this report and annexes;
2. Recommend this report and annexes, including the prudential and treasury indicators that are shown and the proposed changes to the 2021-22 Treasury Management Strategy Statement, to council for approval.

769. BUDGET MONITORING 2021-22: REPORT NO.2

Cabinet discussed the second budget monitoring report for 2021-22 with an indicative £1.96 million General Fund overspend, which was largely due to the ongoing impact of Covid. The report assumed the use of Government funding of £1million, leaving a net overspend forecast of £0.96 million to be funded from reserves that were set aside last year specifically for this purpose.

The report also identified the following:

- The latest General Fund Capital programme forecast for 21-22;
- The latest Housing Revenue Account position;
- The need for Cabinet to recommend to Council the decision to provide a supplementary budget for Legal costs associated with Private Sector Housing;
- The need for Cabinet to agree the latest position for the GF Capital Programme, including the need for virements to realign;
- The need for Cabinet to recommend to Council the decision to approve supplementary capital budgets pertaining to Covid Response, Ramsgate Harbour, Ramsgate Port, Homelessness and Ellington Park;
- The need for Cabinet to recommend to Council the decision to approve a supplementary budget of £897,000 for the Housing Revenue Account to cover the cost of the waking watch service at five tower blocks, this being until such time as new fire alarm sounders can be installed.

Councillor Yates spoke under Council Procedure Rule 20.1.

Councillor Saunders proposed, Councillor Bayford seconded and Cabinet agreed the following:

1. To note the following:
 - a. The General Fund revenue budget 2021-22 forecast position.
 - b. The General Fund Capital Programme 2021-22 forecast position.
 - c. The Housing Revenue Account position.
 - d. The anticipated funding solution to the budget gap;
2. To recommend to Council for approval a one-off 2021-22 supplementary General Fund revenue budget of £60k, for legal costs associated with a Private Sector Housing unlawful eviction case, to be funded from the Risk Management reserve;
3. To the 2021-22 Capital Programme budget adjustments and virements, numbered 1 to 6, as set out in section 5.3 and Annex 1 to this report;
4. To recommend to Council for approval the 2021-22 supplementary capital budgets, numbered 7 to 10 as set out in section 5.4 and Annex 1; and
5. To recommend to Council that a £897k supplementary HRA revenue budget be approved for 2021-22, for the deployment of a waking watch service at the five tower blocks period until fire alarm sounders are installed at each site, to be funded from HRA balances.

770. FEES AND CHARGES 2022-23

Members were advised that an initial review of fees and charges had now been completed as part of the 22-23 budget setting process. This included the review of the proposed fees and charges by the Cabinet Advisory Group and their recommendations had been included in the report for Cabinet's consideration.

The review of fees and charges commenced in the early summer and proposed fees and charges were based on a broad 2% increase. However, as the fees and charges setting

process developed it had become apparent inflation was significantly higher than our 2% baseline that had been applied to the proposals for next year. Only the day before the cabinet meeting, the Consumer Price Index for October was announced at 4.2%, the highest rate for a decade and it was forecast to peak close to 5% over the coming months.

Members were reminded that the council was not immune to these inflationary pressures. As such, it was important that the council was able to set fees and charges in line with an increasing cost base but also balancing this against market conditions and the ability of residents to pay. The Cabinet Member for Finance proposed a further review of the proposed fees and charges assumptions for next year in order to apply a 3% increase instead. Subject to the approval of Cabinet; the fees and charges schedule would then be updated to reflect this new proposal which would then be presented to Council for approval on 9 December.

Councillor Yates spoke under Council Procedure Rule 20.1.

Councillor Saunders proposed, Councillor Kup seconded and Cabinet agreed that the fees and charges schedule be updated to be based on a 3% increase, alongside the consideration of the recommendations made by the CAG (highlighted in para 3.2 to the cabinet report), and recommended to Council for approval.

771. BUDGET AND MEDIUM TERM FINANCIAL STRATEGY 2022-26

Members considered proposals for the budget and medium term financial strategy for 2022-2026. The discussion explored the context and approach to setting next year's budget.

The financial projections considered came with a health warning because they are based on the best estimations by the Finance Department on the latest impact of the budget announcements; all of which were subject to change. Although early indications on funding for the forthcoming year were positive, the full impact of the announcements will not be known until the settlement is received in December and as a result the report highlighted the delicate financial situation for the Council.

Apart from Government funding, there were inflationary pressures of about £1.1 million each year, which cannot be covered by increases in Council Tax and fees and charges alone.

Table 1 in paragraph 3 to the cabinet report sets out the overall picture and it projects a budget gap of £0.691 million in 2022-23. These figures were rough projections. The council would need to start re-thinking how to best deliver services over the medium term. Section 9 of this report identified some options for further exploration to help contribute to savings over the medium term and the recommendations contained, sought Cabinet support to:

1. Approve this Strategy;
2. Provide direction on how to bridge the budget gap;
3. That Cabinet commits to the development of a long term saving plan that exceeds £2 million, to help bridge the gap over the medium term.

The following Members spoke under Council Procedure Rule 20.1:

Councillor Austin;
Councillor Albon;
Councillor Garner;
Councillor Yates.

Agenda Item 3

Councillor Saunders proposed Councillor Kup seconded and Members agreed that:

1. The 2022-26 Budget and Medium Term Financial Strategy be approved;
2. Cabinet provides direction on how the 2022-23 budget gap should be bridged;
3. Cabinet commits to the development of a long-term savings plan that exceeds £2m, in order to close the forecast medium term budget gaps.

Meeting concluded: 8.01 pm

TLS KPI Q1 & Q2 - Housing Performance report

Cabinet	16 December 2021
Report Author	Sally O'Sullivan, TLS Manager
Portfolio Holder	Cllr Jill Bayford, Cabinet Member for Housing
Status	For Information
Classification:	Unrestricted
Key Decision	No
Ward:	All

Executive Summary:

This report provides members of the Cabinet with a review of the performance of the Tenant and Leaseholder Services (TLS) for quarter 1 and 2 2021/22.

The report includes performance information relating to 2 areas of TLS. These are:

- Operational performance against key indicators for the period from 1 April 2021 to 30 September 2021.
- The management of tenant and leaseholder Health and Safety for the period 1 April 2021 to 30 September 2021.

Recommendation(s):

Members of the Cabinet are asked to:

1. Note and scrutinise the contents of these reports for quarter 1:
 - Performance data Summary - Annex 1
 - Performance report - Annex 2
 - Compliance data summary - Annex 3
 - Compliance report - Annex 4
2. Note and scrutinise the contents of these reports for quarter 2:
 - Performance data Summary - Annex 5
 - Performance report - Annex 6
 - Compliance data summary - Annex 7
 - Compliance report - Annex 8

Corporate Implications

Financial and Value for Money

Although the performance of TLS has a direct impact on both finance and value for money, this report does not result in any specific financial implications.

Legal

There are no direct legal implications arising from this report.

Corporate

In addition to establishing a new in-house tenant and leaseholder service, the council's agreed Corporate Statement includes a priority to improve the standards and safety in homes across all tenures.

The council's adopted tenant and leaseholder health and safety policies also include a specific commitment to report health and safety compliance information to members on a quarterly basis.

Equality Act 2010 & Public Sector Equality Duty

Members are reminded of the requirement, under the Public Sector Equality Duty (section 149 of the Equality Act 2010) to have due regard to the aims of the Duty at the time the decision is taken. The aims of the Duty are: (i) eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act, (ii) advance equality of opportunity between people who share a protected characteristic and people who do not share it, and (iii) foster good relations between people who share a protected characteristic and people who do not share it.

Protected characteristics: age, sex, disability, race, sexual orientation, gender reassignment, religion or belief and pregnancy & maternity. Only aim (i) of the Duty applies to Marriage & civil partnership.

This report relates to the following aim of the equality duty: -

- *To eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act.*

There are not considered to be any adverse impacts for people with protected characteristics directly arising from this report. However TLS provides services to tenants and leaseholders with a range of protected characteristics and vulnerabilities.

CORPORATE PRIORITIES

This report relates to the following corporate priorities: -

- *Communities*

1.0 Introduction and Background

1.0 1 October 2021 marks the first year of the Tenant and Leaseholder Services (TLS) being delivered by the in-house team.

1.1 The team provides tenancy management and maintenance services to tenants and leaseholders of Thanet District Council.

- 1.2 TLS provides quarterly reports on their operational performance against a range of key indicators, attached is the data summary and performance report for quarter 1 2021/22 and quarter 2 2021/22.
- 1.3 TLS provides monthly landlord health and safety reports for the Regulator of Social Housing (RSH). Attached is the June 2021 report, the final report for quarter 1 and; September 2021 report, the final report for quarter 2.
- 1.4 Members of the Cabinet are invited to scrutinise the performance report provided by TLS. The report was also considered by the Overview and Scrutiny Panel at its meeting on 23 November 2021.

2.0 Service Improvement

- 2.1 We are very proud of what we have accomplished over the past year. Operational performance shows a steady improvement over most areas. We know where we need to improve and have plans in place to make it happen.
- 2.2 The TLS Landlord Health and Safety performance has also steadily improved. A recent audit of this area saw the team achieve 'reasonable assurance'. With an achievable improvement plan in place, we are confident we will be in a position to request the RSH to remove the regulatory notice (applied in 2019), to be removed before the end of this calendar year.
- 2.3 We have in place an 18 month service improvement plan. Developed through a series of officer workshops and customer surveys. We also took into account relevant legislative and regulatory requirements including, the Housing White Paper, Consumer Regulations, the Regulatory Reform (fire safety) Order 2005 and the incoming Building Safety Bill.

3.0 Resident Involvement

- 3.1 The involvement of our tenants and leaseholders in our service is at the heart of what we do.
- 3.2 We meet monthly with the Thanet Tenant and Leaseholder Group (TTLG), sharing with them the monthly health and safety report and discussing various topics that are important to the group; for example, stigma of social housing tenants, communications, contractor performance and procurement.
- 3.3 Other opportunities for residents to get involved with what we do include: completing transaction surveys for various service areas, proofreading and testing web pages, mystery shopping, feeding back on our service, joining officers in strategic meetings with our partnering contractors, feeding into articles for our newsletters.

4.0 Communication

- 4.1 Our residents told us they wanted better communication from us, including information about planned or major works.
- 4.2 Since transition we have published a quarterly newsletter for all residents and a quarterly newsletter for the residents of our high rise blocks. The newsletters will contain information about planned and major works, seasonally relevant information and key health and safety messages.
- 4.3 We are working on our web pages, to improve the information, navigation and to enable customers to carry out more transactions online. This is a work in progress and we expect to see our web pages build and improve over the next 6 months.

5.0 ICT

- 5.1 The TDC Digital Team and the East Kent Services ICT team have been working with the TLS to upgrade the housing management system (Northgate) and migrate it to the cloud. With this work complete, they are now installing a document management system and migrating the current asset management data into Northgate.
- 5.2 Over quarter 3, we will carry out a series of procedural reviews, paired with Northgate 'health checks' to improve efficiency, data management and reporting.
- 5.3 Our service improvement plan includes an aspiration to enable all field officers to be able to be completely mobile and to allow our customers to self-serve through our web pages.
- 5.4 We procured a data management system for all landlord compliance workstreams. Gas safety is the first workstream to go live. The new system will offer us workflows, early warning systems and improved data integrity.

Contact Officer: Sally O'Sullivan, Tenant and Leaseholder Services Manager
Reporting to: Bob Porter (Director of Housing and Planning)

Annex List

Annex 1: Q1 Performance data summary
Annex 2: Q1 Performance report
Annex 3: Compliance data summary June 2021
Annex 4: Compliance report June 2021
Annex 5: Q2 Performance data summary
Annex 6: Q2 Performance report
Annex 7: Compliance data summary Sept 2021
Annex 8: Compliance report Sept 2021
Annex 9: Compliance graphs

Background Papers

None

Corporate Consultation

Finance: Chris Blundell (Director of Finance)









Legal: Estelle Culligan (Director of Law and Democracy)

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Last updated: 4 June 2021







This is a selection of the KPIs for Tenant and Leaseholder Services

Month-on-month performance is shown against the cumulative year-to-date position for 2019/20. **Traffic Light Icon** indicates whether we are on target for the month; **Short Term Trend Arrow** indicates direction of performance from previous month.

	On target		With 5% of target	Key:		Performance improving		Performance is the same
	Off target		No target (data only)			Performance worsening		Data is missing.

1. Assets & Development

Gas servicing and heating repairs (Gas Call)

Code	Short Name	Apr 2021	May 2021	June 2021	Q1	Perf. Trend	Traffic Light Icon	Current Target
GCPI 2	Total number of appointments made by phone or letter that were kept	98	98	98	98			100%
GCPI 3	Volume of repairs completed within timescale	98	98	98	98			98%
GCPI 4	Total planned installations completed in accordance with programme	100	100	100	100			100%
GCPI 5	Customer satisfaction - repairs							TBC

Day-to-day responsive repairs (Mears)

Code	Performance Indicator	Apr 2021	May 2021	June 2021	Q1	Perf. Trend	Traffic Light Icon	Current Target
REP01	Customer Satisfaction	73	80	89	80.67	↑	🛑	98%
REP02	Emergency jobs completed on time	99.39	99.63	99.38	99.47	↓	✅	98.5%
REP03	Urgent Jobs Completed on Time	88.14	92.38	96.08	92.20	↑	⚠️	98.5%
REP04	All jobs completed on time	95.20	95.39	96.23	95.60	↑	⚠️	98%
REP05	Average days to complete non-urgent works	25.44	28.09	34.78	29.42	↓	🛑	10 working days
REP06	Appointments made and kept	95.52	96.19	92.21	94.64	↓	⚠️	96%
REP07	Work completed in one visit	75.52	87.26	85.16	82.65	↓	✅	80%

Day-to-day responsive repairs

Code	Performance Indicator	Apr 2021	May 2021	June 2021	Q1	Perf. Trend	Traffic Light Icon	Current Target
PI1	% of post inspections carried out	6.56	6.99	18.05	10.3	↑	✅	10%

Capital Programme

Code	Performance Indicator	Apr 2021	May 2021	June 2021	Q1	Perf. Trend	Traffic Light Icon	Current Target
IMP05	Percentage of capital programme spent (NB revised budget from 01 Oct)	-	0.52	6.59	6.59	↑	🛑	
AA1	Adaptations completed Minor	1	6	7	14			📈
AA2	Adaptations completed Major	2	6	4	12			📈

IMP06	Percentage of properties that meet decent homes standard	92.77	93.88	93.97	93.97	↑		
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2. Housing Operations

Voids and re-lets







Code	Performance Indicator	Apr 2021	May 2021	June 2021	Q1	Perf. Trend	Traffic Light Icon	Current Target
VOID01	Average days to re-let all properties excluding major works	5.38	12	12.27	9.88	↓	✓	16.5
VOID02	Average days to re-let all properties including major works	66.5	65.33	65.33	65.72	▬	⛔	22.5

Income Management


Code	Performance Indicator	Apr 2021	May 2021	June 2021	Q1	Perf. Trend	Traffic Light Icon	Current Target
ARR01	Current tenant arrears as a % of the projected annual rental income	6.35%	6.13%	6.01%	6.01	↑	⚠	4.89%
ARR02	Garage arrears as a % of the projected annual rental income	0.01%	0.03%	0.09%	0.09	↓	✓	1.00%
ARR03	% of rent arrears due to Universal Credit	10.72%	10.75%	10.53%	10.53	↑		📈
ARR04	Former tenant arrears	£432121.92	£432708.62	£443543.12	£443543.12	↓		📈

3. Customer Service

Complaints

PI Code	Performance Indicator	Apr 2021	May 2021	June 2021	Q1	Perf. Trend	Traffic Light Icon	Current Target
COM01	The total number of all complaints received	12	14	16	32			
COM02	Percentage of all complaints closed on time	91%	86%	87.5%	88.16%	↓		100%
COM03	No stage 1 complaints	11	10	9	30			
COM04	No stage 2 complaints	1	4	7	12			
COM05	No complaints upheld	8	7	6	21			
	Disrepair Claims	6	9	11	26			

Incoming Calls

PI Code	Performance Indicator	April 2021	May 2021	June 2021	Q1	Perf. Trend	Traffic Light Icon	Current Target
	The total number of calls received	917	690	992	2599			
	Average waiting time for a call to be answered	0:29	1:16	2.45	1.30	↓		TBA
	Call answer rate	93.5%	89.6%	70%	84.37	↓		TBA
	Number of calls dropped	6.1%	10.4%	30.1%	16.42%	↓		TBA
	Average time spent on a call	6.02	2:55	4.41	4.32			TBA

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Thanet District Council

Tenant and Leaseholder Services Performance report Q1 2021

July 2021/V1/Sally O'Sullivan

Introduction

Monitoring period: Quarter 1 2021

Author: Sally O'Sullivan

1.1 Summary

This report provides an overview of the performance of the Tenant and Leaseholder Services (TLS) during quarter 1.

The team is more established and settled in their roles. Key officers have arrived to fill key vacancies in the asset management team, meaning planned improvements for this area are starting to take shape.

There has been a lot of behind the scenes work to prepare the project management for our service improvement plan and pockets of activity throughout the team is starting to happen so we can achieve our plan in the next 12- 18 months.

2. Housing Performance Report: Asset Management

2.1 Gas servicing and heating repairs (Gas Call)

Performance Indicator	Apr 2021 %	May 2021 %	June 2021 %	Q4	Q1
Total number of appointments made by Phone or letter that were kept	98	98	98	99.30%	98%
Volume of repairs completed within timescale	98	98	98	98%	98%
Total planned installations completed in accordance with programme	100	100	100	100%	100%

Gas calls statistics shows steady service delivery this quarter, which has not fluctuated from last quarter

This is reflective of the service we experience for day to day repairs and the planned install programme. The Gas Call service is let down by their gas safety programming, which although has maintained 100% compliance, would not have done so if the TLS Landlord Compliance team had not carried out a lot of the work and responsibility that should contractually lie with Gas Call. (see Landlord Compliance report for more information)

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Gas Call restructured in quarter 4 due to performance issues, through which we initially saw some improvement in their communication and programme management. Early in quarter 1 they experienced some movement in their structure as key officers left and were replaced, this coincided with the gas programme falling behind and dip in performance on void properties. Gas Call has now improved and their performance is back on track. We expect to see further improvement from Gas Call through Quarter 2 when their Resident Liaison Officer co-locates at our Margate offices. We expect to see improved communication and collaboration once this change has taken place.

2.2 Day-to-day responsive repairs (Mears)

Performance Indicator	Apr 2021	May 2021	June 2021	Q4	Q1
Customer Satisfaction	73	80	89	79	80.67
Emergency jobs completed on time	99.39	99.63	99.38	98	99.47
Urgent Jobs Completed on Time	88.14	92.38	96.08	98	92.2
All jobs completed on time	95.20	95.39	96.23	98	95.6
Average days to complete non-urgent works	25.44	28.09	34.78	16	29.42
Appointments made and kept	95.52	96.19	92.21	97.73	94.64
Work completed in one visit	75.52	87.26	85.16	82.03	82.65

During quarter 1, we have experienced a steady increase in Mears' performance. This has been due to Mears being able to recruit to their team, increasing resource and thus service delivery has improved. There is still some way to go as we have identified that Mears need to improve their performance where follow up works are required and in communicating with our customers.

The statistics reflect this, especially where appointments are made and kept; which has declined over quarter 1 and performance 3% lower than in quarter 4. This is supported anecdotally by our customers who tell us that Mears will book appointments and then not turn up.

Mears are aware of where their performance needs to improve and have moved key staff around their structure to make this happen, with further changes expected in quarter 2.

Environmental issues have also impacted the service Mears provide as a national shortage of materials have meant many repairs are delayed. This can be seen in the average days to complete non-urgent works PI, which has increased to 29 days in Quarter 1 and is 19 days over the 10 day target.

The TLS responsive repairs team have also experienced some movement in the team during quarter 1, as 2 x key officers left the service, taking with them a wealth of knowledge and experience; And our new Senior Repairs Surveyor started.

With our new Senior Repairs Surveyor in place, we are improving the way we manage our partnering contractors. We are also looking at improving the efficiency of our TLS officers by:

- Improving the way we use Northgate
- Improving procedures

2.3 Day to day repairs - Post Inspections

Performance Indicator	Apr 2021	May 2021	June 2021	Q4	Q1
% post inspections carried out	6.56	6.99	18.05	8.14%	10.30%

During May, 2 key officers left our service, meaning we had reduced resources to carry out post inspections. We recruited an agency worker to provide support for the team and moved resources from a different area to assist with administration. This has enabled a greater amount of post inspections to be carried out in June and thus have achieved the 10% target of post inspections over all for Q1.

Post inspections are supporting some customer feedback on poor quality repairs and incomplete work due to shortage of materials or certain trades e.g, plastering, glazing and fencing. Mears have committed to address this gap in quarter 2 and as such these trades will be targeted for inspection.

2.4 Capital Programme

Performance Indicator	Apr 2021	May 2021	June 2021
Percentage of capital programme spent (NB revised budget from 01 Oct)	-	0.52	6.59

The 6.59% spend on the capital programme at the end of quarter 1 does not reflect the progress that has been made.

At the end of the financial year, we have received credits into the budget which gives the illusion that we have spent less than we have; and capital works are progressing programme vs progress as we would expect

We reprofiled our budgets in quarter 1 to more accurately reflect what we expect to spend in this financial year and we have approximately £200,000 worth of invoices awaiting payment across 2 x programmes of works.

The highlight of our capital programme during June was the completion of 3 x passenger lift replacement, in our tower blocks and the completion of our tower block surveys. These surveys will inform our programmes of work on our tower block which includes the replacement of the external wall system.

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Decent Homes

Performance Indicator	Apr 2021	May 2021	June 2021	Q4	Q1
Percentage of properties that meet decent homes standard	92.77	93.88	93.97	92.78%	93.97%

At the end of quarter 1, we had 222 decent homes failure which has reduced to 188 or 6.03% of our housing stock. This has been due to the progress of our kitchens and bathrooms programme and data cleansing.

Further interrogation into the decent homes failures found 6 were showing as due to damp and mould. On inspection of these properties 4 of the properties did not have an issue and 2 x required further investigation.

We also identified 19 decent homes failures with a category 1 hazard. These failures have been turned into an action plan which the team are working through to improve.

Improvements to take place during quarter 2:

- Start a programme to visit all decent homes failures to verify as a failure and take action where required.
- Train our officers in the Housing Health and Safety Rating System.

This is the risk-based evaluation tool, used to identify the decent homes standard; meaning we will be better equipped to identify and protect against potential risks and hazards to health and safety in our homes.

2.5 Aids and Adaptations

Performance Indicator	Apr 2021	May 2021	June 2021
Adaptations completed Minor	1	6	7
Adaptations completed Major	2	6	4

The estimated value of works currently presented so far this year is approximately £200,000.

Mears have completed approx £80,000, with £80,000 of works currently in progress. This is predicted to rise to £100,000 by the end of August.

The national shortages of timber and cement have hampered external concrete works and there is currently a backlog which we are managing on a needs basis where possible.

Mears are currently recruiting specialist adaptations operatives as they are currently under resourced to achieve a full budget spend by end of year.

Our largest current project for this year is a ground floor extension which has an estimate of £50,000.

3. Housing Performance Report: Housing Operations

3.1 Voids and re-lets

Performance Indicator	Apr 2021	May 2021	June 2021	Q4	Q1
Average days to re-let all properties excluding major works	5.38	12	12.27	15.82	9.88
Average days to re-let all properties including major works	66.5	65.33	65.33	40.25	65.72

The performance trend for void relet time continues to decline in quarter 1 for major voids.

We continue to suffer with the volume of voids that require major works with 40 live voids in May and 45 live voids in June. This is around double what we would usually expect and what our staffing resources give allowances for.

Our major void works include issues such as; asbestos, bedbugs, fleas and extensive works required due to damage or misuse of the property by the tenant (for example, works due to the tenant was £10,000 across 4 x void properties in June.). The average value of our major works voids is £8,148 during quarter 1

We see the following reasons for poor voids performance in quarter 1:

- Increased number of voids because of movement in the stock due to new builds
- Many properties are coming back to us in very poor condition, requiring major works to bring them back up to a lettable standard.
- Reduced efficiency with in the team to manage the volume of work due to the large amount of voids
- Sickness in the Mears voids team
- Delays with allocations

There was an element of heating delay to our voids service from Gas Call in quarter 1 aligned with their staffing issues. This has now been addressed and they are performing well on voids.

What we are doing to improve turn around time

- Mears have brought in a subcontractor to speed up turn around time
- Assigned further admin support to the Maintenance Inspector dealing with voids
- Allocations delays have been resolved with the Housing Options Manager.

3.3 Income Management

Performance Indicator	Apr 2021	May 2021	June 2021	Q4	Q1
Current tenant arrears as a % of the projected annual rental income	6.35%	6.13%	6.01%	5.89%	6.01
Garage arrears as a % of the projected annual rental income	0.01%	0.03%	0.09%	0.04%	0.09
% of rent arrears due to Universal Credit	10.72%	10.75%	10.53%	11.18%	10.53
Former tenant arrears	£432,121	£432,708	£443,543	£546,654	£443,543

The figures show a positive trend through the quarter as the team works toward their 5% target for the end of this financial year.

We expect an increase in arrears next month due to the letting of 54 new properties that are not in payment but this will reduce once the new payments come in.

The Welfare Benefits Team have been carrying out financial checks and giving assistance to all new tenants. This has been highly successful in getting benefits into payment earlier and giving our tenants the right support early on in their tenancy, potentially preventing arrears from occurring which can be a very stressful experience.

The garage arrears have increased due to staff absence but the figure is within target. The operational team is working to get more garages rented, providing further income on garages.

During quarter 2 the team will look at accounts that need to be written off, reducing our overall arrears figure (which includes FTA's)

The challenges the team are experiencing are as follows:

- Legal information

The team need to start legal action on legacy cases that were stalled due to Covid and need access to the courts system where notes on cases are held. They are working closely with our legal team to resolve this issue.

- Systems

Processing via Northgate is still very manual. Now that the system has been upgraded there will be the opportunity to work with the Digital Team to find efficiencies in the system and in our processes.

- Direct debits

We can currently only offer 2 dates per month to run direct debits on. By offering customers the ability to have a direct debit on any day of the month, we can increase our income collection by 20%. We are working with the Digital and Finance Teams to find the best solution for this.

4. Housing Performance Report: Customer Service

4.1 Complaints

Performance Indicator	Apr 2021	May 2021	June 2021	Q4	Q1
The total number of all complaints received	12	14	16	33	42
Percentage of all complaints closed on time	91%	86%	87.5%	100%	88.16%
No stage 1 complaints	11	10	9	29	30
No stage 2 complaints	1	4	7	3	12
No complaints upheld	8	7	6	21	21

The volume of complaints has increased in Quarter 2, with more complaints going to stage 2. Zero complaints have been reviewed by the Housing Ombudsman during this quarter.

63% of stage 1 complaints are repairs related which correlates with the poor service we have been receiving from Mears. Stage 1 repairs complaints rarely go to stage 2 as Mears complaints department is highly effective.

Complaints at stage 2 are housing management and neighbourhood related and tend to be due to long standing issues which we have recommended are resolved via the formal complaints process.

We are disappointed that our ability to close complaints within the deadline has reduced by 11.84% in quarter 2 from maintaining 100% in quarter 1. Much of this has been due to receiving complaints late from the corporate team, meaning we have less time to investigate and provide a response.

4.2 Call Stats

Performance Indicator	April 2021	May 2021	June 2021	Q4	Q1
The total number of calls received	917	690	992	2034	2599
Average waiting time for a call to be answered	0:29	1:16	2.45	0.32	1.3
Call answer rate	93.5%	89.6%	70%	94.30%	84.37%
% calls abandoned	6.1%	10.4%	30.1%	12.92%	16.42%
Average time spent on a call	6.02	2:55	4.41	6:45	4.32

43% increase in volume of calls in June compared to May. This had an impact on our call answer rate which reduced to 70% although we still answered more calls in June (691) compared to May (618)

For context, July - we achieved 82.8% call answer rate from 835 calls so it looks like Jun was an exceptional month for call volumes.

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In May we moved to a new telephony system; which may have impacted the reporting. Going forward, we expect reporting to be consistent and more accurate

The team have undertaken training to enable them to resolve queries at first point of contact, this will have an impact on the average call handling time as we see the time increase. This will need to be carefully monitored to ensure that longer call handling times does not affect the waiting times and dropped call rates

This team has also been 1 x officer down through quarter 1. A new officer started toward the end of June and is now fully trained. This will also have impacted the team's ability to answer calls.

Following feedback from our customers regarding the ease at which you can speak to the right person, we carried out some mystery shopping on our IVR. We received some great feedback and recommendations, which have been put into action.

4.3 Disrepair

Performance Indicator	April 2021	May 2021	June 2021
Number of disrepair claims with legal	6	9	11

We received 5 new cases during quarter 1, 7 of which are damp and mould related. Shortage of officers in the legal team has delayed proceedings on a number of cases requiring challenging conversations with a number of litigating solicitors regarding joint expert surveys, decant requests, negotiation of required repairs, fees & damages etc, whilst abiding to the specialist legal requirements of the 'housing disrepair protocol'.

Cases are now being covered by other members of the legal team and assistance from a specialist consulting solicitor to help catch up, so combined progress is now being made. The Senior Repairs Surveyor is the TLS liaison for Legal and in regular contact providing updates on those cases which have repairs solution agreements.

5. Housing Performance Report: Resident Involvement

Whilst this quantitative data is useful to identify and monitor resident engagement and opportunity over the period of a year. It does not reflect now we listen to their views and act upon them. This quality data is reflected in the supporting commentary.

PI code	Performance Indicator	Q1	Q4→Q1
RI01	Number of resident consultations carried out	4	↓
RI02	Number of resident scrutiny projects carried out	2	↓
RI03	Number of residents who have expressed an interest in getting involved	3	↓
RI04	Number of residents targeted for involvement in resident involvement activities	4089	↓
RI05	Number of residents involved in resident involvement activities	89	↓

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RI06	Number of meetings held with resident groups	6	↓
RI07	Number of resident/group enquiries/comments/suggestions collected	21	↓
RI08	Number of information campaigns delivered	2	↓
RI09	Number of training opportunities offered to residents	0	↓
RI10	Number of residents engaged in training opportunities	0	↓
RI11	Number of services changed, implemented or withdrawn during the year as a result of resident involvement (HouseMark)	1	↓
RI12	Number of residents / service users involved in formal / informal consultation groups (including digital) (HouseMark)		↓

Residents who completed our January survey told us:	What we are doing:
<p>The following improvements were amongst their top priorities:</p> <ol style="list-style-type: none"> 1. communication and engagement 2. having an opportunity to scrutinise services and contractors 3. carrying out estate reviews to identify improvements 4. improvements to repair, maintenance and cleaning 	<p><u>Transactional satisfaction surveys</u></p> <p>We've been working with residents and operational teams to develop the following transactional surveys ready for implementation. The surveys will enable residents to tell us about the services they have received and inform our TTLG when scrutinising our performance:</p> <ol style="list-style-type: none"> 1. TLS complaints procedure 2. Mears repairs service 3. Gas Call repairs and gas servicing 4. Financial Wellbeing service
	<p><u>Online engagement (residents forum)</u> - We consulted a sample of residents to establish if there is an interest in joining/using an online residents form as a form of engagement. Of those who responded 59% said yes. We are currently researching value for money platforms to host the online form which we will trial in partnership with residents over the coming months.</p>
	<p><u>Resident Involvement Expenses and Incentive Policy</u> - We've reviewed the Policy with the TTLG to ensure it is clear and supports and encourages residents to get involved.</p>
	<p><u>Neighbourhood Inspections</u> - We've been working closely with the operations teams to set up a programme of inspections in eight key areas over the summer months. Residents will be invited to join the TLS team on their local inspection. Checking on things like communal, cleaning, grounds maintenance, repairs and to suggest improvements.</p> <p>A central <u>Housing Hub</u> will be set up on the inspection days to enable residents to speak with TLS staff and take part in:</p>

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	<ul style="list-style-type: none"> • Neighbourhood survey • Building a better relationship with our customers • Community litter pick
	<p><u>Dedicated Housing Response Officer for high rise blocks</u> We've been working on a consultation to ask residents of our six high rise blocks if they support an increase in their service charge to have dedicated Housing Response Officers for their blocks. The consultation will run in July and results will be available in August.</p>
	<p><u>Communication</u> The third issue of our quarterly Tenants and Leaseholder Newsletter was sent out to approx. 3500 residents week commencing 26 April. We are currently working on the next issue which will be mailed out to residents in mid August. The third issue of our eight quarterly High-rise block Newsletters was sent out to approx. 540 residents on week commencing 21 June.</p>
	<p><u>Recycling Project</u> - This trial project at Trove Court and Kennedy House has been delayed due to other extensive improvement works on site. In the meantime we are continuing to engage residents as recycling champions to help us develop education materials.</p>

Thanet Tenant and Leaseholder Group (TTLG)

Monthly virtual meetings are continuing with this group of 9 residents.

At their April meeting the TTLG were updated and gave feedback the following items:

- Update on meetings with the Regulator of Social Housing including the compliance report.
- Tackling stigma
- Draft HRA business plan objectives
- Feedback on the recommendations from the resident scrutiny of the telephone system
- Reviewed and amended the groups Terms of Reference, which will be adopted at their AGM in July.
- The group has decided to set up a Sub-group who will monitor and scrutinise our performance and our contractors to recommend how we can improve performance or give assurance.
- Reviewed a code of conduct for residents who take part in our involvement opportunities. Providing a safe environment for residents to engage.
- Newsletters articles
- Local community topics raised by residents included: tackling stigma, contractors impact on residents parking, cleaning and bin stores, maintenance and estate inspections.

Residents also shared community successes, of litter picks, reporting fly tippers, abandoned cars and good experience of services provided by TLS staff and Gas Call.

Mears - Contractor Quarterly Strategic meeting

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The Vice Chair of the TTLG attended the contractor meeting. The Vice Chair provided examples of how she felt Mears need to address stigmatising residents i.e. don't assume we don't work and are readily available to accommodate last minute repair appointments. She expressed her support for Mears operatives to attend training to drive down instances of stigmatisation, assumptions and language used in communications.

Gas Call - Contractor Quarterly Strategic meeting

Unfortunately the tenant representative was unable to attend this meeting.

TDC COMPLIANCE METRICS

Date of Report:

01/07/2021

Current Stock at the date of the report

Domestic rented units	3069	3x RTB
Residential Blocks	274	
Commercial	4	
Garage blocks	34	

Compliance Regime	Total Stock/Blocks	Stock/Blocks Not Applicable to work stream	Stock/Blocks/Installations Applicable to work stream	Number Compliant	Number Non Compliant	Percentage	Comments
Lifts							
Lift Installations - Communal	x	x	14	14	0	100.00%	2 lifts removed since last month 1 lift isolated since last month
Stairlifts			77	65	12	84.42%	
Through Floor Lifts			21	15	6	71.43%	
Outstanding Risks Identified			Passenger lifts	Stairlifts	Through floor		Passenger lift remedials have gone up due to liders at Invicta House
Defect B			53	7	1		
Defect A			0	0	0		
	Total Identified risk		53	7	1		
Water							
Legionella Risk Assessments	274		27	27	0	100.00%	
	Arising Items						
Low			2	2	0		
Medium			99	99	0		
High			47	37	10		
	Total identified risks		148				
Fire							
Fire Risks Assessments req. to be undertaken	274	104	172	172	0	100.00%	Overdue actions by workstream and risk rating
Trivial Risks			45				
Tolerable Risks			0				
Moderate			108				
Substantial			18				
Intolerable			1				
In Review			0				
	Total identified risks		172				

TDC COMPLIANCE METRICS							
Date of Report:							01/07/2021
Current Stock at the date of the report							
Domestic rented units	3069	3x RTB					
Residential Blocks	274						
Commercial	4						
Garage blocks	34						
Compliance Regime	Total Stock/Blocks	Stock/Blocks Not Applicable to work stream	Stock/Blocks/Inst allations Applicable to work stream	Number Compliant	Number Non Compliant	Percentage	Comments
FRA works arising from FRA			147	83	64	56.46%	Planned works overdue actions 5 xSubstantial, 30x Moderate, Compliance-overdue 1x trivial, Moderate 13, Housing-overdue 13 x Moderate Repairs-overdue 2 x trivial 16x Moderate
FRA non works arising from FRA			93	77	16	82.80%	
Fire Alarms	274	242	32	32	0	100.00%	
Emergency Lighting	274	157	117	117	0	100.00%	
Communal Smoke detectors					0		
Total			389	309	80		
Asbestos							
Communal	274	155	118	114	4	96.61%	The 4 non compliant are on a 9 month cycle as opposed to the usual 12 month. PAG have suggested we review this cycle as there is a low set medium risk. TDC have reviewed these items and as they are recorded "manage in situ" they will be extended to 12 month re-inspections, this will show on our July report.
Domestic	3072	78	2994	1550	1444	51.77%	
Commercial	4	0	2	2	0	100.00%	
Garage - Communal	34	0	34	0	34	0.00%	
Garages - Individual	354						
Electrical							
Electrical Installations - Communal	274	109	165	162	3	98.18%	We have now received the non compliant certs and all three communal blocks are booked in for the 17th July for works and confirmed with the contractor. Domestic: 13 are voids counted in the non compliance No access is a continuing problem.
Electrical Installations - Domestic	3069	0	3069	2056	1013	66.99%	
Commercial	4	0	2	2	0	100.00%	
Garage - Communal	34	33	1	1	0	100.00%	
Gas							
Gas Safety Communal	274	274	0	0	0	N/A	
Gas Safety Domestic	3069	456	2613	2613	0	100.00%	
		Programme Total		2613			

**Annex 4 - Landlord Compliance
Thanet District Council
Tenant and Leaseholder Service**

Meeting:	Quarterly Monitoring Report to OSP
Date:	1st July 2021
Monitoring Period	June 2021
Author:	Sally O'Sullivan
Summary:	This report covers health and safety compliance areas relating to Thanet District Council' housing stock, both for individual properties and for communal services and locations.

Lifts

Compliance with written examination schemes for lift plant	14 (100%)								
Number of Entrapments - month and year to date	1 Entrapments this month 6 Entrapments year to date From June 2020 to June 2021								
Current Assets - lifts / hoist / stairlifts and changes in last month	<p>Stairlifts - 77</p> <table> <tr> <th>Compliant</th><th>Non compliant</th></tr> <tr> <td>84.42%</td><td>11.58%</td></tr> </table> <p>Through floor lifts - 21</p> <table> <tr> <th>Compliant</th><th>Non compliant</th></tr> <tr> <td>71.43%</td><td>28.57%</td></tr> </table> <p>The challenge to 100% compliance is access. This customer base is vulnerable and nervous about Covid 19</p>	Compliant	Non compliant	84.42%	11.58%	Compliant	Non compliant	71.43%	28.57%
Compliant	Non compliant								
84.42%	11.58%								
Compliant	Non compliant								
71.43%	28.57%								
Outstanding Defect A and Defect B risk actions as identified in insurers reports	For passenger lifts, defects are categorised as: A - Immediate Health and Safety risk - this defect is repaired the same day or the lift is								

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	<p>decommissioned. B - To be completed before the next LOLER is carried out</p> <p>Defect A - 0 Defect B - 53</p> <p>Zero defects are non compliant</p>
RIDDOR Notices issued in relation to lift safety	None

Water

Properties with a valid in date LRA as a number and overall percentage	<p>27 100% Compliant</p>
Number of follow up works / actions arising from risk assessments and inspections - completed / in time and overdue	<p>High Risk - 47 Medium - 99 Low - 2</p>
Progress with completion of follow up works - number of actions completed / in time / overdue	<p>10 High risk currently overdue. Access has been an issue. These have been attended but have no access to some of the flats but got into others. Letters have been sent to all of these residents.</p> <p>TDC Compliance team is working with the contractors to send letters and contact the residents to explain the importance of the work to help access.</p>

Fire Risk Assessment

Properties with a valid in date FRA. This is the level of compliance as a number and overall percentage	<p>172 in date 100%</p>
Follow up works - total number of actions (by priority) raised in period completed and outstanding - and time outstanding	<p>31 additional actions raised by June end from the FRA programme.</p> <p>Outstanding actions total for June = 240</p> <p>Of those we have 80 overdue down from 103 in May.</p>

Asbestos

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Properties with a valid in date survey / re-inspection. This is the level of compliance as a number and percentage	Domestic - 1550 51.77% Communal - 114 96.61% Community buildings - 2 100%
The number of follow up works / actions arising from surveys and the numbers 'completed,' 'in time' and 'overdue.'	Outstanding works: Domestic: 112 from 143 in May. 27 v low 41 low 44 Med - working through actions 41 overdue actions mainly due to no access despite several letters and phone calls. 7 day letters sent to all of these between 24-26th June.

Asbestos Notes:

Communal re-inspections: 4 were due in the last week of June, however, these are programmed as 9 monthly re-inspections and PAG, the contracted Asbestos management provider, have stated that the risk factor is classed as a low to Medium, recording "Manage in situ" as the course of action. TDC have reviewed this and agree it should be moved out to an annual to match the annual re-inspection programme. Therefore these 4 have been logged as required to be done in the next 90 days.

Electrical

Properties with a valid in date EICR (In line with 10 year inspection period). This is level of compliance expressed as a number and a percentage	66 properties total with a 10 year EICR 64 compliant with a 10 year EICR 96.97% compliance Communal 2 properties with 10 year EICR Domestic 62 properties with 10 year EICR
Properties with an expired and out of date EICR (In line with 10 year inspection period). This is level of non compliance expressed as a number and a percentage	2 Non compliant - access issues 3.03% Communal 0 properties with non compliant 10 year EICR Domestic 2 properties with non compliant EICR- These have had 2nd letters sent on 22/06/21 **See notes
Properties with a valid in date EICR (In line with 5 year inspection period). This is level of compliance expressed	3172 with a 5 year EICR (comm & dom) 2157 Compliant with a 5 year EICR

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as a number and a percentage	<p>68% Compliant</p> <p>Communal 163 properties with 5 year EICR Domestic 1,994 properties with EICR Garage - 1 Compliant Community Buildings - 2 Compliant</p>
Properties with an expired and out of date EICR (In line with 5 year inspection period). This is level of non compliance expressed as a number and a percentage	<p>1015 Non Compliant</p> <p>32%</p> <p>1011 Domestic -Non compliant (13 Voids) 3 Communal - Non compliant - have now received the non compliant certs and all three are booked in for the 17th July and confirmed with the contractor.</p> <p>317 -Certificate not found - checking with contractor and alternative folders (Com and Dom) (included in the non compliant figure)</p>
Properties which are due to be inspected within next 30 days - this is the early warning system	<p>Programme is complete for 2020. 150 properties have no access. These have been sent a stage 2 letter and residents are responding for appointments (22 booked in), 3 properties are with Housing Officers. TDC compliance team are working closely with Mears to get the rest booked in. TDC is also actively monitoring Gas appointments and forced entries in order to get the EICR completed at the same time. It has been agreed, due to the Lockdown the new programme for the domestics began in May. Communal will and have continued as normal. Confirmed programme has begun.</p>

Notes:

** Reinspections of the 10 years are being carried out with now only 67 properties left to gain access and inspect.

*** On the metrics, the communal certificates are showing at 98.18%. The four missing certificates from last month have been received, which were unsatisfactory. One of these has had the remedial works completed with the completed certificate. The other three have been booked in for the 17th July.

Mears have now been instructed and working on all 10 year certification to be completed to bring in line with the 5 year certificates. Letters have also gone out to the no access ones

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and some are booked in. TDC Compliance team are working closely with Mears to contact residents refusing access due to lockdown or until the residents have their second vaccine.

The full new programme has now started with the remaining 10 years, unknowns and no access issues at the front of the programme.

Gas

Properties with a valid in date LGSR certification. This is the level of compliance expressed as a figure and a percentage	2613 100% Complaint
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Notes:

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Annex 2: Performance Indicators

Last updated: 15 October 2021

This is a selection of the KPIs for Tenant and Leaseholder Services




Month-on-month performance is shown against the cumulative year-to-date position for 2019/20. **Traffic Light Icon** indicates whether we are on target for the month; **Short Term Trend Arrow** indicates the direction of performance from the previous month.

Key:








 On target	 With 5% of target	 Performance improving	 Performance is the same
 Off target	 No target (data only)	 Performance worsening	 Data is missing.

1. Assets

Gas servicing and heating repairs (Gas Call)

Code	Short Name	Q3	Q4	Q1	Q2	Perf. Trend	Traffic Light Icon	Current Target
GCPI 2	% of number of appointments made by phone or letter that were kept		99.30%	98%	98.66	Δ 0.67%		100%
GCPI 3	The % volume of repairs completed within the timescale		98%	98%	98.41	Δ 0.42%		98%
GCPI 4	Total % planned installations completed in accordance with programme		100%	100%	100	Δ 0.00%		100%
GCPI 5	Customer satisfaction - repairs		-	-	-	-	-	TBC




Day-to-day responsive repairs (Mears)

Code	Performance Indicator	Q3	Q4	Q1	Q2	Perf. Trend	Traffic Light Icon	Current Target
REP01	Customer Satisfaction (%)		79	80.67	?			98%
REP02	% Emergency jobs completed on time		98	99.47	100%	△ 0.53%		98.5%
REP03	% Urgent Jobs Completed on Time		98	92.2	94.98%	△ 3.02%		98.5%
REP04	% All jobs completed on time		98	95.6	93.59%	▽ -2.10%		98%
REP05	Average days to complete non-urgent works		16	29.42	32.34	△ 9.93		10 working days
REP06	% Appointments made and kept		97.73	94.64	97.13%	△ 2.63%		96%
REP07	% Work completed in one visit		82.03	82.65	87.08%	△ 5.36%		80%

Day-to-day responsive repairs



Code	Performance Indicator	Q3	Q4	Q1	Q2	Perf. Trend	Traffic Light Icon	Current Target
PI1	% of post inspections		8.14%	10.30%	9.33%	▽ -0.97%		TBA

Capital Programme





Code	Performance Indicator	Q3	Q4	Q1	Q2	Perf. Trend	Traffic Light Icon	Current Target
IMP05	Percentage of capital programme spent (NB revised budget from 01 Oct)			6.59%	39.11%	△ 32.52%		
AA1	Adaptations completed Minor			14	25	△ 11		
AA2	Adaptations completed Major			12	19	△ 7		
IMP06	Percentage of properties that meet decent homes standard		92.78%	93.97%	94.17%	△ 0.21%		

2. Housing Operations

Voids and re-lets

Code	Performance Indicator	Q3	Q4	Q1	Q2	Perf. Trend	Traffic Light Icon	Current Target
VOID01	Average days to re-let all properties excluding major works		15.82	9.88	35.90	▼ 26.10		16.5
VOID02	Average days to re-let all properties including major works		40.25	65.72	47.12	△ 18.60		22.5

Income Management

Code	Performance Indicator	Q3	Q4	Q1	Q2	Perf. Trend	Traffic Light Icon	Current Target
ARR01	Current tenant arrears as a % of the projected annual rental income		5.89%	6.01%	5.89%	△ 0.21%		4.89%
ARR02	Garage arrears as a % of the projected annual rental income		0.04%	0.09%	0.18%	▼ 0.09%		1.00%
ARRO3	% of rent arrears due to Universal Credit		11.18%	10.53%	10.06%	△ 0.47%		
ARR04	Former tenant arrears		£546,654	£443,543	£409,047.58	△ 7.78%		

3. Customer Service

Complaints

PI Code	Performance Indicator	Q3	Q4	Q1	Q2	Perf. Trend	Traffic Light Icon	Current Target
COM01	The total number of all complaints received		33	42	49	▽ 16.67%		
COM02	Percentage of all complaints closed on time		100%	88.16%	83%	▽ 5.16%		100%
COM03	No stage 1 complaints		29	30	38	▽ 26.67%		
COM04	No stage 2 complaints		3	12	11	△ 8.33%		
COM05	No complaints upheld		21	21	17	△ 19.05%		
	Disrepair Claims (Live)		14	12	12			

Incoming Calls

PI Code	Performance Indicator	Q3	Q4	Q1	Q2	Perf. Trend	Traffic Light Icon	Current Target
	The total number of calls received		2034	2599	2184	NA		
	Average waiting time for a call to be answered		0.32	1.3	00:51	△ 19.05%		
	Call answer rate		94.30%	84.37%	79.93%	▽ 5.26%		
	Number of calls dropped		12.92%	16.42%	19.91%	▽ 3.49 %		
	Average time spent on a call		6:45	4.32	04:15	NA		

Thanet District Council

Tenant and Leaseholder Services Performance report Q2 2021

October 2021/V1/Sally O'Sullivan

Introduction

Monitoring period: Quarter 2 2021

Author: Sally O'Sullivan

1.1 Summary

This report provides an overview of the performance of the Tenant and Leaseholder Services (TLS) during quarter 2.

As we approach the anniversary of the transition, we have seen many easy fix improvements have been executed and have made a noticeable difference to the service. For example, improvements in the performance of the planned maintenance team and the income team. We know we have areas where we still need to make significant improvement, most notably in void performance.

Our service improvement plan is being executed and longer term improvements currently undertaken are team restructure - making sure we have the right resources in the right place and deep dive review into our procedures and housing management system.

Other projects seek to improve communication with our customers through our website and the condition of our estates.

2. Housing Performance Report: Asset Management

2.1 Gas servicing and heating repairs (Gas Call)

Performance Indicator	Q4	Q1	Q2
Total number of appointments made by Phone or letter that were kept	99.30%	98%	98.66
Volume of repairs completed within timescale	98%	98%	98.41
Total planned installations completed in accordance with programme	100%	100%	100

The performance provided by Gas Call continues to be steady and where there are issues Gas Call is reactive. Regardless, we continue to strive for improvements in the service and their recent restructure has given us a more dedicated service, including a co-located Resident Liaison Officer (RLO). The introduction of the RLO has made a noticeable difference to the communication and thus improved service

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There will be an increase in demand for heating repairs as the winter approaches and therefore our Senior Repairs Surveyor has been working with Gas Call to ensure an adequate winter plan is in place

The boiler replacement programme is on track and voids performance is satisfactory.

2.2 Day-to-day responsive repairs (Mears)

Performance Indicator	Q4	Q1	Q2
Customer Satisfaction	79	80.67	?
Emergency jobs completed on time	98	99.47	100%
Urgent Jobs Completed on Time	98	92.2	94.98%
All jobs completed on time	98	95.6	93.59%
Average days to complete non-urgent works	16	29.42	32.34
Appointments made and kept	97.73	94.64	97.13%
Work completed in one visit	82.03	82.65	87.08%

The Mears service is improving overall but this has not been realised yet through the KPI's and there is still more work to do.

Mears organisation structure was developed for a large contract for the four councils, with a single contract manager and sub teams for each workstream (i.e. voids, compliance, day to day repairs). Following transition, this structure has not given us the personalised service or the reactivity we wanted for our customers. From 1 October 2021, Mears's restructure will formally be in place that will give us our own dedicated team and we have already noticed an improvement in communication and responsiveness.

The Senior Repairs Surveyor has a Service Improvement Plan in place for Mears that is designed to improve all aspects of the customer journey. The team is working toward implementation and monitoring progress regularly.

Analysis on the Q2 statistics show a steady improvement on emergency jobs being completed on time and a 2.49% improvement on appointments made and kept. This is reflective of improved performance by the Mears officer that plans and allocates all the repairs jobs to their operatives.

The poor performance on urgent jobs completed on time and average number of days to complete non urgent work during Q2 is due to a backlog of jobs. A knock on effect of lack of trades operatives and materials in Q4 20/21 and Q1. Mears are now getting ahead of the backlog and we expect to see improvements in this KPI during Q3.

2.3 Day to day repairs - Post Inspections

Performance Indicator	Q4	Q1	Q2
% post inspections carried out	8.14%	10.30%	9.33%

The reduction of the amount of post inspections carried out, is reflective of reduced staff during July and August due to holidays and one officer leaving.

The inspections report a good quality of workmanship from Mears.

The TLS restructure will have a positive impact on this team by increasing the Maintenance Inspectors by one officer, in response to our customers telling us they want our officers to be more visible. This gives the resource to carry out more post inspections and health and safety checks.

2.4 Capital Programme

Performance Indicator	Q1	Q2
Percentage of capital programme spent (NB revised budget from 01 Oct)	6.59%	39.11%

The capital programme is progressing as planned, the highlights of the quarter are:

- Lifts refurbishments progressing as expected with new lifts cars in 3 x tower blocks due for completion by the end of October.
- The full surveys of the towerblocks are completed, meaning we can move to the next stage of specifying the works, including replacement of the EWS.
- Kitchen and bathroom replacements are on track with our contractor receiving some lovely feedback from customers.
- Installation of new fire alarms is progressing well.

The Major works at Royal Crescent are progressing but there has been a 4 week slippage in the timetable due to a delay in the preparation of the full specification for tender.

In Q3 we expect the arrival of our Project Surveyor (fire) who will progress many of the major works identified through fire risk assessments.

Decent Homes

Performance Indicator	Q4	Q1	Q2
Percentage of properties that meet decent homes standard	92.78%	93.97%	94.17%

We have seen a steady increase in 'decent homes' over the past 3 quarters as we continue to improve data and inspect properties showing as decent homes failures. Currently we have 163 failures, reduced from 188 in quarter 1.

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15 properties are reporting category 1 hazard issues, down from 19 in Q1:

- 3 x reported as damp and mould (2 x no access, 1 x works complete)
- 3 x issues with Balconies (the Senior Surveyor is dealing with this)

To continue to improve in this area we are undertaking the following:

- Maintenance Inspectors visit all decent homes failures
- Training on the Housing Health and Safety Rating System (HHSRS) is booked for October, meaning that our officers will be able to carry out HHSRS checks and verify decent homes and improve our data integrity
- Exercise of data cleansing before migrating from current asset management system into Northgate

2.5 Aids and Adaptations

Performance Indicator	Q4	Q1	Q2
Adaptations completed Minor		14	36
Adaptations completed Major		12	13

The estimated value of works presented through Q1 & Q2 is now £285,000.
Mears have completed approx £100,000 to date.

National building material shortages have partially eased but a backlog of affected work remains - mainly external concrete dependent works.

As Thanet awakens from the effects of the pandemic there has been an upsurge in the numbers of OT recommendations for both Minor and Major adaptations. Mears continue to try to recruit the specialist skills required to fulfill install requests but currently remain under-resourced to achieve a full budget spend by end of year. Install times however remain predominantly within accepted parameters.

Works to construct a ground floor extension in Osborne Terrace, Margate. For the benefit of a family with a disabled child are currently progressing through the planning stage. It is hoped to mobilise through Q3 and Q4 - This is currently budgeted at £50,000

3. Housing Performance Report: Housing Operations

3.1 Voids and re-lets

Performance Indicator	Q4	Q1	Q2
Average days to re-let all properties excluding major works	15.82	9.88	35.90
Average days to re-let all properties including major works	40.25	65.72	47.12

Our performance for voids and re-lets continues to be poor. Our worst performing property this quarter took 112 days to re-let.

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The reason for the poor performance in this area remains the condition that properties are received in, meaning major works are nearly always required. This puts pressure on the Mears voids team and thus creates a backlog.

During Q1, we had approximately 40 live voids per month. Mears have taken on extra resources to address the backlog thus reducing our live voids to 20 by the end of September. A positive trend that is continuing into Q3 where we expect to see an improvement in our KPI.

The average cost of voids has also reduced, from £8,148 in Q1 to £6,241 in Q2.

The delays are not attributed to the allocations and lettings process but there is concern that the length of time to carry out major works is masking delays.

We have taken the following action to address the performance issues:

- Passed management of asbestos in void properties to Mears, reducing stakeholders and experience of delays in receiving asbestos surveys from the current contractor.
- Restructure in Q3 to introduce a stand alone Voids Team. The aim is to improve efficiency by reducing the number of stakeholders, improving communication and giving accountability of the process to a single team.

3.3 Income Management

Performance Indicator	Q4	Q1	Q2
Current tenant arrears as a % of the projected annual rental income	5.89%	6.01%	5.89%
Garage arrears as a % of the projected annual rental income	0.04%	0.09%	0.18%
% of rent arrears due to Universal Credit	11.18%	10.53%	10.06%
Former tenant arrears	£546,654	£443,543	£409,047.

Arrears performance continues positively, during what has been a difficult time. The legislation preventing bailiff enforcement actions expired in Q1, although the team have not used this yet, with more control over their own legal work they will begin to use this tool in Q3.

How the team have continued to make a positive impact on the arrears figure:

- Universal Credit (UC) campaign in Q1 has had a positive impact, with the % of arrears due to UC reducing by 1.12%.
- Campaign to bring all accounts into 1 period in advance, as per the tenancy agreement.
- Pay back overpayments.
- New tenancy financial assessment and assistance to apply for benefits.

Garage arrears

Garage arrears have increased due to the non-payment of 2 x accounts. Both licences are due to be terminated.

During Q2, the team has been working on a project to prepare garages for re-let with the first batch ready for letting at the end of Q2. This means an increase in income for the HRA but we may also experience greater arrears, due to managing more accounts.

Former tenant arrears (FTA)

The reduction seen in the level of FTA from Q1 to Q2 is due to appropriately writing off debt and data cleansing.

Challenges for Q3

- From 6 October, the additional £20 added to UC to support those on a low income during the pandemic will be withdrawn.
- Increase in gas prices.
- Expectation that rent will be de-prioritised by tenants over Christmas.

Measures the team are putting into place:

- Change the focus of the Financial Wellbeing Team to provide more assistance to vulnerable tenants.
- Stop serving notices before Christmas.
- Focus the team in Q4 to recover lost income over the Christmas period.
- Work with people that we know will struggle to heat their homes over the winter period to apply for funding in advance

4. Housing Performance Report: Customer Service

4.1 Complaints

Performance Indicator	Q3	Q4	Q1	Q2
The total number of all complaints received		33	42	49
Percentage of all complaints closed on time		100%	88.16%	83%
No stage 1 complaints		29	30	38
No stage 2 complaints		3	12	11
No complaints upheld		21	21	17

The trend for the amount of complaints received has increased over the last 3 quarters. We believe this is because we have made it easier for customers to make a complaint, for example, the customer transactions team will take a complaint over the phone and put this through the formal complaints route. We will also make a quicker decision to put a query down a complaints route so that there is a clear response and follow up to the matter.

There is a correlation between the increased number of stage 1 complaints, due to officers actively managing escalated queries through the formal complaints process and successfully resolving the issue so that it does not escalate to stage 2. Our volume of stage 2 complaints has remained steady over the last 2 quarters.

We have received 1 Ombudsman complaint in Q2. This has been responded to and we await their outcome.

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We are disappointed that our ability to close complaints within the deadline has reduced by 5.16% in quarter 2 from quarter 1. Reasons for this:

- Receiving stage 1 complaints late

On average we receive complaints with 6 days notice to respond, with 43% of all complaints received having less than 5 days which is particularly challenging to investigate and respond to fully.

- Annual leave

Many officers took leave in August, including key personnel involved in responding to complaints

Going forward, we have altered our complaints process slightly to ensure the responsibility for formulating the responses falls to all senior officers and managers rather than to one officer.

Analysis of the types of complaints received shows that most complaints received at stage 1 are repairs related or housing management issues.

As previously seen, Mears are good at closing issues at stage 1 and as the Mears service improvement plan is implemented we expect to see a reduction in stage one complaints related to the Mears service.

The housing management issues are generally regarding the handling of low level ASB. We will review these types of complaints to see if there is a better way of handling them or managing a customer's expectation.

4.2 Call Stats

Performance Indicator	Q3	Q4	Q1	Q2
The total number of calls received		2034	2599	2184
Average waiting time for a call to be answered		0.32	1.3	00:51
Call answer rate		94.30%	84.37%	79.93%
% calls abandoned		12.92%	16.42%	19.91%
Average time spent on a call		6:45	4.32	04:15

Our total number of calls received have returned to expected levels after an increase in Q1.

The Q2 performance is not where we would want it to be as the team has been 1 officer down. This is due to transfers and leavers during the last 2 quarters and equates to 25% of their resources.

The team now completes more processes with the customer on the phone, for example, completing the initial contact for ASB and arranging for diary sheets to be sent out, in comparison to previously taking a message for an ASB officer to call back. This change in process provides a

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better service to our customers, means the customer receives an action for their issue on their initial call and provides more information to the ASB officers.

The team are being trained to deal with more queries on first contact (as the example above explains) and evidence that the team are becoming more proficient at this can be seen in the reduction of call handling time from Q4 2020/21 to Q2.

Our Q2 stats show that even though the average call waiting time has reduced, we are experiencing a higher call abandonment rate. This is not what we would expect as it indicates that customers are becoming less patient; we think that it could be due to a transition to a new telephony system in Q1 that may provide more accurate data. We will analyse this again in Q3 to see if any trends become clearer.

4.3 Disrepair

Performance Indicator	Q4	Q1	Q2
Number of disrepair claims with legal	14	12	12

We received 4 new cases and closed 2 cases in Q2. We currently have 12 open cases, many of which are historic and drawing to a close due to the increased support from our Legal Team and additional support from an external consultant.

We would expect more disrepair claims to be made in the lead up to Christmas, as is an annual trend, and the team have seen lots of adverts for tenants to easily get support to make the claims.

Improvement Plan Update

Workstream	Progress:
1. Review of Fire Strategies	All high risk blocks now have waking watches. High risk blocks have been identified and prioritised. This project was started on 31/08/21 with a meeting with Health and Safety consultants DDS Ltd. Formal instruction was given to start the work needed and a timetable for completion was requested. A Project Surveyor (Fire) has been recruited and will start in September with an objective to lead this project.
2. Heating Solutions (Tower Blocks)	Construction consultancy Potter Raper has been commissioned to provide in depth surveys of the tower blocks, and provide suggested solutions. Works on heating will need to be carried out at the same time as retrofitting of cladding and windows. Potter Raper will present the findings of their surveys in a meeting to be held on 14 October.
3. Responsive Repairs	Extensive meetings with Mears have taken place to highlight areas of improvement required and priorities. Mears have now appointed a dedicated operations manager for Thanet, who has a good

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	working knowledge of the area. Joint process mapping workshops have been arranged to take place in November.
4. Estates Strategy	A consultation has taken place with tenants who have indicated that they are willing to pay a slight increase in charges for increased staffing and visibility of Housing Officers. In light of this the TLS proposed restructure allows for an additional Housing Officer to be recruited.
5. Tenancy & Property Audits	Properties for audit have been identified. Tenants who have had minimal contact with the service, or where forced access (for gas servicing) has been necessary, will be prioritised. Housing Officers will be allocated properties to audit. Audits are expected to start in December 2021.
6. Improved information (Tenants and Leaseholders)	The service improvement team now has web author permissions for the TLS pages within the TDC website. They have identified missing information and will tackle each area, improving the accessibility of language, accuracy of information and visual appeal. The service improvement team is working closely with the TDC Digital User Experience Manager to find solutions that comply with the corporate identity whilst improving information for tenants (and staff).
7. Planned Maintenance	The Potter Raper report delivered on 31 October will be used to identify where kitchens and bathrooms need upgrading, investigate replacement boiler options and fire alarm installation.
8. Resident Involvement	The Resident Involvement strategy is currently in draft form with the final version to be completed by 31st December. Unfortunately the Customer Insight Officer (who initially worked on the report) has now left TDC. As the restructure is in progress, recruitment of a replacement will be delayed which will have an impact on the delivery of this project.
9. Service Standards	Required policies have now been identified. As far as possible, service standard documents will be used rather than policies which may restrict the flexibility to make improvements.
10. Performance Information	The annual report will be published on TLS webpages. The service improvement team is investigating ways of publishing monthly service performance statistics. These will need to fit TDC brand image and be fully accessible to our tenants. Thanet Tenant and Leaseholder Group will be consulted about the type information that they would expect to see on our pages.
11. Customer Relationships	A consultation survey has been distributed and completed. Currently working on data to ensure that qualitative data is collated

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	in a meaningful way. As in workstream 8, a staff vacancy will have an impact on the timeline of this project.
12. Digital Improvements	<p>Northgate 'health checks' have been commissioned. These will start with a review of responsive repairs. Staff will be provided with updated training to ensure that all of the available features are utilised. 'Quick fix' solutions will be applied during the health check. Where more costly modules are identified, quotes and specifications will be requested.</p> <p>Unused tablets have been identified to be utilised for the use of Officers on visits. The ambition is to reduce double handling of data to ensure data is input directly into relevant systems whilst on site.</p>
13. Improving Resident Data	A final decision about the types of information and the purpose of the data gathering is under discussion. A standalone survey is planned for January 2022. TDC officers to be asked for support with legal and GDPR advice. A decision about the type of data to be gathered, as well as staff training (to ensure there is confidence in asking for the data) will be completed by mid-December. This will facilitate the design of the survey to be delivered to residents by mid-January 2022.
14. Procedures and Processes	Workshops to map procedures and processes associated with responsive repairs (WS3) have been booked. These will take place over 3 days and include Mears personnel. Processes will be mapped in detail and improvements identified. Other areas to follow.
15. Customer Standards Review	The managers have reviewed the requirements of the consumer standards to check compliance. There are areas where more is needed to be done to achieve compliance and actions are in hand to be completed.
16. Policy Review	<p>Required policies have been identified and distinguished from service standards. TLS managers have a full day workshop planned to draft prioritised policies.</p> <p>2 x policies in draft have been reviewed by TTLG</p>
17. Written Communications	<p>Current leaflets provided for tenants by TLS, Mears and Gas Call have been collated. These have each been re-written to ensure that information is accurate, language is accessible and that style is consistent. Working with TDC print room staff, and with feedback from TLS staff a layout and style has been developed that will be used for all TLS leaflets. (Previously leaflets have been a variety of styles, colours and paper sizes.)</p> <p>The fire safety leaflet will be submitted to the next TTLG meeting on 27 October for comment.</p>

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18. Forms	The service improvement team has identified the forms used within TLS and produced Google forms where common elements appear in the same place for consistency. It is planned to make all forms accessible via TLS web pages, to be available to complete online, print or in hard copy. Currently waiting for input from TDC legal team.
19. Keys	A large quantity of keys have now been numbered and put in order. A locked key cabinet has been installed in the store room on the 1st floor of Cecil Street. There is now an audit trail of who has borrowed keys. The next stage is to test all keys to ensure that labels are correct and identify where they are missing. This will be carried out by housing Officers.

TDC COMPLIANCE METRICS

Date of Report:	01/10/2021							
Current Stock at the date of the report								
Domestic rented units	3067							
Residential Blocks	274							
Commercial	3							
Garage blocks	34							
Compliance Regime	Total Stock/Blocks	Stock/Blocks Not Applicable to work stream	Stock/Blocks/Installations Applicable to work stream	Number Compliant	Number Non Compliant	Percentage	Comments	
Lifts								
Lift Installations - Communal	x	x	14	14	14	100.00%		
Stairlifts			72	64	8	88.89%		
Through Floor Lifts			19	15	4	78.95%		
Outstanding Risks Identified			Passenger lifts	Stairlifts	Through floor			
Defect B			22	13	2			
Defect A			0	0	0			
	Total Identified risk		22	13	2			
Water								
Legionella Risk Assessments	274		27	27	0	100.00%		
Outstanding Risks Identified			Total	In Date	Overdue	Completed Actions for month		
Low			0					
Medium			61	23	38	25		
High			25	6	19	19		
	Total identified risks		86					
Fire								
Fire Risks Assessments req. to be undertaken	278	112	166	166	0	100.00%	6 Blocks have been removed as does not require an FRA	

TDC COMPLIANCE METRICS

Date of Report:	01/10/2021						
Current Stock at the date of the report							
Domestic rented units	3067						
Residential Blocks	274						
Commercial	3						
Garage blocks	34						
Compliance Regime	Total Stock/Blocks	Stock/Blocks Not Applicable to work stream	Stock/Blocks/Installations Applicable to work stream	Number Compliant	Number Non Compliant	Percentage	Comments
Trivial Risks			41				
Tolerable Risks			1				
Moderate			108				
Substantial			16				
Intolerable			0				
In Review			0				
	Total identified risks		166				
FRA works arising from FRA			104	11	93	10.58%	
FRA non works arising from FRA			245	83	162	33.88%	
Fire Alarms	274	244	34	19	15	55.88%	15 Quarterly checks have failed and have follow on works
Emergency Lighting	274	155	118	117	1	99.15%	waiting on installation certs
AOVs	274	247	13	10	3	76.92%	Changed to AOVs as smoke detectors are covered within the fire alarms above
Total					274		
Asbestos							
Communal	273	155	118	118	0	100.00%	
Domestic	3067	74	2993	1583	1410	52.89%	
Commercial	2	0	2	2	0	100.00%	
Garage - Communal	34	0	34	1	33	2.94%	
Electrical							
Electrical Installations - Communal	273		164	164		100.00%	
Electrical Installations - Domestic	3067		3067	2169	898	70.72%	59 certs expired up to September
Commercial	2		2	2		100%	
Garage - Communal	1		1	1		100%	

TDC COMPLIANCE METRICS							
Date of Report:	01/10/2021						
Current Stock at the date of the report							
Domestic rented units	3067						
Residential Blocks	274						
Commercial	3						
Garage blocks	34						
Compliance Regime	Total Stock/Blocks	Stock/Blocks Not Applicable to work stream	Stock/Blocks/Inst allations Applicable to work stream	Number Compliant	Number Non Compliant	Percentage	Comments
Gas							
Gas Safety Communal	0	0	0	0	0	N/A	
Gas Safety Domestic	3067	456	2612	2612	0	100.00%	
		Programme Total		2612			

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Annex 8 - compliance report
Thanet District Council
Tenant and Leaseholder Service

Meeting:	Quarterly Monitoring Report to OSP
Date:	1st October 2021
Monitoring Period	September 2021
Author:	Sally O'Sullivan, Tenant and Leaseholder Services Manager
Summary:	This report covers health and safety compliance areas relating to Thanet District Council' housing stock, both for individual properties and for communal services and locations.

Lifts

Compliance with written examination schemes for lift plant	14 (100%)								
Number of Entrapments - month and year to date	0 Entrapments this month (from Mears) 4 Entrapments year to date From Sep 2020 to Sep 2021								
Current Assets - lifts / hoist / stairlifts and changes in last month	<p>Stairlifts - 72</p> <table> <tr> <th>Compliant</th><th>Non compliant</th></tr> <tr> <td>88.89%</td><td>11.11%</td></tr> </table> <p>Through floor lifts - 19</p> <table> <tr> <th>Compliant</th><th>Non compliant</th></tr> <tr> <td>78.95%</td><td>21.05%</td></tr> </table> <p>The compliance team are working closely with Zurich to get the remaining booked in through letters, text messages and visiting the residents.</p>	Compliant	Non compliant	88.89%	11.11%	Compliant	Non compliant	78.95%	21.05%
Compliant	Non compliant								
88.89%	11.11%								
Compliant	Non compliant								
78.95%	21.05%								

Agenda Item 4

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Outstanding Defect A and Defect B risk actions as identified in insurers reports	<p>For passenger lifts, defects are categorised as:</p> <p>A - Immediate Health and Safety risk - this defect is repaired the same day or the lift is decommissioned.</p> <p>B - To be completed before the next LOLER is carried out</p> <p>Defect A - 0 Defect B - 22</p>
RIDDOR Notices issued in relation to lift safety	None

Water

Properties with a valid in date LRA as a number and overall percentage	<p>27</p> <p>100% Compliant</p>
Number of follow up works / actions arising from risk assessments and inspections - completed / in time and overdue	<p>High Risk - 25</p> <p>Medium - 86</p> <p>Low - 0</p>
Current Position	100% on LRA
Progress with completion of follow up works - number of actions completed / in time / overdue	<p>High Risk Actions - 25 outstanding 19 overdue 6 in date outstanding</p> <p>Medium Risk Actions -61 outstanding 38 overdue 23 in date</p> <p>17 confirmed appointment for October (all others are booked in but no confirmation from the resident as of yet)</p> <p>High Actions - 19 completed in September</p> <p>Medium Action - 25 Completed in September</p> <p>All appointments have been visited 3 times by the contractors. They are now receiving letters from the compliance team in order to make confirmed appointments. These are being followed up by hand delivered letters by the compliance team to see if we can speak to the residents face to face.</p>

Agenda Item 4

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	Communication through the newsletters have gone out to the residents to make them aware of the risk of legionella.
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Fire Risk Assessment

Properties with a valid in date FRA. This is the level of compliance as a number and overall percentage	<p>166 in date 100%</p> <p>6 Blocks have been taken off the FRA programme as they do not meet the requirements of the RRO</p>
Follow up works - total number of actions (by priority) raised in period completed and outstanding - and time outstanding	<p>6 additional actions raised in August from the FRA programme.</p> <p>Total outstanding actions = 349</p> <p>255 of those are overdue.</p> <p>A full review of the FRA actions took place over the last 2 months. It was found that some actions had been closed in error due to being put onto a planned works programme which did not start (EKH days). The actions have now been put back onto the programme.</p>
<p>Narrative, including</p> <ul style="list-style-type: none"> ● Current Position 	<p>Duplicated - 23 - closed Superseded - 6 - Closed Housing - have closed out 26 actions in September Repairs- have closed out 4 action in September Compliance- have closed out 23 actions in September Planned works-have closed out 1 action in September Total 83.</p> <p>Total of 4 actions became overdue in September.</p>
Additional, including; Compliance with fire safety equipment, systems and installation servicing and maintenance programmes.	<p><u>Staner Court</u> New fire alarms installation continues. Communal works progressing. Access to flats for the second phase.</p>

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<ul style="list-style-type: none"> Recording and reporting on property fires to identify trends and target awareness campaigns. 	<p><u>Brunswick Court</u> New fire alarm system has started and an upgrade of AOV.</p> <p><u>Harbour Towers</u> New fire alarms installation continues. Communal works progressing.</p> <p>No fires reported for September.</p>
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Notes:

The Waking Watch officers are now stationed at 5 out of 6 tower blocks following. KFRS requested a report to confirm the fire breaks in the EWS. The report confirmed there are no vertical fire breaks and therefore increased the risk of the buildings in the case of a fire.

The waking watch patrols the entire building every hour. They will remove obstructions in the communal areas and report defective fire doors. In the case of a fire, the waking watch will raise the alarm to KFRS. If safe to do so, they will evacuate residents from the floors below the fire.

Asbestos

Properties with a valid in date survey / re-inspection. This is the level of compliance as a number and percentage	<p>Domestic - 1582 52.89%</p> <p>Communal - 118 100%</p> <p>Community buildings - 2 100%</p> <p>Garages - 1 - 2.94%</p> <p>The planned team has started a new programme for the separate garages to be surveyed. 14 of which have been completed.</p>
The number of follow up works / actions arising from surveys and the numbers 'completed,' 'in time' and 'overdue.'	<p>Outstanding works: Domestic: 47 from 56 in Aug</p> <p>6 - v low</p> <p>6 - low</p> <p>35 - Med</p> <p>32 of which are legacy actions outstanding, there has been insufficient recording or evidence that these were completed at EKH stage. These have all been requested for re survey.</p>
<p>Narrative including:</p> <ul style="list-style-type: none"> Current Position 	<p>Access issues continue to be the difficulty faced by our Surveyors. TDC Compliance Inspector also visits to try and arrange appointments.</p>

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	Unlike gas compliance, there appears to be no defined legal process to gain access for surveying that can be used as a standard tool in our process.
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Electrical

Properties with a valid in date EICR (In line with 10 year inspection period). This is level of compliance expressed as a number and a percentage	<p>138 properties total with a 10 year EICR</p> <p>131 compliant with a 10 year EICR</p> <p>94.93% compliance</p> <p>Communal 0 properties with 10 year EICR Domestic 138 properties with 10 year EICR</p> <p>7 domestic properties are non-compliant due to unsatisfactory remedial works. The contractor is aware of these and booking these in with the resident for the minor works cert.</p>
Properties with a valid in date EICR (In line with 5 year inspection period). This is level of compliance expressed as a number and a percentage	<p>Communal 164 properties with a valid 5 year EICR - 100% Compliant</p> <p>Domestic and communal - 2,261 Compliant with a 5 year EICR</p> <p>73.50% Compliant</p> <p>Domestic 2,097 properties with a valid EICR Garage - 1 garage with a valid 5 year ECIR Community Buildings - 2 Buildings with a valid 5 year ECIR</p>
Properties with an expired and out of date EICR (In line with 5 year inspection period). This is level of non compliance expressed as a number and a percentage	<p>898 Non Compliant</p> <p>27.27%</p>
Properties which are due to be inspected within next 30 days - this is the early warning system	<p>TDC have instructed the contractors to complete the unknowns, overdue and then 10 year certs this will bring us in line with regulations.</p> <p>The unknowns and no access, letters have been sent, residents are responding for appointments. A text message has been sent to all no accesses & unknown requesting that they contact TDC. This is having a good result with a number of residents contacting us and arranging</p>

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	<p>appointments.</p> <p>A number of EICRs have been completed for September, we are awaiting for the certs, the certs go through an auditing process before coming to us and can take a few weeks to receive.</p>
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Notes:

Reinspections of the 10 years are being carried out with now only 138 properties left to gain access and inspect, this has gone up this month due to some of the unknown certs being found.

Mears have now been instructed and working on all 10 year certification to be completed to bring in line with the 5 year certificates. Letters have also gone out to the no access ones and some are booked in. TDC Compliance team are working closely with Mears to contact residents refusing access due to the residents not having their second vaccine.

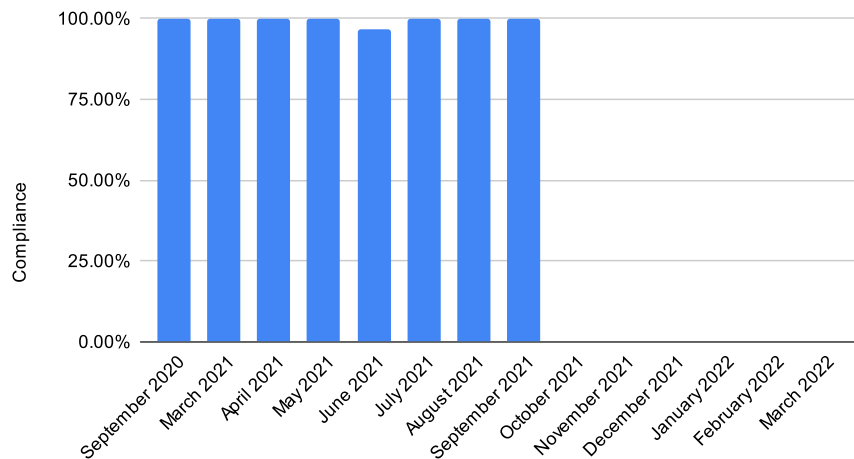
Gas

Properties with a valid in date LGSR certification. This is the level of compliance expressed as a figure and a percentage	<p>2612</p> <p>100% Complaint</p>
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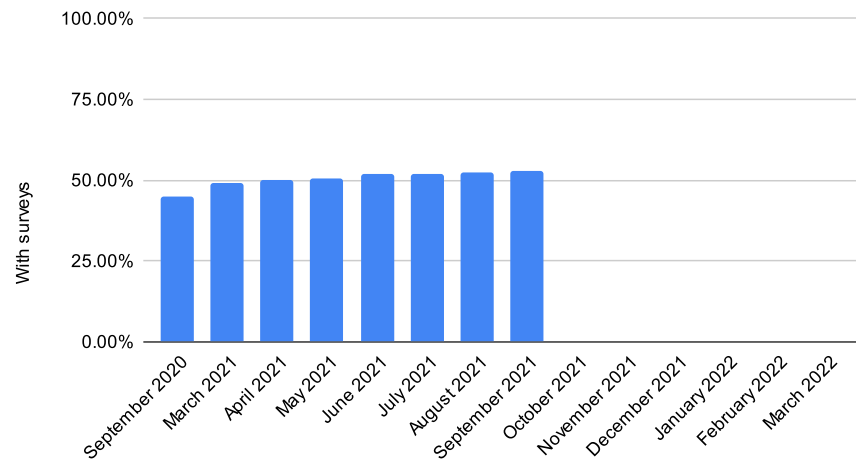
Notes: TDC is now in partnership with a data system called True Compliance. This will read all the LGSRs, Report our remedial works and KPIs. Gas is the first on boarding which we have now set the rules for the database to read the LGSRs, the property list has now been agreed and the uploading has begun. We are 75.53% ready, we have had to remap some of the documents, for voids/leaseholders and non gas properties. We are hoping to be completed and up and running with the contractors within the next week.

Appendix 2: Charts

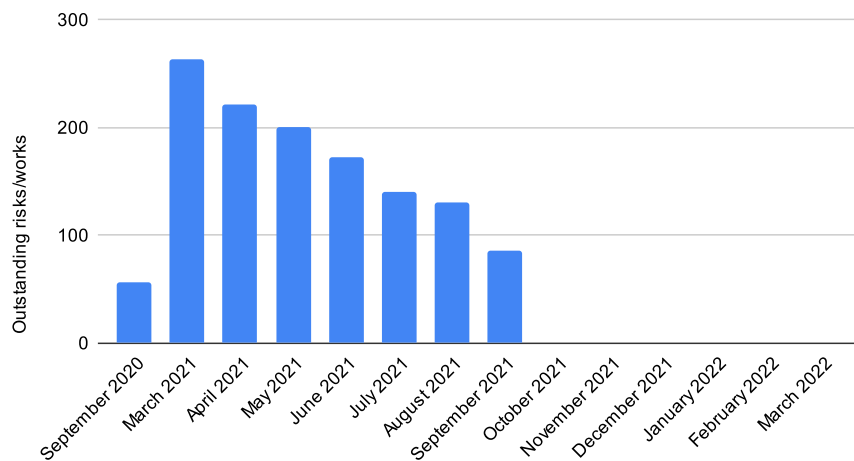
Communal Asbestos Surveys



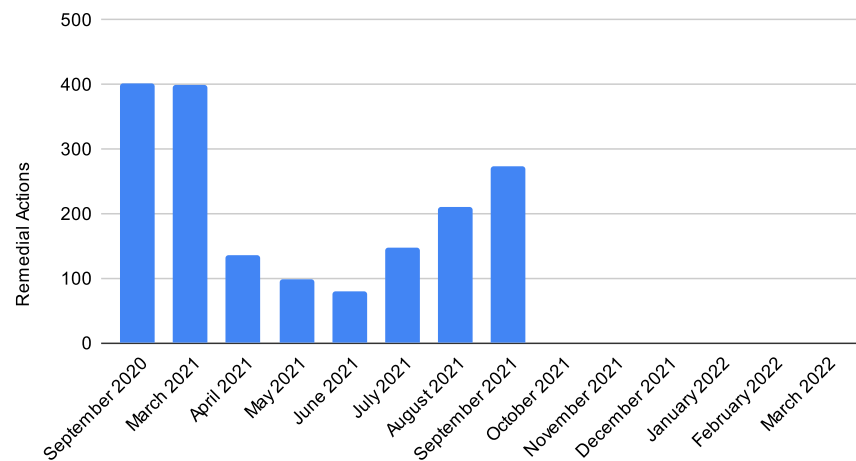
Domestic Properties with Asbestos Surveys

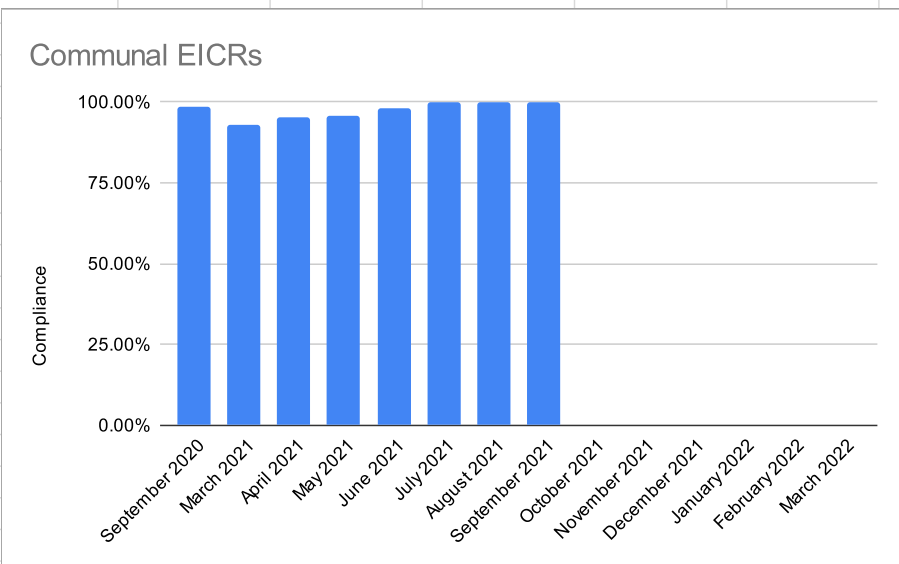
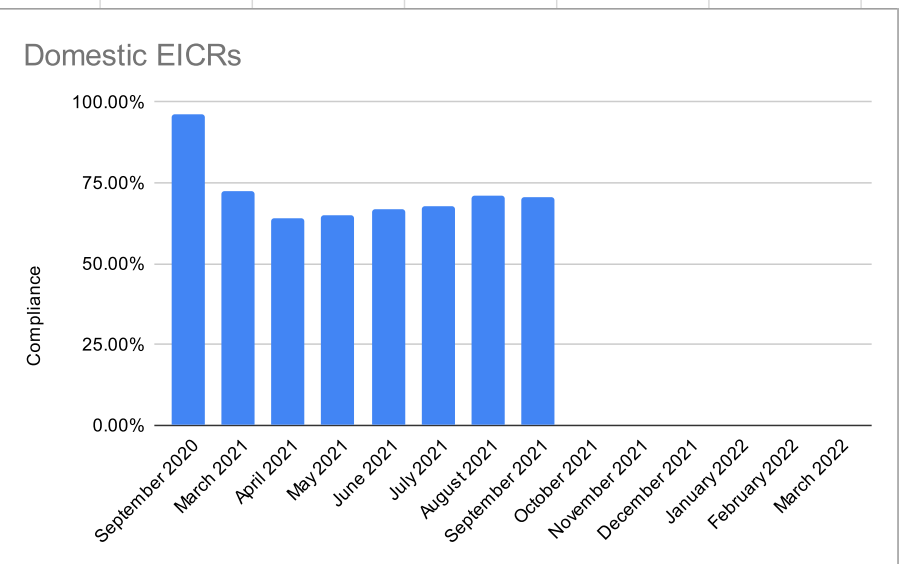
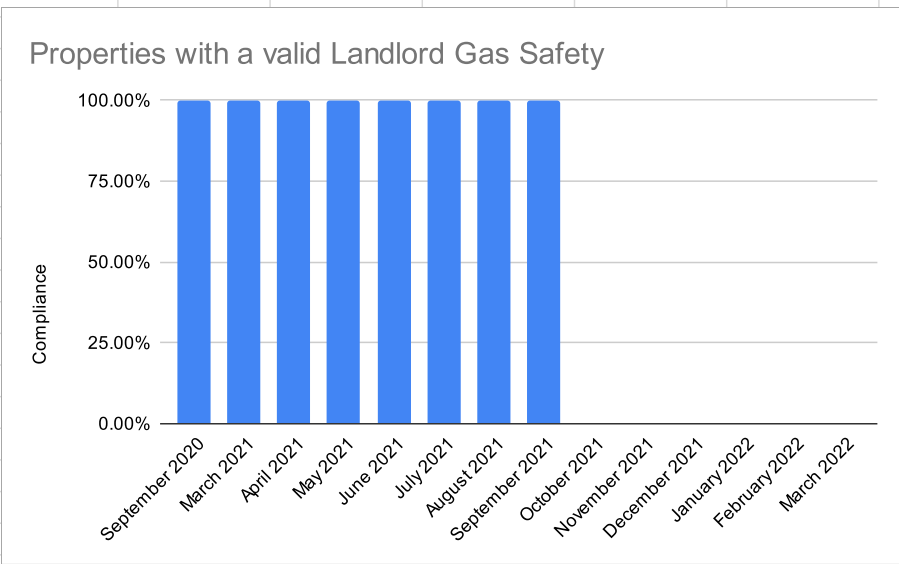
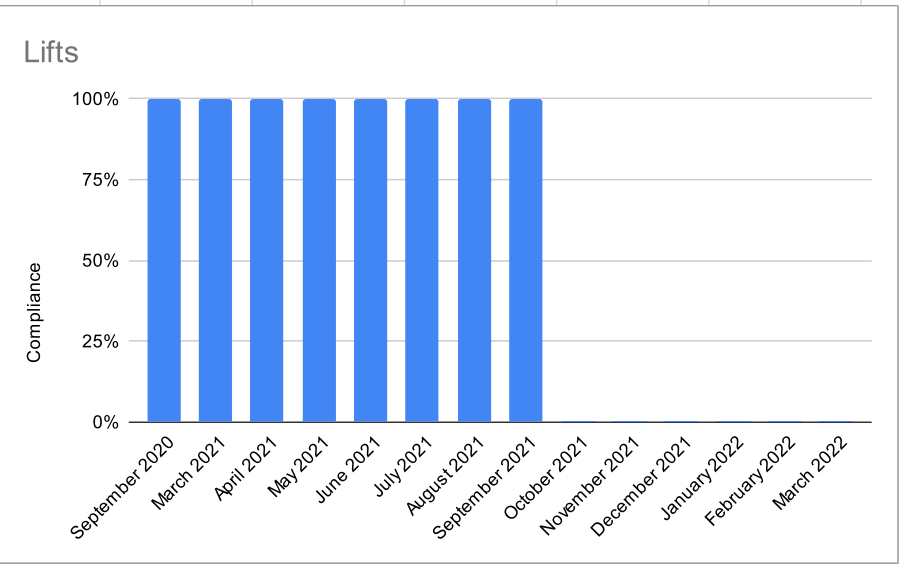


Legionella: Outstanding risks/works



Fire Safety: Outstanding Remedial Actions





PROPOSED REVISIONS TO LOCAL DEVELOPMENT SCHEME (THE LOCAL PLAN WORK PROGRAMME)

Cabinet	16 December 2021
Report Author	Adrian Verrall, Strategic Planning Manager
Portfolio Holder	Cllr Ashbee, Leader of the Council & Local Plan Portfolio holder
Status	For Decision
Classification:	Unrestricted
Key Decision	No
Ward:	N/A

Executive Summary:

This report sets out proposed changes to the work programme for updating the adopted Local Plan.

In December 2020, following the review of the adopted Local Plan, Cabinet agreed a new LDS. The LDS needs to be updated, to reflect changes in circumstances affecting Local Plan progression.

The key elements of the Local Development Scheme (the Local Plan work programme) are set out in this report.

Recommendation(s):

That Cabinet agrees the proposals for the revised Local Development Scheme.

Corporate Implications

Financial and Value for Money

There are no costs directly associated with this report. However, there will be costs associated with the preparation of the new Plan, to be funded through the Local Plan Reserve and operational budgets.

Legal

There are no legal implications arising directly from this report. The publication of a revised LDS is in line with Government guidance and is a statutory requirement.

Corporate

There are no corporate risks associated with this report. The purpose of this delay to the programme is to reduce the risk to the Local Plan process through the Examination.

Equality Act 2010 & Public Sector Equality Duty

This decision does not engage the PSED, as it only relates to the Local Plan timetable and anticipated work programme, not to any proposed policies or proposals within the Plan.

CORPORATE PRIORITIES

This report relates to the following corporate priorities: Environment

1.0 Introduction and Background

- 1.1 Every local planning authority has to “prepare and maintain” a work programme for its Local Plan-related work, known as the Local Development Scheme (LDS). This is a requirement under the Planning & Compulsory Purchase Act 2004.
- 1.2 In January 2019, the Secretary of State (SoS), issued a direction to the Council in relation to the Local Plan. Part of the direction was to amend the Council’s Local Development Scheme (LDS), to provide for the completion of a review of the Local Plan within six months of its adoption.
- 1.3 The Local Plan Inspectors' report recommended a new Local Plan review policy SP03. This also committed the Council to a review of the Local Plan within 6 months of adoption:
 - To consider the implications of climate change;
 - To review the provisions of the Plan in relation to Manston Airport in the light of a decision on the Development Consent Order;
 - To assess the implications of the Local Housing Need Methodology on housing requirements for the district;
 - To consider the provision of Gypsy & Traveller sites to meet the requirements set out in Policy HO20; and To ensure compatibility with the most recent National Planning Policy Framework.
- 1.4 The Local Plan was adopted on 9 July 2020. The review of the Local Plan was completed in December 2020, with a new LDS published.
- 1.5 This report sets out some amendments to the LDS to revise the timetable for updating the Local Plan.

2.0 Revisions to the LDS

- 2.1 Although significant progress has been made in developing the evidence base, some of the technical studies have taken longer to commission and report than was anticipated, in part due to the need to address GDPR and Accessibility Regs issues. These reports are now completed, but behind the original timetable.
- 2.2 Members will be aware that, during spring this year, a “call for sites” was undertaken to ascertain what land might be available to meet the future development needs of the district. However, no sites have been proposed by landowners for Gypsy and Traveller accommodation, and only a limited number of previously-developed sites have been put forward. On the basis of an initial appraisal of the submitted sites, officers are of the view that there is unlikely to be sufficient land to meet the housing requirements, in a way that complies with Government guidance (PPG “Housing and economic land availability assessment”).
- 2.3 This means that the Council will need to explore other sources of potentially suitable sites, including previously-developed land, and explore what publicly-owned sites might also be available to meet these housing and other needs. This work is already in progress.
- 2.4 Members will also be aware that one of the key reasons for the early review and update of the adopted Plan was to “...review the provisions of the Plan in relation to Manston Airport in the light of a decision on the Development Consent Order...”. At the time of writing, a final decision on the DCO has yet to be made. However, it is anticipated that this decision will be made soon, and this would provide clarity in relation to the Local Plan position on the Airport.

Amendments to the timetable

- 2.5 It is therefore proposed that the following revisions are made to the LDS:

LP stage	LDS (Dec 2020)	Proposed
Reg 18 engagement	2021 (pre-October)	Nov 2021
Reg 18 consultation	October 2021	Nov 2022
Reg 19 publication	May 2022	Sept 2023
Submission (Reg 22)	August 2022	Nov 2023
Examination (anticipated)	(August) 2022 - (August) 2023	Nov 2023 - Nov 2024
Inspector's Report (anticipated)	(September) 2023	November 2024
Adoption (anticipated)	(December) 2023	Feb 2025

- 2.6 Although this is a significant delay, there is little point in proceeding to any formal stages of the Local Plan process until such time as the Council can clearly demonstrate that it can meet the identified development requirements in accordance with Government guidance.

Supplementary Planning Documents (SPDs)

- 2.7 The LDS already contains reference to two SPDs, which were commitments in the adopted Plan:

- Westwood Retail Area
- Planning Obligations & Development Contributions (review of existing SPD)

- 2.8 It is also proposed to add a number of additional SPDs, in conjunction with, or led by, other Council services, as appropriate:

- Green Infrastructure & Biodiversity Strategy - the Green Infrastructure element of this was a commitment in the Local Plan, but it is important to ensure that this work to be undertaken alongside the Council's work on the Biodiversity Strategy;
- Tree Strategy;
- Waste & Recycling in new development; and
- Heritage Strategy Action Plan.

- 2.9 It is the intention that these SPDs will be developed alongside the Local Plan and published for consultation at the same time as the draft Plan, in 2022.

3.0 Options

- 3.1 Option 1 - Agree the LDS: Agreeing the new LDS would meet the requirements of the Planning Act 2004, to maintain an up-to-date LDS; or

- 3.2 Option 2 - Not agree the LDS: This would leave the Council without an up-to-date LDS, contrary to the requirements of the Planning Act 2004. One of the main reasons for the SoS' previous intervention was that the Council had not updated its LDS, and therefore not met its published work programme.

- 3.3 It is recommended that Option 1 is followed, for the reasons set out above.

Contact Officer: *Adrian Verrall, Strategic Planning Manager*
Reporting to: *Bob Porter, Director of Housing & Planning*

Annex List

None

Background Papers

Title: Local Development Scheme December 2020

Corporate Consultation

Finance: *Chris Blundell (Director of Finance)*

Legal: *Estelle Culligan (Director of Law and Democracy)*

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Increase provision of Housing Response Officers at the tower blocks

Cabinet	16 December 2021
Report Author	Sally O'Sullivan, Tenant and Leaseholder Services Manager
Portfolio Holder	Cllr Jill Bayford, Cabinet Member for Housing
Status	For Decision
Classification:	Unrestricted
Key Decision	Yes.
Reasons for Key	An Executive Decision that involves increasing the service charge of tenants and leaseholders specifically in tower blocks for an enhanced service.

Previously Considered by Overview and Scrutiny Panel - 23 November 2021

Ward: N/A

Executive Summary:

This report seeks authority for the council to enhance a service provided to the residents of its six tower blocks and in doing so, increase the service charge to cover the costs.

It is proposed that the council introduce a new service charge to cover the cost of a dedicated Housing Response Officer (HRO) service to these six blocks. For 2022/23 this charge is proposed to be £2.56 per week. This will fund two full-time equivalent Housing Response Officer posts.

Recommendation(s):

Cabinet is asked to:

1. Approve the introduction of an additional service charge to the tenants and leaseholders of the 6 tower blocks in the district, to enable the provision of 2 x HRO's dedicated solely to the tower block estates;
2. Recommend to full council that the necessary budget is approved for this service, funded from the new service charge.

Corporate Implications

Financial and Value for Money

Housing Revenue Account revenue and capital budgets are reviewed annually and include provision for increasing service charges levied on tenants and leaseholders for services provided by the council

There is not enough revenue budget available in the HRA to increase the current establishment by 2 Housing Response Officers (HROs). Introducing a new service charge of £2.56 per week to the tenants and leaseholders of the tower blocks will provide the finance required to cover the costs of 2 more officers and a van.

The service charge will be reviewed annually alongside the annual rent review to ensure that the full costs of this service continue to be recovered.

Legal

The council, as a landlord of residential buildings, has a statutory responsibility to ensure that they are properly maintained.

Corporate

The council's Corporate Statement sets out its commitment to, 'Improve standards and safety in homes across all tenures.

Equality Act 2010 & Public Sector Equality Duty

Members are reminded of the requirement, under the Public Sector Equality Duty (section 149 of the Equality Act 2010) to have due regard to the aims of the Duty at the time the decision is taken. The aims of the Duty are: (i) eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act, (ii) advance equality of opportunity between people who share a protected characteristic and people who do not share it, and (iii) foster good relations between people who share a protected characteristic and people who do not share it.

Protected characteristics: age, sex, disability, race, sexual orientation, gender reassignment, religion or belief and pregnancy & maternity. Only aim (i) of the Duty applies to Marriage & civil partnership.

This report relates to the following aim of the equality duty: -

- *To advance equality of opportunity between people who share a protected characteristic and people who do not share it.*

The council's tenants and leaseholders include residents that have protected characteristics as set out in the Public Sector Equality Duty.

The completion of the works set out in this report will benefit all tenants and leaseholders, including those with protected characteristics.

CORPORATE PRIORITIES

This report relates to the following corporate priorities:

- *Communities*

1.0 Introduction and Background

- 1.1 The council owns approximately 3,400 tenanted and leasehold homes. All costs, investment and income for these homes is managed with the council's Housing Revenue Account, and revenue and capital budgets are reviewed annually.
- 1.2 In addition to the annual review of revenue and capital budgets, key decisions are also required for any proposals to increase the service charges to tenants and leaseholders
- 1.2 More resources are required to improve the cleanliness and appearance of our tower blocks. This can be achieved by creating two new HRO roles within the TLS structure. To finance the two new roles, it is recommended that the council introduce an additional service charge to the tenants and leaseholders of these blocks.

2.0 Increasing HRO services to the tower blocks

- 2.1 Since the Tenant and Leaseholder Service has been brought in house, we have recognised that there is a lot of work to do to improve the condition of our tower blocks.
- 2.2 In our customer survey, carried out in January 2021, our tenants and leaseholders told us the areas most important to them to improve were:
 - Improvements to repair, maintenance and cleaning
 - Environmental issues (waste/litter, mould and pests)
- 2.3 Our recent landlord compliance audit told us we need to be better at keeping our residents safe from hazards, by checking communal areas more often for stored and dumped items and taking action where necessary.
- 2.4 We receive many complaints from residents about the following at our tower blocks:
 - Litter
 - Weeds
 - fly tipping (including refuse, cardboard and furniture left in the communal area)
- 2.5 The barrier that prevents us from doing these things to a higher standard is the number of frontline staff we have out and about on the estates. We therefore need to find a way to increase the number of HRO's to improve our service provision.

3.0 Resident Consultation

- 3.1 The council ran a resident consultation between 28 June 2021 and 31 July 2021 to establish the level of support for this initiative, alongside a survey that tested the levels of satisfaction with common issues that affect the blocks and which HROs help reduce: disposal of rubbish using the chutes, amount of litter and dumped rubbish, cleaning in their block and how safe they feel.

- 3.2 In total 76 out of 455 (16.7%) customers engaged in the consultation, giving a representative proportion of opinion.
- 3.3 The data has been split into three customer groups: those who support the increase 'yes', those who do not 'no', and those who are 'unsure'. Here is a summary of findings:
- 46.1% of customers were in favour of increasing the number of HROs.
 - If we exclude the 'unsure' group the percentage in favour increases to 62.5%.
 - Those who supported an increase in HROs had higher levels of satisfaction with common issues that affect their blocks.
 - Those who supported an increase in HROs had a higher awareness of their presence in the blocks.
 - The findings indicate those who answered 'no' have a lower awareness of the HROs and what they do.
 - If the number of HROs and service charge were increased, a campaign which explains the impact of the HROs is needed to reassure those who are 'unsure'.

4.0 Service Charge

- 4.1 It is proposed to introduce a new service charge of the tower block residents by £2.56 per week for 2022/23 to cover the cost of the additional HRO's. How this cost has been calculated is detailed in annex 1.
- 4.2 For residents claiming Housing Benefit or the housing element of Universal Credit, service charges for communal areas can be claimed and therefore they will not be financially impacted
- 4.3 Summary of residents circumstances:
- 9% of the high rise units are leasehold, purchased under the Right to Buy legislation. Leaseholders are responsible to pay their service charge.
 - 39% is the proportion of leaseholders that sublet their property.
 - 77% of tenants claim benefits and therefore the extra charge would be covered by this

5.0 Next Steps

- 5.1 If approved, and subject to the inclusion of the income generated by the new services charges being included within the approved budget, the new service charge will be implemented with effect from 1 April 2022.

Contact Officer: Sally O'Sullivan, Tenant and Leaseholder Services Manager
Reporting to: Bob Porter, Director of Housing and Planning

Annex List

Annex 1: calculation of service charge

Background Papers

N/A

Corporate Consultation

Finance: Chris Blundell (Director of Finance)

Legal: Estelle Culligan (Director of Law and Democracy)

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Annex 1

Cabinet Report - 16 December 2021

Increase provision of Housing Response Officers at the tower blocks

Calculation of Service Charges

Item	cost
2 x HRO Officers	£55,700
Officer training/equipment etc. say £1k per annum	£1,000
New van (say 5 year life) so £20k / 5 years	£4,000
Fuel charge (say £60 per month x 12?)	£720
Insurance premium for van	£1,010
Road tax estimate	£220
Annual Cost Of Service	£62,650
Number of Units in tower blocks	471
Annual charge per dwelling	£133.01
Divided by 52 weeks	£2.56per week
Income from leaseholders	5,457.92
Income from tenants	57,241.60
Total Income	62,699.52

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Community Parks Grant Funding Proposed Play Area Improvements

Cabinet	16 December 2021
Report Author	Luke Glover - Deputy Technical Services Manager
Portfolio Holder	Cllr George Kup - Cabinet Member for Community Safety & Youth Engagement
Status	For Decision
Classification:	Unrestricted
Key Decision	No
Ward:	Cliftonville West

Executive Summary:

The condition of the viking ship play equipment at Ethelbert Crescent in Cliftonville is deteriorating and action is required to manage H&S risk. The play equipment represents an increasing maintenance liability and it is no longer economically viable to maintain to an acceptable standard.

Community Parks grant funding of £211k has recently been awarded to the Council for works to play areas in Thanet as part of the Contain Outbreak Management fund (COMF). This report proposes the expenditure of the majority of this funding at Ethelbert Crescent to replace and improve the play area equipment. The report also proposes improvements at other parks in the district to encourage the use of these outdoor spaces in line with the objectives of the grant funding.

Recommendation(s):

1. That Cabinet approve Option 2 for expenditure as described in Section 4 of this report using allocated Community Parks funding. This will include major replacement and improvement works at Ethelbert Crescent play area in Cliftonville. All approved work to be completed by 31 March 2022.

Corporate Implications

Financial and Value for Money

The viking ship play equipment is a maintenance liability which has increased to over £14k p.a. This compares with an annual play area maintenance budget of £39k which must cover the maintenance on 31 play areas in Thanet.

On 9 November 2021 the Council was notified of a £211,280 allocation from KCC for Community Parks as part of Contain Outbreak Management funding (COMF) to be invested within the district. The funding must be spent by 31 March 2022 to deliver any of the below:

- New children's play equipment in a community park that previously did not have children's play equipment
- Enlarging children's play equipment in a community park
- Refurbish existing children's play equipment in a community park
- New outdoor seating/tables in a community park to create places for people to meet outside
- The funding provided cannot be used to purchase or refurbish outdoor gym equipment.

It is proposed to use the above grant funding to deliver a replacement and improved play area at Ethelbert Crescent in Cliftonville and other play area improvements as set out in this report.

Legal

Procurement of the works would usually require three written quotations. The decision is subject to the approval of a waiver under the Council's Procurement Rules, under section 12 of the Council's Contract Procedure Rules

<https://democracy.thanet.gov.uk/documents/s74412/Part4RulesofProcedureGoogleDocs.pdf>

Corporate

This proposal for replacement, improvement and refurbishment of play areas within the district can be strongly linked with both the Communities and Environment corporate priorities

The recommendations of this report will deliver an enhanced play area at Ethelbert Crescent, Cliftonville and improvements at other play areas which will encourage the use of these outdoor spaces in line with the objectives of the COMF grant funding.

Equality Act 2010 & Public Sector Equality Duty

Members are reminded of the requirement, under the Public Sector Equality Duty (section 149 of the Equality Act 2010) to have due regard to the aims of the Duty at the time the decision is taken. The aims of the Duty are: (i) eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act, (ii) advance equality of opportunity between people who share a protected characteristic and people who do not share it, and (iii) foster good relations between people who share a protected characteristic and people who do not share it.

Protected characteristics: age, sex, disability, race, sexual orientation, gender reassignment, religion or belief and pregnancy & maternity. Only aim (i) of the Duty applies to Marriage & civil partnership.

This report relates to the following aims of the equality duty: -

- *To advance equality of opportunity between people who share a protected characteristic and people who do not share it*
- *To foster good relations between people who share a protected characteristic and people who do not share it.*

The proposal will be subject to an Equality Act Assessment, but it is not anticipated that there will be any adverse impacts beyond a short term impact during construction/improvement works.

CORPORATE PRIORITIES

This report relates to the following corporate priorities: -

- *Environment*
- *Communities*

1.0 Introduction and Background

- 1.1 The condition of the Viking Ship play equipment at Ethelbert Crescent, Cliftonville is deteriorating and action is required to manage Health and Safety (H&S) risk. The play equipment represents an increasing maintenance liability and it is no longer economically viable to maintain it to an acceptable standard.
- 1.2 The Viking ship play park was installed in 2009 with the major structural components being of Robinia wood and bespoke design. This compares with the majority of play equipment that is made from galvanised/powder coated steel or composite materials and is of a standard design.

2.0 The Current Situation

- 2.1 **Revenue Expenditure**
The total annual playground revenue budget of £39k a year is split between 31 playgrounds. In 2020/21 a disproportionate £12,647 was spent on essential maintenance and £1,900 on inspections at the Ethelbert Crescent play area. This level of expenditure is unsustainable and does not leave sufficient revenue budget to maintain the other 30 playgrounds in Thanet.
- 2.2 **Royal Society for the Prevention of Accidents (ROSPA) Inspections and Surveys at the Ethelbert Crescent play area**
- 2.3 An inspection carried out in December 2020 reported 83 defects at the Viking Ship playground with concerns raised over the timber structural elements of the viking ship itself. A consultant was commissioned to carry out a specialist timber decay survey.
- 2.4 The ROSPA report specifically highlighted concerns as a result of the condition of following pieces of play equipment:
 - Rocker Seal
 - Playhouse
 - Sprung Rocker Ship

- Viking Ship

- 2.5 The consultant also carried out a follow-up diagnostic non-destructive environmental timber infestation and decay survey of the viking ship, on the 8th June 2021. The report recommends that the viking ship should have 5 supporting posts replaced and the sand pit frame should have 2 replacement posts. The report adds that the posts should be inspected every 2 years. The cost of replacing the supporting posts has been estimated by Technical Services Officers to be £8-10k.
- 2.6 Another problem with the viking ship is access to inspect the high level yard, mast head and hoisted sail. The distance from the promenade is too great for a cherry picker to reach, so the park fence would need to be removed to gain access. Alternatively access could be gained by scaffold. This inspection alone would cost approximately £3,000 every 2 years.
- 2.7 A joint investigation by the Director of Operations, Health and Safety Compliance Officer and Open Spaces team has concluded that it is not economically viable to maintain the above four pieces of play equipment and that these items should be removed in the short term.

3.0 Community Parks Funding from COMF

- 3.1 On 9th November KCC confirmed an allocation of £211k to Thanet District Council for community parks and children's play equipment.
- 3.2 The funding requires councils to assess the community parks to ensure the additional funding is targeted at communities and play parks where there will be the biggest benefit. It also indicates that wherever possible, the funding should be focused on enhancing community parks in areas of deprivation.
- 3.3 The timescale for delivery of a project using this funding is very short. The new play equipment or proposed improvements must be installed/complete by the end of March 2022.
- 3.4 Given the short timeframe and recent notification of this funding, schemes are being considered at pace and consequently, a high-level 'Community Parks' scheme has been added to the 2021-22 Capital Programme.

4.0 Proposed Play Area Works

- 4.1 The following works and activities are proposed to be funded by the Community Parks funding allocation. The cost of the works items at Ethelbert Crescent and Northdown Park are based on a written quotation from specialist manufacturer/installers. The cost of the remaining items are based upon estimated sums from previous similar works. A general contingency sum is included to mitigate the impact of minor variations that are found to be required after construction/refurbishment works have commenced.

- 4.2 This project has been progressed at pace due to the short timescale dictated in the grant conditions for project delivery. In order to further mitigate the risk of the project exceeding the allocated budget, Item 5 is included as a provision item at this stage and will only be progressed when the cost of all items is confirmed through quotation and a contract has been awarded for item 2.

Table 1: - Proposed Schedule of Works

Table 11 - Proposed Schedule of Works			
No.	Location	Works/Activity	Value (£)
1	Ethelbert Crescent, Cliftonville	Demolition of Viking Ship play area	10,231.00
2	Ethelbert Crescent, Cliftonville	Provision of improved play area	159,286.00
3	Crispe Park, Birchington	Painting of play equipment and boundary fence	4,000.00
4	Northdown Park, Cliftonville	Laying of rubberised safer surfacing around play apparatus	14,700.00
	Provisional Item		
5	Memorial Rec, Broadstairs	New boundary fence to play area	16,000.00
	General Contingency		7,000.00
Total			211,217.00

- 4.3 Ethelbert Crescent Cliftonville
A quotation has been received from the play equipment manufacturer/installer Kompan for the replacement of all of the existing play area equipment apart from the galvanised steel framed swings which were newly installed as a replacement last year. More details of the proposed replacement play area can be found at Annex 1.
- 4.4 The work is proposed to take place in February and March 2022 and will include the demolition/removal of the existing viking ship, playhouse climbing frame, rocker seal and sprung rocker ship. Where possible the large natural timber sections will be carefully removed and taken to Dane Park depot for storage with the intention of recycling for non structural uses such as raised bedding borders in future maintenance and/or improvement schemes.
- 4.5 The play apparatus proposed for Ethelbert Crescent consists of powder coated galvanised steel posts with structural panels of EcoCore which is a highly durable, eco friendly material, which is produced from 100% recycled post consumer material from food packing waste. Raised decks are constructed from aluminium profiles.
- 4.6 Crispe Park, Birchington
Crispe Park, Birchington consists of older steel framed play equipment with a galvanised steel perimeter fence. Some of the play apparatus has a poor appearance due to the condition of the painted surfaces and the perimeter fencing is exhibiting

corrosion and delaminated paint in some places. It is proposed to refurbish the play equipment and perimeter fence by applying fresh paint coatings.

4.7 Northdown Park, Cliftonville

The rubberised safety surfacing around the play equipment at Northdown Park is in poor condition and requires replacement. The current condition means that regular inspections and temporary repairs must take place to avoid trip hazards and maintain the surface. The proposed complete replacement will reduce maintenance burden at the park and the improved appearance will encourage use of the play equipment

4.8 Memorial Recreation Ground, Broadstairs (Provisional Item)

This play area was substantially replaced and upgraded in 2014. However it has sadly suffered two major instances of vandalism the second instance of which resulted in the entire timber boundary fence being destroyed by fire. The play area is now open to the remainder of the recreation area reducing the safety and security for children using the play equipment. Instances of dog fouling and dogs running through the play area have occurred since the damaged fence has been removed. It is therefore proposed to install a new powder coated bow topped galvanised steel fence to encourage the safe use of this park. This material selection will also make it much harder to repeat the wide scale damage caused by the previous vandalism and arson attack.

4.9 Maintenance of the new play equipment and safer surface will be funded via existing revenue budgets. The installation of the play equipment at Ethelbert Crescent will reduce maintenance costs for approximately the first 5 years following installation allowing the maintenance spend to be better balanced between the 31 play areas in the district. The posts, ropes and nets on the equipment proposed at Ethelbert Crescent have a 10 year warranty. The aluminium decks are warranted for 15 years and the structural panels have a lifetime warranty.

5.0 Options

5.1 Option 1 - Do Not Undertake Improvement Works

This Option is included as a baseline. This is not a 'do nothing' option due to the increasing maintenance and inspection liability and resultant H&S risk. In particular, this option would therefore result in the closure of the play area at Ethelbert Crescent followed by removal of the play apparatus.

5.2 Option 2 - Approve Proposal (Recommended)

That Cabinet approve the expenditure of the full value (£211k) of the allocated Community Parks fund to undertake works items 1-5 (provisional item 5 to be taken forward at the discretion of the Director of Operations) as listed in Table 1 and described in Section 4 of this report. This will include major replacement and improvement works at Ethelbert Crescent play area in Cliftonville. All approved work to be completed by 31 March 2022.

5.3 Option 3 - Vary Proposal

That Cabinet vary the proposed schedule of works to reduce or alter the scope of the project or the list of play areas to receive works. Note: the timescale for delivery is

extremely short and any significant variation may have a programme impact resulting in some of the allocated funding remaining unspent and being returned.

6.0 Recommendation

- 6.1 That Cabinet chose Option 2 to approve the proposal for expenditure as described in Section 4 of this report using allocated Community Parks funding. This will include major replacement and improvement works at Ethelbert Crescent play area in Cliftonville. All approved work to be completed by 31 March 2022.

Contact Officer: Luke Glover (Deputy Technical Services Manager)
Reporting to: Mike Humber (Director of Operations)

Annex List

Annex 1: [Ethelbert Crescent, Cliftonville - Proposed Play Area Improvements](#)

Annex 2: [Photo Document - Existing Play Areas](#)

Background Papers

Example of play apparatus proposed for Ethelbert Crescent.

Kompan - Castle Keep data sheet

https://www.kompan.co.uk/media/com_redshopb/ftp_productsheets/PCM1139.pdf

Corporate Consultation

Finance: Chris Blundell, Director of Finance

Legal: Estelle Culligan, Director of Law and Democracy

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Annex 1 Ethelbert Crescent, Cliftonville Proposed Play Area Improvements Draft Design and Layout

The images and play equipment listed below are subject to change but are intended to provide contextual detail on the scale and type of equipment proposed.



View looking West



View looking East



Plan View

List of Proposed Play Apparatus

1. Castles Keep - large 3 storey castle with multiple slides, poles and net
2. Castle Gatehouse - castle with slide and rope bridge
3. Track Ride Tower - zip wire type apparatus with tower and net
4. Wheelchair Carousel - inclusive roundabout carousel
5. Swings with cradle swing set and inclusive "you and me" swing
6. Jumper Square - floor trampoline type jumper
7. Horse Seesaw
8. Spinner Bowl
9. Agility Trail

Annex 2 - Existing Play Equipment Photos



Ethelbert Crescent, Cliftonville - Viking Ship



Ethelbert Crescent, Cliftonville - PlayHouse



Ethelbert Crescent, Cliftonville - Sprung Rocker Ship



Crispe Park - Birchington

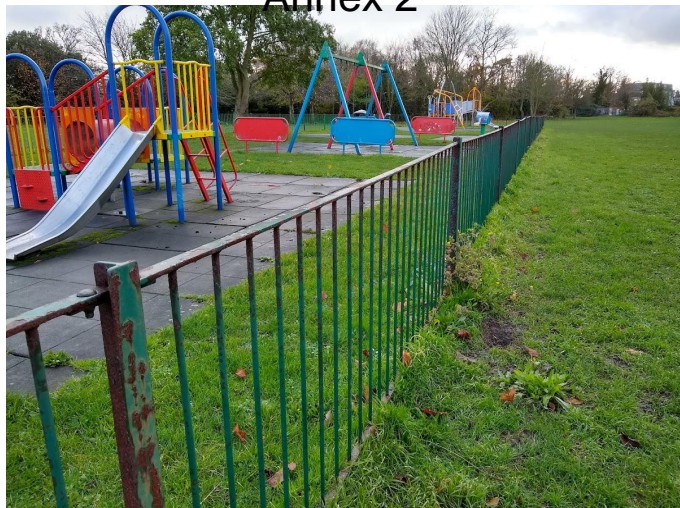


Agenda Item 7

Annex 2



Crispe Park - Birchington



Northdown Park, Cliftonville



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Disabled Parking Spaces

Cabinet	16 December 2021
Report Author	Penny Button, Director of Safer Neighbourhoods
Portfolio Holder	Cllr David Saunders, Cabinet Member for Finance, Strategic Licensing, Estates & Parking
Status	For Decision
Classification:	Unrestricted
Key Decision	No
Ward:	All

Executive Summary:

A motion to Council requested that:

This Council commits to an internal audit of the number of disabled parking spaces available in relation to the numbers of residents requiring them, and commits to contacting and working with Kent County Council (KCC) to bring forward personalised permits, so that our application based disabled parking bays can perform the role that is intended.

The council already provides 164 disabled bays on-street that have been applied for by members of the public as well as bays in our off-street car parks

The process for applying for on-street disabled parking bays is controlled by KCC under the existing Agency Agreements. Their policy does not allow personalised permits for individual bays as these are provided on the public highway and accessible to all those who hold a relevant disabled parking badge.

Recommendation(s):

The council engages with KCC on options available to accommodate all those who need access to disabled parking bays.

Corporate Implications

Financial and Value for Money

This proposal will not have an impact on the General Fund, because all income and expenditure associated with on-street parking is recorded in an earmarked reserve called the 'Decriminalisation reserve'. Any reduction in the number of on-street parking bays may result in a reduction in on-street parking income and consequently impact on the money held in the decriminalisation reserve. The funding held in the decriminalisation reserve can only be spent on traffic management, environmental improvement and other projects that meet the requirements of the Road Traffic Regulation Act 1984.

Legal

There is an existing agreement between Kent County Council and Thanet District Council which sets out the responsibilities for the various parking powers including the Road Traffic Regulation Act 1984. Under this agreement the decision on location of disabled parking bays on street is made by Kent County Council. There are no legal implications of this report

Corporate

This petition and its proposal to have individually allocated bays would potentially have corporate impacts on a financial nature on the decriminalisation reserve if located in on-street parking bays as well as impact on the parking team if changes were made to the current agreement with Kent County Council which leads to an increase in workload.

This petition and proposal should be considered under communities corporate priority.

Equality Act 2010 & Public Sector Equality Duty

Members are reminded of the requirement, under the Public Sector Equality Duty (section 149 of the Equality Act 2010) to have due regard to the aims of the Duty at the time the decision is taken. The aims of the Duty are: (i) eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act, (ii) advance equality of opportunity between people who share a protected characteristic and people who do not share it, and (iii) foster good relations between people who share a protected characteristic and people who do not share it.

Protected characteristics: age, sex, disability, race, sexual orientation, gender reassignment, religion or belief and pregnancy & maternity. Only aim (i) of the Duty applies to Marriage & civil partnership.

This report relates to the following aim of the equality duty: -

- To advance equality of opportunity between people who share a protected characteristic and people who do not share it
- To foster good relations between people who share a protected characteristic and people who do not share it.

CORPORATE PRIORITIES

This report relates to the following corporate priorities: -

- Communities

1.0 Introduction and Background

- 1.1 A motion to Council requested that: This Council commits to an internal audit of the number of disabled parking spaces available in relation to the numbers of residents requiring them, and commits to contacting and working with Kent County Council (KCC) to investigate the possibility of personalised permits, so that our application based disabled parking bays.

2.0 The Current Situation

- 2.1 This is a process controlled by KCC under the existing Agency Agreements and does not allow personalised permits for bays. We currently have 164 disabled bays on-street that have been applied for by members of the public.
- 2.2 The application process is very lengthy and throughout it the documents state that it is chargeable due to the amount of work it takes to get the bay written into a Traffic Regulation Order and that the bay is not personalised as the bays are part of the highway which gives any blue badge holder the right to park in a disabled marked bay.
- 2.3 The council receives very few complaints about misuse of these bays, additionally the complaints we do receive are that a vehicle without a blue badge has misused the bay, a permit system would not resolve this issue.

3.0 Options

- 3.1 To review the provision and potential options to provide more disabled parking bays with KCC and also understand their rationale regarding not allowing personalised bays.
- 3.2 Take no further action

4.0 Next Step

- 4.1 To discuss the issues raised in the motion with KCC parking manager if agreed by Cabinet

Contact Officer: Rebecca Glacier

Reporting to: Penny Button (Director of Neighbourhoods)

Finance: Chris Blundell, Director of Finance

Legal: N/A

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NOTICE OF MOTION REGARDING A DISABLED PARKING SCHEME REVIEW

Council	14 October 2021
Report Author	Nick Hughes, Committee Services Manager
Portfolio Holder	Councillor D Saunders, Cabinet Member for Finance
Status	For Decision
Classification:	<i>Unrestricted</i>
Key Decision	No
Ward:	All Wards

Executive Summary:

This Council will consider a notice of motion requesting the Council commits to an internal audit of the number of disabled parking spaces available in relation to the numbers of residents requiring them, and commits to contacting and working with KCC to bring forward personalised permits.

Recommendation(s):

Council is invited to consider whether to debate the motion.

Corporate Implications

Financial and Value for Money

None arising directly from this report.

Legal

Council Procedure Rule 3.7 states that: "the Member whose name appears first on the notice will move the motion during his or her speech and call for a seconder. If seconded, a Member from the controlling political group will be entitled to a reply, after which the motion shall stand referred without further discussion to the Cabinet or appropriate committee for determination or report unless the Council decides to debate the motion in accordance with Rule 16" (*rules of debate*)

Corporate

Council Procedure Rule 3 provides the opportunity for Councillors to give advance notice of motions to be put to Council.

Equality Act 2010 & Public Sector Equality Duty

Members are reminded of the requirement, under the Public Sector Equality Duty (section 149 of the Equality Act 2010) to have due regard to the aims of the Duty at the time the decision is taken. The aims of the Duty are: (i) eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act, (ii) advance equality of opportunity between people who share a protected characteristic and people who do not share it, and (iii) foster good relations between people who share a protected characteristic and people who do not share it.

Protected characteristics: age, sex, disability, race, sexual orientation, gender reassignment, religion or belief and pregnancy & maternity. Only aim (i) of the Duty applies to Marriage & civil partnership.

There are no specific equalities issues arising from this report.

CORPORATE PRIORITIES

This report relates to the following corporate priorities: -

- *Communities*

1.0 Introduction and Background

- 1.1 The following motion has been received from Councillor Whitehead in accordance with Council Procedure Rule No. 3:

"This Council commits to an internal audit of the number of disabled parking spaces available in relation to the numbers of residents requiring them, and commits to contacting and working with KCC to bring forward personalised permits, so that our application based disabled parking bays can perform the role that is intended."

2.0 Options

- 2.1 To debate the motion,
- 2.2 Not to debate the motion, in which case the motion will fall.
- 2.3 If debated, following the conclusion of the debate, the only action that may be taken is to refer the motion to Cabinet for consideration as per Council Procedure Rule 3.8 iv)

"where a motion on notice would, if adopted, constitute the exercise of an executive function, that motion must be referred to the Cabinet (or relevant Cabinet portfolio holder as appropriate) for decision"

3.0 Decision Making Process

- 3.1 It is for Council to decide whether or not to debate the motion, and if it does so, to then refer it to Cabinet.

Contact Officer: Nick Hughes, Committee Services Manager
Reporting to: Estelle Culligan, Head of Law and Democracy

Annex List

There are no annexes with this report.

Background Papers

There are no background papers with this report.

Corporate Consultation

Finance: Chris Blundell, Director of Finance

Legal: Estelle Culligan, Director of Law and Democracy

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