



Date: **19 May 2023**
Our ref: **Overview & Scrutiny Panel/Agenda**
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OVERVIEW & SCRUTINY PANEL

30 MAY 2023

A meeting of the Overview & Scrutiny Panel will be held at **7.00 pm on Tuesday, 30 May 2023** in the Council Chamber, Council Offices, Cecil Street, Margate, Kent.

Membership:

Councillor Fellows (Chair); Councillors: D Green (Vice-Chair), Austin, Bright, Britcher, Currie, d'Abbro, Davis, Farooki, Kup, Paul Moore, Packman, Pope, Wing and Worrow

AGENDA

Item
No

Subject

1. **APOLOGIES FOR ABSENCE**
2. **DECLARATION OF INTERESTS** (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 Minutes of the Overview and Scrutiny Panel meeting held on 14 March 2023, copy attached.
4. **ESTABLISH THE OVERVIEW & SCRUTINY PANEL WORK PROGRAMME FOR 2023-24** (Pages 11 - 34)
5. **BUILDING SAFETY ACT 2022** (Pages 35 - 78)
6. **Q3 AND Q4 2022/23 TENANT AND LEASEHOLDER PERFORMANCE REPORT** (Pages 79 - 134)
7. **Q3 AND Q4 CORPORATE PERFORMANCE REPORT** (Pages 135 - 170)



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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](#).

OVERVIEW & SCRUTINY PANEL

Minutes of the meeting held on 14 March 2023 at 7.00 pm in Council Chamber, Council Offices, Cecil Street, Margate, Kent.

Present: Councillor Rev. Stuart Piper (Chair); Councillors Fellows, Austin, Boyd, Currie, Coleman-Cooke, Huxley, Keen, Paul Moore, L Piper, Rusiecki, Smith, Tomlinson, Towning and Yates

In Attendance: Councillors Bailey, J Bayford, R Bayford, Garner, Rawf and Shrubbs

441. APOLOGIES FOR ABSENCE

Apologies were received from the following Members:

Councillor Leys, substituted by Councillor Rusiecki;
Councillor Wing substituted by Councillor Smith;
Councillor Pat Moore, substituted by Councillor Yates;
Councillor Rattigan, substituted by Councillor Towning.

442. DECLARATION OF INTERESTS

There were no declarations made at the meeting.

443. MINUTES OF PREVIOUS MEETING

Councillor Fellows proposed, Councillor Austin seconded and the Members agreed that the minutes of the Overview and Scrutiny Panel meeting held on 16 February 2023 were a correct record.

444. SOUTHERN WATER PRESENTATION

Ms Elizabeth Wickenden and Ms Jacquie Brown addressed the Panel and asked Southern Water representatives the following questions:

- For the December 2022 water outages in Thanet, why have you as a company been so sporadic in how compensation or goodwill payments have been credited to customer accounts and why are there differences in payment amounts.
- Finally why are there still a number of Wimpey Estate customers who are still waiting for their compensation money to be credited to their accounts?
- If developments of 21,000 houses across Thanet receive planning permission. Are Southern Water able to give residents assurances they will be able to deliver a reliable water supply and that sewage spillages into the sea will not increase, given the area already experiences this. And that there will be no negative impacts on communities across the district from water supply and sewage treatment and disposal issues?

The following Members spoke under Council Procedure 20.1:

Councillor Garner;
Councillor Bailey;
Councillor Rawf.

They made the following points:

- Ward Councillors had been approached by their constituents regarding the water supply interruptions in December 2022 and January 2023;
- A large number of residents had not received their compensation payments;
- One resident who had not received their payment had been ill and had just come out of hospital when the interruptions took place. This made them quite vulnerable;
- The infrastructure was not fit for purpose;
- The previous CEO for Southern Water had promised to improve the performance of the water supply system some years back, but no improvements had taken place;
- There had been limited information coming through from Southern Water during these incidents;
- The water bottles supply to affected households had been patchy;
- The three delivery locations for relief supplies were small and busy areas for such deliveries;
- There had been no consistency with the compensation payments;
- The seaweed contamination through sewage spills into the sea meant that the farmers who usually took delivery of the seaweed could not do so as they could not use contaminated seaweed.

Mr Tim McMahon, Director of Water Operations at Southern Water then led his presentation and made the following comments:

- The water pipes which were part of the infrastructure were installed more than 77 years ago. The organisation was working on the short term strategy which would see a change in electricity infrastructure. It was hoped that this would improve the performance of the infrastructure. The system at the Tower was now working fine;
- The long term strategy was that there was a need for an overhaul of the power supply and six months would be required for this work at a cost of about £250k;
- There was also ongoing work on the draft plan for the AM8 to create more salience for the system and this piece of work would be carried out in 2025-2030;
- The December 2022 water supply interruptions affected 12,352 households and 1,043 non households. So far 9,696 households and 1,043 non households had been paid compensation;
- Southern Water had acknowledged their errors during these incidents. They had met communities at meetings to discuss this matter. The organisation would be looking at all the incidents of missed payments and take corrective action;
- Southern Water was trying to improve communication with their customers by improving the content of their website. Feedback received from customers is indicative of improvements made to date;
- With regards to delivery of water bottles during supply interruptions: Southern water would try to improve the delivery locations to ensure that such locations were sited in places that were easily accessible to delivery trucks;
- Then organisation ensured that delivery of water to the most vulnerable customers was done within 12 hours;
- The list of vulnerable customers was kept up to date so that such households do not get missed during emergency incidents;
- With regards to housing development in the district: Southern Water did not have the ability to reject housing development. However the organisation had a duty to work with developers and planners to achieve housing development;
- They can only influence local authorities regarding local planning;
- With regards to impacting seaweed contamination through sewer spillage; Southern Water could pay compensation for such contamination;
- With regards to sewage at sea: Southern Water had invested £5 million in the last 5 years, which had seen the system at the Margate station being manned 24/7;
- There were various other activities still be done which include stopping rainwater from flowing into the sewer system as well as increasing the capacity of the

infrastructure, (a PowerPoint presentation is attached as Annex 1 to this minute item).

The Chair said that hoping that moving forward the channels of communication between Southern Water and its customers would be improved. The Chair then invited the Panel to discuss that matter. Members made comments and asked questions as follows:

- One Member said that it was important to look at the pace of housing development in relation to water infrastructure development. It appeared as if infrastructure development was lagging behind;
- Another Member said that there was a failure in the back up system during the water supply interruptions. This had also been the case with the sewage spill incidents. Southern Water should have looked at the back up system after the first incident;
- They further asked whether Southern Water could assure the Panel that there would be a full review of the entire system and that these failures would not recur and if the organisation did not foresee these problems? Was this not evidence of long term under investment;
- One Member asked if the fixes carried by Southern Water had resolved the problems and if they were prepared to guarantee to residents and businesses that these incidents would not recur;
- Another Member asked the following question:
 - Given that the water industry in the UK was privatised way back in 1989, why have there been multiple wastewater and sewage leaks at Foreness pumping station in Thanet since 2017 under Southern Water's ownership? Is this unacceptable situation due to a lack of infrastructure investment by the company over 30 plus years and the company's culture of prioritising payments to its shareholders rather than actually looking after its customers' needs?
- Another Member thanked Southern Water for their apology to Thanet residents for the inconveniences caused by the multiple water supply shortages. They asked if there were any staff that had been made to account and reprimanded for the incidents that occurred in Broadstairs and Margate;
- There had been twenty such incidents since 2018. They further asked if Southern Water would be willing to come before the Panel to report on progress made regarding the proposed plans that had been presented to the Panel;
- Did Southern Water have the ability to comment on housing planning applications, particularly that 21,400 housing units were going to be developed in Thanet?
- Considering that Southern Water were providing a vital resource on a monopoly basis what recourse did residents have for their failures?
- Infrastructure at Foreness was designed years back and these pumps had been working 24 hours a day over their threshold limit;
- Fishermen would like to engage Southern Water in discussion;
- Did Southern Water have any improvement plans based on current and future households and where such plans resilient?
- What was the level of engagement between Southern Water and the Council's Planning Committee on major planning applications?
- One Member thanked Southern Water for the presentation and for supporting volunteer groups with the cleaning of beaches. They further asked when the organisation was proposing to robing to Thanet surface water control models that can be used by developers;
- Another Member asked if there had been a root and branch review of emergency measures conducted by Southern Water, in case of future failures and whether the back up system was now fail-safe.

Agenda Item 3

Mr McMahon responded to Members comments and questions as follows:

- The organisation was working on increasing and expanding the network;
- They were also modelling and understanding the impact of housing development to inform the 2025-30 infrastructure development;
- There was a need to work with developers to prevent rainwater going into the sewer system;
- It was worth noting that the net profit was not necessarily going to the shareholders but rather into paying off debt;
- Currently there were equity injection discussions ongoing and these would be the biggest in the industry;
- At the early onset of housing development, Southern Water would work with the developers to confirm water supply infrastructure. They also work with the developer during the implementation of the development project;
- Southern Water invested in infrastructure by replacing old generators and connectors with new ones;
- There were no quick fixes to infrastructure development. It would take years and the organisation was working on investment;
- Long term investment over the last 30 years had achieved some marked improvement as the current system had ensured that it was less likely to have less pressure, leakages and outages in the system as compared to 30 years ago;
- Currently there were no tools in the industry that could be used to predict where pipe bursts could occur;
- Before privatisation of this sector in the 1980s the performance of the industry was bad as compared to now;
- Waste water was now being treated properly. However discharges of waste was not an acceptable situation (whether this was legal or not);
- The manning of Broadstairs and Margate stations 24/7 was an industry leading model and this took a lot of work to set it up;
- The organisation was currently conducting trials and studies to reduce these interruptions occurring in the future;
- Staff had been reprimanded for the December 2022-January 2023 incidents;

- The organisation would be happy to come back to the Panel in 15 months time with a report on progress made regarding improving performance;
- Southern Water officers were going to check with their colleagues after the meeting whether the organisation was being firm enough with housing developers particularly in the case of the 21,400 housing units to be built in Thanet;
- With regards to corporate failure; Southern Water would be asked to pay penalties by the regulator for any transgressions;
- It was easier to comment on the impact by large housing development and usually the engagement with developers would be from the start of the project. However it was harder to illustrate the impact on smaller housing development projects;
- Scarcity of water was becoming a reality due to climate change, it was therefore important that tough decision be made around the issue of bigger water supply infrastructure;
- The Drainage Waste Management Plan was now coming on board and this would work in a similar way to the Water Management Plan, which worked on a 90 year projection. This Plan would be an additional cost to the customers. It was therefore important for Southern Water to ensure that the costs were affordable;
- With regards to surface water control, all developers would have to comply with government legislation from 2024;
- Trials that the organisation was conducting were meant to understand how Southern Water could manage and reduce discharges using the most economic way which customers could afford;

- The organisation would continue to support volunteer groups who clean the beaches;
- Southern Water would be working over the next six months to improve power supply at the Rumsfeld Tower Station. This should reduce the risk of outages;
- The events procedure had been changed and Southern Water were now working with resilience forums to improve joint conversations;
- Every big event was now being reviewed to learn some lessons.

The Chair thanked Southern Water for their presentation and thereafter the Panel agreed to invite Southern Water representatives back to a future meeting in a year's time to receive a report on the improvement progress.

445. TDC AND PARISH & TOWN COUNCILS COLLABORATION WORKING PARTY REPORT

Councillor Currie, Chair of the Collaboration Working Party introduced the working party report. He thanked the working party members Cllr Austin, Cllr Bailey and Cllr Fellows for the work they did to gather evidence and produce the report. Councillor Currie also thanked Parish and Town Council representatives, Cabinet Members and senior officers who attended the various sessions where the working party gathered evidence that was used to come up with this report.

This review was an interesting exercise for Members as they got an insight into what Parish and District Councillors as well as officers thought about how they could improve effective working between the District and Parishes. A number of ideas were identified and added to the report, many of which were proposed by all parties. If implemented Members felt that this would successfully lead to a more effective approach for collaborative working for the benefit of the local residents around the District.

Councillor Currie further thanked TDC officers for their input to support this review and officers from Democratic Services for their invaluable help in putting this report together. With the ever tightening of budgets year on year Members felt that if the recommendations could be implemented, this would hopefully make a big difference on how services were delivered for our local communities.

Councillor Currie proposed, Councillor Keen seconded and Members agreed to forward the report and recommendations to Cabinet for decision.

446. REVIEW OF OVERVIEW & SCRUTINY PANEL WORK PROGRAMME FOR 2022/23

Members noted the report.

447. FORWARD PLAN AND EXEMPT CABINET DECISION LIST

Members noted the report.

Meeting concluded: 8.45 pm

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Establish the Overview & Scrutiny Panel Work Programme for 2023-24

Overview & Scrutiny Panel Panel	30 May 2023
Report Author	Committee Service Manager
Status	For Decision
Classification:	Unrestricted
Key Decision	No
Ward:	Thanet Wide

Executive Summary:

This report sets out a framework for identifying activities of the Overview & Scrutiny Panel for 2023/24 and asks the Panel to set out and agree their work programme.

Recommendation(s):

Members are being asked to provide guidance on the content of the Overview and Scrutiny Panel work programme for 2023/24.

Corporate Implications

Financial and Value for Money

There are no financial implications arising directly from this report but elements of the suggested work programme may have financial and resource implications which would need to be managed within existing resources, or alternatively compensating savings found.

Legal

The role of scrutiny is set out in section 9F of the Local Government Act 2000. The council must also have regard to the statutory guidance on Overview and Scrutiny from the ministry of Housing, Communities and Local Government when exercising its functions.

Risk Management

There are risks arising directly from this report.

Corporate

The work programme should help to deliver effective policy decision making by scrutinising executive decisions before, and at times after, implementation.

The working parties assist with the work of scrutiny as they would carry-out an in-depth study of any issue referred to the groups under their terms of reference. An active Scrutiny programme is part of good governance.

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: -

1. To eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act.
2. To advance equality of opportunity between people who share a protected characteristic and people who do not share it
3. To foster good relations between people who share a protected characteristic and people who do not share it.

No implications arise directly but the Council needs to retain a strong focus and understanding on issues of diversity amongst the local community and ensure service delivery matches these.

It was important to be aware of the Council's responsibility under the Public Sector Equality Duty (PSED) and show evidence that due consideration has been given to the equalities impact that may be brought upon communities by the decisions made by Council.

CORPORATE PRIORITIES

This report relates to Communities.

1.0 Introduction and Background

- 1.1 This report allows the Panel to establish the work programme for the period 2023/24. The work programme would help guide the activities of the Overview and Scrutiny Panel and would also provide officers with a reference point for planning appropriate levels of support for Scrutiny.
- 1.2 The current statutory guidance for the scrutiny function says, effective overview and scrutiny should:
 - Provide constructive 'critical friend' challenge;
 - Amplify the voices and concerns of the public;

- Be led by independent people who take responsibility for their role; and
- Drive improvement in public services

1.3 With this in mind, Members may wish to ensure that the Panel work programme for the year provides opportunities for critical but constructive challenge to the Executive, articulate any concerns about matters that are the business of the council and strive for improved service delivery by the Council and other public agencies working in Thanet.

2.0 SETTING OUT A NEW WORK PROGRAMME

Scrutiny Review Topics

2.1 The previous Panel agreed on an approach for identifying scrutiny topics. This approach used a matrix which would be used to score and therefore prioritise topics to be scrutinised by the Panel as part of the work programme for the current year. If the list was not progressed through in the current year, any remaining topics would be carried over into the following municipal year. number of scrutiny review topics.

2.2 These review topics would normally be progressed through review projects carried out by a working party set by the Panel. However in other instances Members may choose to commission a one-off officer report which would address the issues raised by Members.

2.3 Annex 1 are the scrutiny scoring matrix notes that Democratic Services use to score the scrutiny topics once Members have identified the topics. Annex 2 is the scoring table, which then gets updated with work in progress notes.

Cabinet Presentations at OSP Meetings

2.4 The Panel can request a Cabinet Member to make a presentation to the Panel on a topic of interest to Members. Members could identify a number of topics which would then be added to the work programme once, Democratic Services have confirmed that the Portfolio Holder would be available to attend a Panel meeting. Topics for presentation could also be identified and added to the work programme during the course of the municipal year.

2.5 Members could also identify subject items for presentation from the Forward Plan or any emerging topical issues which may have a significant public interest, where the Panel may feel that their contributions would enhance the decision making process.

2.6 Annex 3 is the current Forward Plan that the Panel may wish to use to identify items that they would like to engage the Cabinet on. However the current plan has two items. This is largely because it is an election year and a new Cabinet would time to set out their own work programme which would in turn leave to new decision items being added to the forward Plan from June 2023 onwards.

2.7 Annex 4 are the terms of reference of the Panel for Members reference.

3.0 Options

- 3.1 Members may choose to establish a detailed work programme at this May meeting.
- 3.2 The Panel could come up with an initial work programme and then build on it as the year progresses.

Contact Officer: Charles Hungwe, Senior Democratic Services Officer, Tel: 01843 577186
Reporting to: Nick Hughes, Committee Services Manager, Tel: 01843 577208

Annex List

Annex 1: Scrutiny Scoring Matrix Notes
Annex 2: Scrutiny Scoring Matrix
Annex 3: Forward Plan
Annex 4: OSP Terms of Reference

Background Papers

None

Corporate Consultation

Finance: Chris Blundell, Director of Corporate Resources & S151 Officer
Legal: Sameera Khan, Interim Head of Legal and Monitoring Officer

Annex 1

Prioritising Scrutiny Review Topics – Scoring Matrix

It is anticipated that there will be many topics suggested to be the subject of Scrutiny reviews and to the people that suggested them they will be the most important subject to be considered, however this cannot be a way to prioritise review topics. In order to manage the workload more effectively, there can only be one scrutiny review to be run concurrently with the working party activities at any one time.

In order to ensure fairness Democratic Services have created a framework that all suggested topics should be scored against. This will ensure that all topics are treated fairly and make the reasoning behind the order in which Scrutiny Reviews are undertaken clear and transparent.

The framework contains six criteria that each topic suggestion will be scored against. Democratic Services in conjunction with the Chairman of the Overview and Scrutiny Panel will then score the topic on each of these criteria out of 20 giving a total score out of 120. The scores are then forwarded to the Corporate Management Team (CMT) for approval and to assist them in the planning of resource allocation to the suggestions made. The list will then be sent to the Chairman for his information.

The five criteria will be:

- Is the topic related to a priority or value within the Council's Corporate Plan?

Yes – The topic directly relates to one of the three Priorities or three Values – 20 points;

Partially – The topic can be related to one of the three Priorities or three Values – 10 points;

No – The topic doesn't relate to one of the three Priorities or three Values – 0 points.

- Is the topic of high public concern?

Yes – the matter is of high public concern, it is a public facing service and it has been the subject of questions/petitions at Council in the last two months and/or a group or representative group have been in touch with the Chairman of the Panel regarding this issue. – 20 points;

Partially – The matter is of some public concern, it is a public facing service, but hasn't been the subject of questions/petitions at Council in the last two months and/or a member of the public has been in touch with the Chairman of the Panel regarding this issue. – 10 points;

No – The matter is not of public concern, it relates to back office function and has not been the subject of recent public comment – 0 points.

- Is the topic currently underperforming as per the Council's quarterly performance monitoring?

Yes – the performance indicator is currently red – 20 points;

Partially – the performance indicator is currently orange – 10 points;

No – the performance indicator is currently green – 0 points.

Agenda Item 4

Annex 1

- Will the topic result in recommendations that save that Council money or generate income?

Yes – There is definitely scope for recommendations as a result of the review for the Council to save money or generate income – 20 points;

Maybe – There is potentially scope for recommendations as a result of the review for the Council to save money or generate income;- 10 points;

No – The suggested topic is not about a topic that could result in monetary savings or income generation – 0 points.

- How long has the suggestion been on the list?

More than 12 months – 20 points;

Between six and 12 months – 10 points;

Less than six months – 0 points.

- Review Type: What are the officer resource implications?

1 Day – 4 weeks Review: **limited officer resource allocations required** for a successful review – 20 points;

More than 4 weeks and up to 3 months – **significant officer resource allocations required** for a successful review – 10 points;

More than 3 months: **very significant officer resource allocation required** for a successful review – 5 points.

The Scoring Table

Each suggested topic will then be entered into a table with their score, the higher the score the higher up the table that topic will be and the sooner that topic will be undertaken. This table will be included in the work programming report at every Overview and Scrutiny Panel meeting to allow the panel to see what topics will be considered next. Democratic Services will also recheck the scores each time the work programming report is created in order to ensure that the scores reflect the time each suggestion has been on the list.

A copy of the scoring table is shown on the following page.

In addition to the scoring table Democratic Services will also include the following summary table in each work programming report. This allows the Panel to see the progress of the current scrutiny review.

Table as at May 2023

Title Of the Scrutiny Review	Review Type	Date added to the scoring table	Membership	Is the topic related to a priority or value within the Council's Corporate Plan?	Is the topic of high public concern?	Is the topic currently under performing as per the Council's quarterly performance monitoring?	Will the topic result in recommendations that save that Council money or generate income?	Time on the list?	Implications for officer resource allocation	Total	Rank	Completion Status
topic: specific question to be explored?	A	14/8/20	TBC	10	10	-	10	20	20	70	=1st	
topic: specific question to be explored?	B	14/8/20	TBC	10	20	-	10	20	10	70	=1st	
topic: specific question to be explored?	B	14/8/20	TBC	10	10	-	10	20	10	60	=3rd	
topic: specific question to be explored?	B	14/8/20	TBC	10	10	-	10	20	10	60	=3rd	
topic: specific question to be explored?	B	14/8/20	TBC	10	10	-	10	20	10	60	=3rd	
topic: specific question to be explored?	B	14/8/20	TBC	10	20	-	0	20	10	60	=6th	
topic: specific question to be explored?	B	14/8/20	TBC	10	20	-	0	20	10	60	=7th	
topic: specific question to be explored?	C	14/8/20	TBC	10	20	-	0	20	0	50	=8th	
topic: specific question to be explored?	C	14/8/20	TBC	10	10	-	10	20	0	50	=8th	
topic: specific question to be explored?	C	14/8/20	TBC	10	10	-	0	20	0	40	=10th	

A:1 Day – 4 weeks Review: **limited officer resource allocations required** for a successful review
 B:More than 4 weeks and up to 3 months – **significant officer resource allocations required** for a successful review
 C:More than 3 months: **very significant officer resource allocation required** for a successful review

Completed Reviews

Title Of the Scrutiny Review	Review Type	Date added to the scoring table	Membership	Is the topic related to a priority or value within the Council's Corporate Plan?	Is the topic of high public concern?	Is the topic currently under-performing as per the Council's quarterly performance monitoring?	Will the topic result in recommendations that save that Council money or generate income?	Time on the list?	Implications for officer resource allocation	Total	Rank	Completion Status

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FORWARD PLAN AND EXEMPT CABINET REPORT LIST

10 MAY 2023 TO 31 OCTOBER 2023

The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 requires the Council to give 28 clear days' notice of any key decision or of any reports which the Cabinet intends to consider in private session.

Key decisions

A key decision is an executive decision (taken by cabinet or by an individual Cabinet member on cabinet's behalf):

- 1) Which involves the incurring of expenditure, or the making of savings, by the Council, which are anticipated to be £250,000 or above. The exception to this rule being where approval has previously been received to incur that expenditure by the Executive, notwithstanding criterion 3; or
- 2) Where the Council is entering into a contractual obligation with a value of £750,000 or above; or
- 3) For the acquisition or disposal of land or property with a value of £750,000 or above; or
- 4) Where the effect would be on communities living or working in the district, in an area comprising two or more wards. However, decisions that impact on communities living or working in one ward will be treated as "key" if the impact is likely to be very significant.

If an executive decision does not fall into any of the above categories, it is included as non-key. Thanet District Council also includes in its published Forward Plan decisions affecting Policy Framework and Budget Setting. Other Council decisions may also be included if they have a significant impact on communities. In such cases, the decision type will be denoted as "other".

Reports to be considered in private session

The second last column of the Plan indicates where a report is likely to contain exempt information and result in the public and press being asked to leave the meeting for the consideration of the whole or part of the item.

If you wish to make any representations relating to a proposal to hold part of a meeting in private due to the potential disclosure of exempt information, please contact Nicholas Hughes, Committee Services Manager, PO Box 9, Cecil Street, Margate, Kent CT9 1XZ, nicholas.hughes@thanet.gov.uk, telephone number 01843 577208, at least 14 calendar days before the date of that meeting.

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Annex 3

At least 5 clear (working) days before the meeting, the Council will publish on its website a notice giving details of representations received about why the meeting should be open to the public and a statement of its response.

The Plan represents a snapshot of decisions in the system as at the date of publication. It is updated 28 clear days before each meeting of Cabinet. The Plan is available for inspection at all reasonable hours free of charge at Thanet Gateway Plus, Cecil Street, Margate, Kent CT9 1RE.

Availability of documents

Subject to any prohibition or restriction on their disclosure, copies of, or extracts from, any document listed in the Plan will be available from Thanet Gateway Plus, Cecil Street, Margate, Kent CT 9 1RE. Other documents relevant to those matters may be submitted to the decision makers; if that is the case, details of the documents as they become available can be requested by telephoning Democratic Services on 01843 577500 or by emailing committee@thanet.gov.uk.

The documents listed in the Plan will be published on the Council's website at least five clear (working) days before the decision date. Other documents will be published at the same time or as soon as they become available.

The Cabinet comprises the following Members who have responsibility for the portfolio areas shown:

Councillor Rick Everitt	Leader of the Council and Cabinet Member for Strategy and Transformation
Councillor Helen Whitehead	Deputy Leader of the Council and Cabinet Member for Housing
Councillor Steve Albon	Cabinet Member for Cleansing and Coastal Services
Councillor Rob Yates	Cabinet Member for Corporate Services
Councillor Heather Keen	Cabinet Member for Neighbourhoods
Councillor Ruth Duckworth	Cabinet Member for Regeneration and Property

10 May 2023 to 31 October 2023

Decision to be Considered	What the Decision will mean	1. Decision Path/ 2. Lead Officer	Lead Cabinet Member	For Decision by (in case of O & S, consultation date)	Decision Type	Details of any information likely to be considered in private under Schedule 12A of the Local Government Act 1972	Documents submitted to the Decision Maker
TLS KPI Q3 & Q4 2022/23 Performance Report	provide a progress update on performance of the service	1. Overview & Scrutiny Panel Cabinet 2. Sally O'Sullivan, Tenant and Leaseholder Services Manager	Councillor Rick Everitt, Leader of the Council and Cabinet Member for Strategy and Transformation	30 May 23 15 Jun 23	Non-Key		OSP report Cabinet report
Revocation of existing Urban AQMA and designation of a new AQMA at St Lawrence	Revocation and re-designation of AQMA required to comply with Defra guidance.	1. Cabinet 2. Morgan Sproates, Regulatory Services Manager	Councillor Heather Keen, Cabinet Member for Neighbourhoods	15 Jun 23	Key		Cabinet report

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Agenda Item 4

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Decision to be Considered	What the Decision will mean	1. Decision Path/ 2. Lead Officer	Lead Cabinet Member	For Decision by (in case of O & S, consultation date)	Decision Type	Details of any information likely to be considered in private under Schedule 12A of the Local Government Act 1972	Documents submitted to the Decision Maker
New contract for CCTV	Award a new CCTV contract to enable the CCTV department to continue to provide valued CCTV services for Thanet under a Crown Commercial Services Contract	1.Cabinet 2.Eden Geddes, Enforcement and Multi Agency Task Force Manager	Councillor Heather Keen, Cabinet Member for Neighbourhoods	15 Jun 23	Key		Cabinet report
Spend of the agreed Capital Programme for Vehicle Replacements	Purchase of replacement vehicles for Cleansing Services	1.Cabinet 2.Matthew Sanham, Interim Head of Financial Services & Procurement	Councillor Rob Yates, Cabinet Member for Corporate Services	15 Jun 23	Key		Cabinet report
Westgate Draft Neighbourhood Plan	The decision relates to the consideration of the Examiner's report into the draft Plan.	1.Cabinet 2.Adrian Verrall, Strategic Planning Manager	Councillor Rick Everitt, Leader of the Council and Cabinet Member for Strategy and Transformation	15 Jun 23	Key		Cabinet report
Building Safety Act 2022	assign roles and responsibilities to council officers in line with the Building Safety Act 2022. Approval of the revised fire risk assessment policy	1.Cabinet 2.Sally O'Sullivan, Tenant and Leaseholder Services Manager	Councillor Rick Everitt, Leader of the Council and Cabinet Member for Strategy and Transformation	15 Jun 23	Key		Cabinet report

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Agenda Item 4

Decision to be Considered	What the Decision will mean	1. Decision Path/ 2. Lead Officer	Lead Cabinet Member	For Decision by (in case of O & S, consultation date)	Decision Type	Details of any information likely to be considered in private under Schedule 12A of the Local Government Act 1972	Documents submitted to the Decision Maker
Approve the delivery plan for the UK Shared Prosperity Plan and provision in the capital programme for the capital elements of the funding	The council can start to deliver its UK Shared Prosperity programme	1.Cabinet 2.Louise Askew, Head of Regeneration	Councillor Ruth Duckworth, Cabinet Member for Regeneration and Property	15 Jun 23	Key		Cabinet report
Margate Town Deal - Approve Third Party Grant Agreement.	The council will issue an approved Grant Agreement as part of the Margate Town Deal	1.Cabinet 2.Louise Askew, Head of Regeneration	Councillor Rick Everitt, Leader of the Council and Cabinet Member for Strategy and Transformation	15 Jun 23	Key		Cabinet report
Department for Levelling Up, Housing and Communities externally funded projects approvals.	Approval to commence procurement for projects within the Ramsgate Future Levelling Up Fund/ Future High Street Fund/ Margate Town Deal	1.Cabinet 2.Louise Askew, Head of Regeneration	Councillor Rick Everitt, Leader of the Council and Cabinet Member for Strategy and Transformation	15 Jun 23	Key		

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Decision to be Considered	What the Decision will mean	1. Decision Path/ 2. Lead Officer	Lead Cabinet Member	For Decision by (in case of O & S, consultation date)	Decision Type	Details of any information likely to be considered in private under Schedule 12A of the Local Government Act 1972	Documents submitted to the Decision Maker
Department for Levelling Up, Housing and Communities externally funded projects approvals.	Approval to appoint contractors for the delivery of contracts for the Ramsgate Levelling Up Fund/ Future High Street Fund/ and Margate Town Deal	1.Cabinet 2.Louise Askew, Head of Regeneration	Councillor Rick Everitt, Leader of the Council and Cabinet Member for Strategy and Transformation	15 Jun 23	Key		Cabinet report
Department for Levelling Up, Housing and Communities externally funded projects approvals.	Approval to commence procurement for projects within the Ramsgate Future Levelling Up Fund/ Future High Street Fund/ Margate Town Deal	1.Cabinet 2.Louise Askew, Head of Regeneration	Councillor Rick Everitt, Leader of the Council and Cabinet Member for Strategy and Transformation	27 Jul 23	Key		Cabinet report
Department for Levelling Up, Housing and Communities externally funded projects approvals.	Approval to appoint contractors for the delivery of contracts for the Ramsgate Levelling Up Fund/ Future High Street Fund/ and Margate Town Deal	1.Cabinet 2.Louise Askew, Head of Regeneration	Councillor Rick Everitt, Leader of the Council and Cabinet Member for Strategy and Transformation	27 Jul 23	Key		Cabinet report

Decision to be Considered	What the Decision will mean	1. Decision Path/ 2. Lead Officer	Lead Cabinet Member	For Decision by (in case of O & S, consultation date)	Decision Type	Details of any information likely to be considered in private under Schedule 12A of the Local Government Act 1972	Documents submitted to the Decision Maker
Department for Levelling Up, Housing and Communities externally funded projects approvals.	Approval to commence procurement for projects within the Ramsgate Future Levelling Up Fund/ Future High Street Fund/ Margate Town Deal	1.Cabinet 2.Louise Askew, Head of Regeneration	Councillor Rick Everitt, Leader of the Council and Cabinet Member for Strategy and Transformation	21 Sep 23	Key		Cabinet report
Department for Levelling Up, Housing and Communities externally funded projects approvals.	Approval to appoint contractors for the delivery of contracts for the Ramsgate Levelling Up Fund/ Future High Street Fund/ and Margate Town Deal	1.Cabinet 2.Louise Askew, Head of Regeneration	Councillor Rick Everitt, Leader of the Council and Cabinet Member for Strategy and Transformation	21 Sep 23	Key		Cabinet report
Department for Levelling Up, Housing and Communities externally funded projects approvals.	Approval to commence procurement for projects within the Ramsgate Future Levelling Up Fund/ Future High Street Fund/ Margate Town Deal	1.Cabinet 2.Louise Askew, Head of Regeneration	Councillor Rick Everitt, Leader of the Council and Cabinet Member for Strategy and Transformation	19 Oct 23	Key		Cabinet report

Decision to be Considered	What the Decision will mean	1. Decision Path/ 2. Lead Officer	Lead Cabinet Member	For Decision by (in case of O & S, consultation date)	Decision Type	Details of any information likely to be considered in private under Schedule 12A of the Local Government Act 1972	Documents submitted to the Decision Maker
Department for Levelling Up, Housing and Communities externally funded projects approvals.	Approval to appoint contractors for the delivery of contracts for the Ramsgate Levelling Up Fund/ Future High Street Fund/ and Margate Town Deal	1.Cabinet 2.Louise Askew, Head of Regeneration	Councillor Rick Everitt, Leader of the Council and Cabinet Member for Strategy and Transformation	19 Oct 23	Key		Cabinet report
Department for Levelling Up, Housing and Communities externally funded projects approvals.	Approval to commence procurement for projects within the Ramsgate Future Levelling Up Fund/ Future High Street Fund/ Margate Town Deal	1.Cabinet 2.Louise Askew, Head of Regeneration	Councillor Rick Everitt, Leader of the Council and Cabinet Member for Strategy and Transformation	16 Nov 23	Key		Cabinet report
Department for Levelling Up, Housing and Communities externally funded projects approvals.	Approval to appoint contractors for the delivery of contracts for the Ramsgate Levelling Up Fund/ Future High Street Fund/ and Margate Town Deal	1.Cabinet 2.Louise Askew, Head of Regeneration	Councillor Rick Everitt, Leader of the Council and Cabinet Member for Strategy and Transformation	16 Nov 23	Key		Cabinet report

Decision to be Considered	What the Decision will mean	1. Decision Path/ 2. Lead Officer	Lead Cabinet Member	For Decision by (in case of O & S, consultation date)	Decision Type	Details of any information likely to be considered in private under Schedule 12A of the Local Government Act 1972	Documents submitted to the Decision Maker
Department for Levelling Up, Housing and Communities externally funded projects approvals.	Approval to commence procurement for projects within the Ramsgate Future Levelling Up Fund/ Future High Street Fund/ Margate Town Deal	1.Cabinet 2.Louise Askew, Head of Regeneration	Councillor Rick Everitt, Leader of the Council and Cabinet Member for Strategy and Transformation	14 Dec 23	Key		Cabinet report
Department for Levelling Up, Housing and Communities externally funded projects approvals.	Approval to appoint contractors for the delivery of contracts for the Ramsgate Levelling Up Fund/ Future High Street Fund/ and Margate Town Deal	1.Cabinet 2.Louise Askew, Head of Regeneration	Councillor Rick Everitt, Leader of the Council and Cabinet Member for Strategy and Transformation	14 Dec 23	Key		Cabinet report
Department for Levelling Up, Housing and Communities externally funded projects approvals.	Approval to commence procurement for projects within the Ramsgate Future Levelling Up Fund/ Future High Street Fund/ Margate Town Deal	1.Cabinet 2.Louise Askew, Head of Regeneration	Councillor Rick Everitt, Leader of the Council and Cabinet Member for Strategy and Transformation	25 Jan 24	Key		Cabinet report

Decision to be Considered	What the Decision will mean	1. Decision Path/ 2. Lead Officer	Lead Cabinet Member	For Decision by (in case of O & S, consultation date)	Decision Type	Details of any information likely to be considered in private under Schedule 12A of the Local Government Act 1972	Documents submitted to the Decision Maker
Department for Levelling Up, Housing and Communities externally funded projects approvals.	Approval to appoint contractors for the delivery of contracts for the Ramsgate Levelling Up Fund/ Future High Street Fund/ and Margate Town Deal	1.Cabinet 2.Louise Askew, Head of Regeneration	Councillor Rick Everitt, Leader of the Council and Cabinet Member for Strategy and Transformation	25 Jan 24	Key		Cabinet report
Department for Levelling Up, Housing and Communities externally funded projects approvals	Approval to commence procurement for projects within the Ramsgate Future Levelling Up Fund/ Future High Street Fund/ Margate Town Deal	1.Cabinet 2.Louise Askew, Head of Regeneration	Councillor Rick Everitt, Leader of the Council and Cabinet Member for Strategy and Transformation	25 Jan 24	Key		Cabinet report
Department for Levelling Up, Housing and Communities externally funded projects approvals	Approval to appoint contractors for the delivery of contracts for the Ramsgate Levelling Up Fund/ Future High Street Fund/ and Margate Town Deal	1.Cabinet 2.Louise Askew, Head of Regeneration	Councillor Rick Everitt, Leader of the Council and Cabinet Member for Strategy and Transformation	25 Jan 24	Key		Cabinet report

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Department for Levelling Up, Housing and Communities externally funded projects approvals.	Approval to commence procurement for projects within the Ramsgate Future Levelling Up Fund/ Future High Street Fund/ Margate Town Deal	1.Cabinet 2.Louise Askew, Head of Regeneration	Councillor Rick Everitt, Leader of the Council and Cabinet Member for Strategy and Transformation	14 Mar 24	Key		Cabinet report
Department for Levelling Up, Housing and Communities externally funded projects approvals.	Approval to appoint contractors for the delivery of contracts for the Ramsgate Levelling Up Fund/ Future High Street Fund/ and Margate Town Deal	1.Cabinet 2.Louise Askew, Head of Regeneration	Councillor Rick Everitt, Leader of the Council and Cabinet Member for Strategy and Transformation	14 Mar 24	Key		Cabinet report
Department for Levelling Up, Housing and Communities externally funded projects approvals.	Approval to commence procurement for projects within the Ramsgate Future Levelling Up Fund/ Future High Street Fund/ Margate Town Deal	1.Cabinet 2.Louise Askew, Head of Regeneration	Councillor Rick Everitt, Leader of the Council and Cabinet Member for Strategy and Transformation	25 Apr 24	Key		Cabinet report

Decision to be Considered	What the Decision will mean	1. Decision Path/ 2. Lead Officer	Lead Cabinet Member	For Decision by (in case of O & S, consultation date)	Decision Type	Details of any information likely to be considered in private under Schedule 12A of the Local Government Act 1972	Documents submitted to the Decision Maker
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OVERVIEW & SCRUTINY PANEL TERMS OF REFERENCE

Membership, Chairship and Quorum

Number of Members	Fifteen
Political Composition	8 Labour 4 Conservative 2 Green 1 Thanet Independents
Substitute Members Permitted	Yes
Political Balance Rules apply	Yes
Appointments/Removals from Office	By Council
Restrictions on Membership	Non Cabinet Members only
Restrictions on Chairship	Non Cabinet Members only
Quorum	Seven
Number of ordinary meetings per Council Year	Eight

General role

Within their terms of reference, the Overview & Scrutiny Panel will:

- (a) Review and/or scrutinise the decisions made or actions taken in connection with the discharge of any of the Council's functions;
- (b) Reviewing proposals by the executive regarding policy development matters affecting the delivery of services in Thanet;
- (c) Make reports and/or recommendations to the Cabinet, Council or any appropriate Committee in connection with the discharge of any functions;
- (d) Review matters relating to the Council budget;
- (e) Review the corporate performance of Thanet District Council and joint arrangements in delivering services to residents;
- (f) Consider matters relating community wellbeing and safer neighbourhoods;
- (g) Consider any matter affecting the area or its residents; and
- (h) Exercise the call-in function of the Council.

Specific functions

Terms of Reference

1. To review the Council budget process, budget proposals and budget performance (monitoring) and make recommendations to Cabinet;
2. To lead on overview and scrutiny policy matters having specific regard for developing new approaches to policy and making appropriate recommendations to assist the Cabinet and the Council in the development of its policy framework. This includes reviewing all the plans and strategies within the policy framework as set out in Article 4 of the Constitution.
3. Considering the Council's Forward Plan with regard to pre and post decision scrutiny;
4. To undertake a review of the delivery of the corporate plan and any action plans arising, including progress on their implementation;
5. To review or scrutinise decisions made, or other action taken, in connection with the discharge of any functions which are not the responsibility of the Cabinet;
6. Consider petitions that require reviewing or rescinding of a Cabinet or Council decision and those that request for new services or requiring council action on an emerging matter affecting the local community;
7. To review external partnership working and the performance of external service providers;
8. To make reports or recommendations to the authority or the Cabinet (where appropriate) with respect to the discharge of any functions which are not the responsibility of the Cabinet;
9. Liaise with other external organisations operating in the area, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working;
10. Consider all valid Councillor Call for Action (CCfA) submissions made through the CCfA protocol in the Constitution;
11. Within the constraints of officer time and budgets, conduct research, community and other consultation in the analysis of policy issues and possible options;
12. Consider and implement mechanisms to encourage and enhance community participation in the development of policy options;

Agenda Item 4

Annex 4

13. To make reports or recommendations to the authority or the Cabinet on matters which affect the authority's area or the inhabitants of the area.

Annual Report

The Overview & Scrutiny Panel will report annually to Full Council on their workings and make recommendations for future work programmes and amended working methods if appropriate.

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Building Safety Act 2022

Overview and Scrutiny Panel	30 May 2023
Report Author	Sally O’Sullivan, TLS Manager
Portfolio Holder	Cllr , Cabinet Member for Housing
Status	For Information
Classification:	Unrestricted
Key Decision	yes
Ward:	Eastcliff Ward, Central Harbour, Newington, Dane Valley

Executive Summary:

This report invites members of the Overview and Scrutiny Panel to review the recommendations made that ensures TDC is compliant with the new Building safety Act 2022 and the revised fire risk assessment policy ahead of seeking approval at Cabinet.

Recommendation(s):

The Overview and Scrutiny Panel to review the following recommendations:

1. The recommendation to name Thanet District Council as the Accountable person, as described in the Building Safety Act 2022;
2. The recommendation to name the Director of Place as the Principal Accountable Person, as described in the Building Safety Act 2022;
3. To scrutinise the contents of the revised fire risk assessment policy.

Corporate Implications

Financial and Value for Money

There is financial implication to the introduction of the Building Safety Act 2022. The act has introduced a new monitoring regime that requires extra resources to implement and manage.

This will have an impact on the HRA’s revenue budget for example:

- Development of IT infrastructure to hold building safety information - the building safety case
- Resident Involvement targeted at residents of the council’s high rise residential buildings
- Regular inspection of fire doors in all buildings over 11 metres

These elements are accounted for in the approved HRA revenue budget

Legal

The Building Safety Bill became an Act of Parliament on 28 April 2022, the council must be compliant with the Act by 1 October 2023.

Risk Management

The Health and Safety Executive (HSE) has been named the building safety regulator. The HSE will assess the annual submission of the building safety case report for each building. If they deem that it does not demonstrate that the ongoing duty has been met, the HSE can issue a compliance notice. Failure to comply with the notice can result in criminal or special measure procedures being initiated.

Corporate

The council's agreed Corporate Statement includes a priority to improve the 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

Corporate Priorities

This report relates to the following corporate priorities: -

- *Communities*

1.0 Introduction and Background

1.1 The council's Tenant and Leaseholder Service (TLS) manages the council's social housing stock. This includes day to day maintenance, cyclical and major works and landlord health and safety compliance.

- 1.2 As a social housing provider, the council must comply with regulations and legislation that maintain our tenants health and safety.
- 1.3 An Independent Review of Building Regulations and Fire Safety was finalised in 2018 by Dame Judith Hackitt, which initiated changes in fire safety and building safety legislation.
- 1.4 The Building Safety Act 2022 introduces new duties relating to fire and structural safety and brings in a number of measures intended to improve the safety of buildings and residents.

2.0 The Building Safety Act 2022

- 2.1 The Building Safety Act 2022 sets a new safety standard for High Rise Residential Buildings (HRRB). These are buildings which are 18 metres or higher and have at least 2 residential units. The council owns 6 buildings that fall into this category.
- 2.2 The Building Safety Act 2022 introduces new roles and responsibilities for Landlords. These are:
 - Accountable Person
 - Principal Accountable Person
- 2.3 The Accountable Person (AP) can be an individual, partnership or corporate body and has a duty to manage building safety risk.
- 2.4 Where there are multiple AP's, one must be named as the lead. This is known as the Principal Accountable Person (PAP). The PAP has overall responsibility for making sure building safety risks are being managed appropriately and the duties of the Act are complied with.

3.0 The Building Safety Case

- 3.1 The Building Safety Act 2022 requires the management of building safety risks to be demonstrated through the building safety case; and reported annually to the regulator for building safety as a building safety case report.
- 3.2 The building safety case is all the information about how the risk of fire spread and the structural safety of a building is managed. The principal of the building safety case approach is to help implement measures that are proportionate and effective in ensuring people in and around the building are safe.
- 3.3 The AP can discharge their duty for the management of the councils HRRB's and the submission of the building safety case report through the PAP.

4.0 The Fire Risk Assessment Policy

- 4.1 The introduction of the Building Safety Act 2022 also strengthens the Regulatory Reform (Fire Safety) 2005 with amendments which affect buildings over 11 metres

- 4.2 Both pieces of legislation affect our current fire risk assessment policy. Therefore this document, attached at annex 4, has been reviewed to ensure it remains compliant with these changes.

5.0 Next Steps

- 5.1 The council's HRRBs need to be registered with the building safety regulator by 1 October 2023. The AP and named PAP are part of the information required for the registration.
- 5.2 Once the decision is made as to who shall be the AP and named PAP, the Tenant and Leaseholder Services Building Safety and Compliance Manager will register all the council's HRRB's.
- 5.3 Following approval by Cabinet, to publish the new fire risk assessment policy.

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

Annex List

Annex 1: [Building Safety Act report - V2](#)

Annex 2: [Fire Safety Order 2005 - Introduction of new requirements](#)

Annex 3: [Information needed to register our HRRB's](#)

Annex 4: [Fire Risk Assessment Policy](#)

Corporate Consultation

Finance:

Legal:

Annex 1:

Thanet District Council Building Safety Act 2022

March 2023/V2/Sally O'Sullivan

1.0 Introduction

The Building Safety Bill became an Act of Parliament on 28 April 2022. The new Building Safety Act re-examines building safety regulations, introduces new duties relating to fire and structural safety and brings in a number of measures intended to make buildings and residents safer.

This is done through a regulatory approach to the reduction of risk and to limit the severity of any incident. Although incidents are rare, when they happen the consequences for people in or around the building can be catastrophic.

Building safety risks as defined by the Act are: *'risks to the safety of persons in or about buildings resulting from the occurrence of fire spread, structural failure and any other risk that may be prescribed by regulations in the future.'*¹

The Act also strengthens the Regulatory Reform (Fire Safety) Order 2005 with amendments which affect buildings over 11 metres. [This report addresses these amendments](#)

The council has six occupied high-rise residential buildings as part of the HRA social housing stock. The Tenant and Leaseholder Services is preparing for the new set of roles and responsibilities the Building Safety Act introduces.

Full implementation of the Act is in October 2023. We need to have our building safety regime in place by this time.

2.0 Building Safety Regulator (BSR)

The Building Safety Act 2022 names the Health and Safety Executive (HSE) as the new Building Safety Regulator. The HSE will oversee the safety and standards of all buildings with 7 or more storeys or that are 18 metres or higher and have at least 2 residential units.

They will also take the lead on implementing the new regulatory framework for high-rise buildings and help and encourage the built environment industry and building control professionals to improve their competence.

¹ Building Safety Act 2022, Explanatory notes
(<https://www.legislation.gov.uk/ukpga/2022/30/notes/division/3/index.htm>)

3.0 New roles and responsibilities.

The Act introduces new roles and responsibilities for landlords and/or building owners, these are:

- Accountable Person
- Principal Accountable Person

3.1 Accountable Person (AP)

The 'accountable person' is a new duty holder identified in part 4 of the Building Safety Act 2022.

The AP can be an individual, partnership or corporate body who owns or has responsibility for the residential high rise buildings.

3.1.1 The responsibility of the AP:

The AP has duties to assess and manage building safety risks, to prevent building safety risks materialising and reducing the severity of an incident when it does arise.

They must:

- Comply with mandatory reporting requirements, as prescribed by the BSR
- Maintaining the golden thread of information by retaining information and setting standards, and ensuring that information up to date

Ensuring that all documentation is retained, negating any document destruction policies

Where information is not held, we must obtain it

- Respond to residents' requests for information (not information that would breach data protection laws)

It is recommended that 'Thanet District Council' is named as the AP

3.2 Principal Accountable person (PAP)

Where there are multiple AP's, one must be identified as the lead AP, known as the Principal Accountable Person. The PAP has overall responsibility for making sure building safety risks are being managed appropriately and the duties of the Act are complied with.

Where reference is made to the duties of the AP, this can be taken to mean duties are discharged or coordinated by the PAP.

3.2.1 The duties and obligations of the AP, which are coordinated by the PAP:

- **Register all high risk buildings with the HSE.**

We can do this from April 2023 and must be done by October 2023

- **Building Assessment Certificate**

The PAP must apply to the BSR for a building assessment certificate. This allows the BSR to satisfy itself that all duties and obligations are being complied with. Once satisfied they will issue a certificate.

Details of how to apply and what information is required is currently unclear but it will involve the submission of the building safety case report.

The most recent issue of the building assessment certificate **must** be displayed in a prominent location in the building

- **Preparation of a safety case report** - more details on this in section 5.0
- **Establish and operate a mandatory occurrence reporting system**

The PAP must establish a framework and process which captures and reports any mandatory occurrences to the BRS. The information will be published on an annual basis by the BSR.

- **Prepare a residents' engagement strategy and establish a complaints procedure.**

The PAP must promote a strong partnership with residents. The resident engagement strategy must cover engagement and participation in the safety of the building, as well as creating inclusive opportunities for residents to participate in the decision making about their building.

There must be a complaints process in place for safety complaints. It must enable residents to escalate safety concerns to the BSR, in the same way as residents can escalate complaints to the Housing Ombudsman.

Resident engagement is explored in more detail in section 10.0

It is recommended that the Director of Place is named as the PAP and they will delegate their responsibility through the Tenant and Leaseholder Services Manager and the Building Safety and Compliance Manager

4.0 The building safety case

The AP has an ongoing duty to assess the building safety risk for the buildings they are responsible for. To take all reasonable steps to prevent a building safety risk from happening and to limit the severity of any incident.

This is demonstrated through the building safety case and the building safety case report

The building safety case is all the information about how the risk of fire spread and the structural safety of a building is managed. The principal of the building safety case approach is to help

implement measures that are proportionate and effective in ensuring people in and around the building are safe.

4.1 The building safety case should demonstrate the following:

- Measures being taken to keep the building safe
- How the measures in place prevent and limit the consequences of a major incident in the building
- Identify potentially harmful events that show the measures in place will stop or reduce the impact of a major incident (ie fire spread or structural failure).
- The approach to ongoing management of the building that ensures those measures remain effective.

5.0 The building safety case report

The building safety case report summarises the building safety case and is tailored to a particular building. It must demonstrate the following:

- the major fire and structural hazards
- how we are managing the risks they present.
- that proportionate steps are being taken so the risk is kept under control and managed in the future

An example of the information required could be:

- Fire protection
- Structural protection
- Evacuation plans
- Maintenance
- Electrical protection
- Suppression systems

5.1 When the building safety case report does not meet the requirements

The BSR will assess the building safety case report. If they deem this does not demonstrate that the ongoing duty is met, they will communicate with the PAP on what further measures are needed and should be evidenced.

When an agreement cannot be reached the BRS can issue a compliance notice. Failure to comply with the notice means there is a continued breach of the statutory obligation and criminal or Special Measures proceedings can be initiated.

6.0 TDC's high risk building profile

*EWI = External Wall Insulation

*FRA = Fire Risk Assessment

Staner Court,
Manston Road, Ramsgate



No of floors: 15
No of units: 89
EWI: Yes
FRA Risk Rating:
Moderate

Trove Court,
Newcastle Hill, Ramsgate



No of floors: 15
No of units: 89
EWI: Yes
FRA Risk rating:
Moderate

Kennedy House,
Newcastle Hill, Ramsgate



No of floors: 15
No of units: 90
EWI: Yes
FRA risk rating:
Moderate

Harbour Towers,
Hertford Road, Ramsgate



No of floors: 9
No of units: 48
EWI: Yes
FRA risk rating:
Moderate

Brunswick Court,
Hardres Street, Ramsgate



No of floors: 7
No of units: 41
EWI: No
FRA Risk Rating:
Moderate

Invicta House,
Millmead Road, Margate

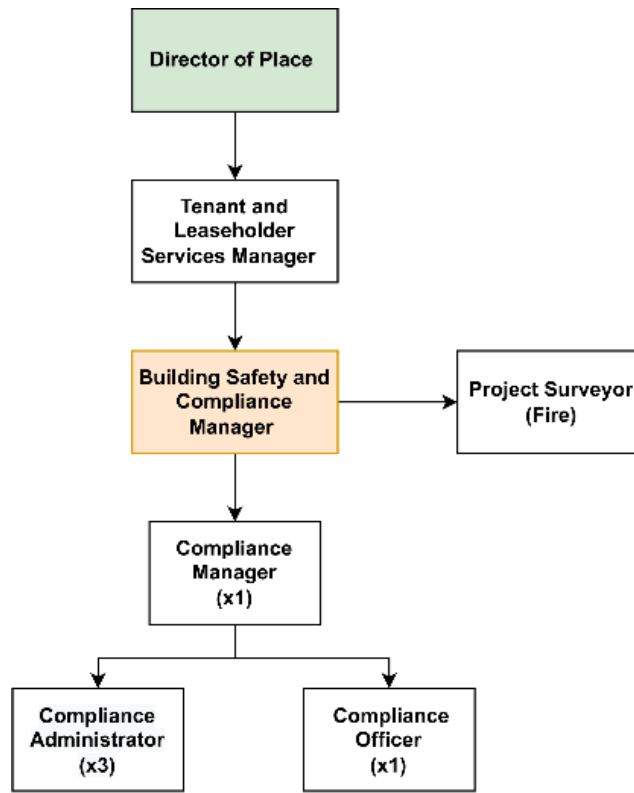


No of floors: 15
No of units: 89
EWI: Yes
FRA Risk Rating:
Moderate

7.0 Personnel

The responsibility for this work will sit in the Compliance Team and introduces a new role that the PAP can delegate the new duties of the Building Safety Act 2022

7.1 The Compliance Team structure:



The Compliance Team already monitors and manages the landlord statutory and regulatory compliance programme.

Much of the information required for the Building Safety Act is already managed by this team.

The structure introduces a new role - Building Safety and Compliance Manager. This role takes over all responsibility for the implementation and ongoing management of the requirements for the Building Safety Act 2022.

There is a lot to do to ensure we are ready for the Act and it requires the focus of a bespoke role to do this.

Embedding this role within the Compliance Team, means that there is resilience to manage requirements when this person is off sick or on leave.

7.2 Support from external consultants

The council is about to award a 5 year contract to a fire safety management consultancy to provide specialist services for the following:

- Fire Risk Assessments (FRA) to all our blocks, including Type 4 FRA's where required
- Fire safety consultancy services to manage legislative change. This includes changes brought about through the Building Safety Act 2022 and Fire Safety Order 2005 (FSO) [This report address the changes required under the FSO](#)
- Fire Safety Strategies for our blocks

7.3 relationship with key stakeholders

Kent Fire and Rescue Service (KFRS) - TLS already work closely with KFRS's Building Safety Team and local crews. This helps confirm that the fire safety of our blocks is adhered to and we are meeting our legal duties under the FSO and Building Safety Act 2022.

Building Control (BC) - TDC's BC team give advice and recommendations on works that we are planning to do that may not necessarily require building control approval. Where building control approval is required, they work with us to ensure works are being carried out in line with regulations.

DDS - DDS are our fire safety and management consultants. They complete FRA's and provide us with fire safety advice on works we are doing, ensuring compliance with the FSO and Building Safety Act 2022. They provide us updates on new legislation changes, they explain how these changes will affect us and what we need to do to ensure we are compliant as well as provide the support services required.

8.0 Database to hold building Safety information

The Compliance Team already uses True Compliance (TC). TC is a purpose built compliance database that manages and monitors our statutory and regulatory landlord health and safety responsibilities.

TC can be adapted to monitor the further aspects of building safety to be compliant with the act.

The TC developers will work closely with us to design the building safety case and the framework for the building safety case report.

9.0 Supporting policies

The following policies are in place to support the health and safety of residents in occupation of any properties managed by TDC. They are relevant to; and support the objectives of the Building Safety Act 2022:

- [Asbestos Policy](#)
- [Electrical Inspection and Testing Policy](#)
- [Gas and Heating Policy](#)
- [Lift Safety Policy](#)
- [Water Hygiene Policy](#)

(These are the links to the policies published on the TDC website)

These policies are due to be reviewed and we will need to ensure that they compliment the new requirements as set out in the Building Safety Act 2022. This work will commence over Quarter 1 2023/34.

9.1 Fire Risk Assessment Policy

The fire risk assessment policy has been affected by the Building Safety Act and the changes made to the RRO. Below is the link to the current policy, published on the TDC website.

Appended to this document is the revised policy, which incorporates the changes required to ensure compliance with the new and revised legislation.

- [Fire Risk Assessment Policy](#)

9.2 Further strategies and policies

Further strategies and policies that support the Building Safety Act 2022 are:

- [Resident Involvement Strategy 2022-2025 PUBLISHED](#)
- [The Estate Strategy](#)
- [Estate Policy](#)
- [TDC Complaints Policy](#)

10.0 Resident involvement

The Building Safety Act says that every resident of a higher risk residential building must:

- Be reassured that the AP is managing their building safety risks in their building
- Are involved in decisions that concern the safety of their building
- Be informed about measures being taken to make their building safe
- Be able to raise safety concerns directly with the building owners

If residents feel their concerns are being ignored they can escalate complaints to the BSR.

10.1 The AP must:

- Produce a resident engagement strategy.
- The strategy must have particular regard to the requirements of residents who have disabilities.
- Establish a complaints system that ensures residents safety concerns are dealt with.

TDC's corporate complaints policy and procedure is adequate to comply with the act.

The Resident Involvement Strategy 2022 - 2025 addresses the requirements of the Building Safety Act 2022, but further work is required to enhance the resident engagement strategy to meet the requirements of the Act

10.2 TLS Resident Involvement Strategy 2022 - 2025

The following objectives in the strategy partially address the criteria required through the Building Safety Act 2022:

Objective 1 - To ensure residents influence services

We ensure that residents influence our services by enabling them to do so.

We will do this by organising resident involvement activities which provide insight that influences our housing services.

This includes:

- Decision making about their building's safety.

Objective 2 - To develop a resident involvement structure that enables residents to influence and scrutinise services

We want to make it easy for residents to get involved in a way that suits them.

We will use a flexible range of formal and informal opportunities for residents to influence and scrutinise services.

We will tailor our involvement opportunities as to how residents have told us they would like to get involved. Learning from best practice, we will trial new opportunities, monitor the impact and stop activities that aren't working.

We will monitor the diversity of involvement and use best practices to target under represented groups.

Examples of activities we would organise for involvement in building safety would be:

- Consulting our strategic umbrella groups with resident membership on matters of building safety (ie the TTLG).
- Creation of a new high rising living tenant and leaseholder group.
- Create opportunities for flexible consultation and scrutiny (ie focus groups or carry out estate inspections)
- Informal involvement opportunities through surveys and complaints monitoring
- Informed opportunities with access to our building safety case reports.

Objective 4 - To benefit from a broader range of experience and ideas

Through the implementation of this strategy we aim to improve our ability to engage with different groups and thus support equality in the following ways:

- Eliminating discrimination
- Advancing equality
- Fostering good relations between people of different characteristics

We will aim to increase resident's capacity and willingness to engage by accommodating their needs and requirements, as far as reasonably practicable.

10.3 Resident responsibility

The Building Safety Act 2022 places the following responsibilities onto residents to ensure their actions do not negatively impact the safety of others:

- Not act in a way that creates significant risk of fire or structural failure
- Not interfere with a relevant safety item
- Comply with a request by the AP for information reasonably required to perform their duties to assess and manage building safety risk

Next Steps

Action	Description	Person responsible	Status/ target completion
Publish resident involvement strategy	Resident involvement strategy 2022-25 has been approved for adoption by Cabinet	Michelle Thomas	Complete
Report preparations, including identity of AP and PAP to Cabinet	Prepare and present a report to the Cabinet recommending the allocation of AP and PAP responsibilities.	Bob Porter/Sally O'Sullivan	In Progress Q1 2023/24
Register High rise blocks (HRB) with the BSR	We must register our high rise blocks with the HSE. We require specific information to be able to do this. Annex 3 - information required to register . Fee to register each building: £251 The deadline for registering HRB's is 1 October 2023	Claire Pryce	In progress By 1 October 2023
Submit key building information	This part of the registration service opens in May and must be completed by 1 October 2023 There is no further charge for this Annex 3 - provides key building information needed	Claire Pryce	By 1 October 2023

Agenda Item 5

Annex 1

Preparation of True compliance (TC).	Build modules in TC for categories of data required. Explore formats for the building safety case and building safety case report through TC	Claire Pryce	In progress By October 2023
Preparation of Data	Series of workshops to prepare project plans for gathering and inputting data required for the Building safety cases	Sally O'Sullivan	Complete

Reference

<https://www.hse.gov.uk/building-safety/news/safety-case-principles.pdf>

<https://www.gov.uk/government/publications/building-safety-bill-factsheets/dutyholders-factsheet>

<https://www.gov.uk/government/publications/building-safety-bill-factsheets/residents-voice-factsheet>

<https://www.housing.org.uk/news-and-blogs/news/building-safety-act/>

<https://www.legislation.gov.uk/ukpga/2022/30/notes/division/3/index.htm>

<https://press.hse.gov.uk/2023/02/27/new-regulator-takes-major-step-forward-in-landmark-moment-for-building-safety/>

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Thanet District Council

Fire Safety Order 2005 - Introduction of new requirements

December 2022 Sally O'Sullivan

Introduction

The Fire Safety Order (FSO) covers the management of fire safety in all non domestic premises in England and Wales, this includes the common parts of buildings containing two or more sets of domestic premises.

There has been a recent revision of the FSO that implements the majority of the recommendations made to the government in the Grenfell Tower Inquiry Phase 1 report.

This introduces regulations under article 24 and makes it a requirement in law for the Responsible Person (RP) of existing high rise blocks of flats to:

- Provide information to Fire and Rescue Services that will assist them to plan and provide an effective operational response
- To provide additional safety measures

This document provides information on the changes to fire safety regulation and how the Tenant and Leaseholder Services will implement the requirements.

The requirements are mainly for high rise residential buildings - buildings over 18 metres and buildings over 11 metres.

The changes was live from Jan 2023, but the Government are still making changes and so there will be some leniency to ensure we can get the programme in place.

This report demonstrates that many of the actions are completed and that the outstanding actions have a plan in place.

Responsible Person under the FSO:

Definition of the RP:

The definition of the RP falls under Article 3:

RP has control of financial decisions, management decisions and the decision to employ contractors. In a large organisation this can be the body corporate or company secretary, that person/s can be identified by the CEO.

In high rise (over 18 meters) residential buildings the RP will be required to:

Table of actions

Required changes	Action	Status of action	Update on action
Wayfinding signage	To install signage visible in low light or smokey conditions that identifies flat and floor numbers in the stairwells .	In progress	<p>Installation of appropriate signage following consultation with KFRS on 15/12/22</p> <p>20/1/23 audit complete - to purchase signs to install.</p> <p>March 23 - Kennedy House and Trove Court Completed.</p> <p>April - 23 Brunswick Court part completed, additional signage ordered due to second staircase.</p> <p>May 23 - Invicta House, Harbour Towers and Staner Court - due to start</p>

Information boxes	Install and maintain a secure information box. The box must contain the name and contract details of the RP and hard copies if the building floor plans	In progress	<p>Consultation with KFRS of the appropriate contents of the box on 15/12/22 KFRS will send an electronic version of what they have in their grab bag as this is mostly the same info - to be received by COB 23/12/22</p> <p>23/2/23 - most of info required is in box - outstanding items:</p> <ul style="list-style-type: none"> • Info of equipment on roof - requested from Property Team • Drawings need to be amended as per KFRS requirements - PRP have been instructed <p>True Compliance to be adapted to hold information on PIB's - confirm checking and early warning on next check date.</p>
Fire fighting equipment	Undertake monthly checks on the operation of lifts intended for use by firefighters, and evacuation lifts and check the functionality of other key pieces of fire fighting equipment	Complete	<p>Actions Started in March 23 to ensure compliance:</p> <ul style="list-style-type: none"> • Dry risers/sprinklers - being checked by Mears monthly. • Lifts - are being checked as appropriate • AOV's - being checked by Mears
External Wall systems (EWS)	To provide KFRS with information about the design and materials of the EWS. Provide information in relation to the level of risk the EWS gives rise to and any mitigating steps. To inform KFSR of any material changes to these walls	Complete	<p>Full report on the EWS undertaken by DDS and shared with KFRS. Waking Watch put into place on advice by KFRS.</p> <p>Following on from a seminar held 23.01.22 by Kent Fire and Rescue, we will also need to upload the external wall information on to Kent Fire and Rescue's website on the following link Kent Fire and Rescue Information uploading - CP to upload on to portal 24.01.23</p>

<p>Building plans</p>	<p>Provide KFRS with up to date electronic building floor plans and to place hard copies of these in a secure information box on site</p>	<p>In progress</p>	<p>Electronic building plans completed by Potter Raper as part of the tower block survey completed in 2021.</p> <p>Electronic copies sent to KFRS 15/12/22.</p> <p>Following on from a seminar held 23.01.22 by Kent Fire and Rescue, we will also need to upload the external wall information on to Kent Fire and Rescue's website on the following link Kent Fire and Rescue Information uploading - CP to upload on to portal 24.01.22</p> <p>23/2/23 - KFRS have decided that the original plans are not completely what they are after. Looking to PRP to amend.</p> <p>PRP are completing floor plans for Brunswick</p>
<p>Out of Service Fire Fighting Equipment</p>	<p>Any faults on fire fighting equipment that will take more than 24 hours to repair, needs to be reported to Kent Fire and Rescue on their website. Kent Fire and Rescue Information uploading</p>	<p>Complete</p>	<p>Equipment within Tower Blocks this will effect:- Communal Fire Alarm, AOVs, Dry Risers. Sprinklers</p> <p>23/2/23 - procedure in place on how to appropriately report faulty equipment to KFRS</p> <p>This is now complete Procedure here</p>

In residential buildings over 11 meters the RP will be required to:

Table of actions

Required changes	Action	Status of action	Update on action
Communal Fire doors	Carry out quarterly checks of all fire doors in the common parts.	Complete	Outsource action to 3rd party contractor. To award as part of the FRA contract
Flat entrance doors (FED)'s	Carry out annual checks of FED's	Complete	Outsource action to 3rd party contractor. To award as part of the FRA contract

Buildings that fall within these requirements

Building name	Address	No of floors	Category
Staner Court	Manston Road, Ramsgate	15	Over 18 metres
Kennedy House	Newcastle Hill, Ramsgate	15	Over 18 metres

Trove Court	Newcastle Hill, Ramsgate	15	Over 18 metres
Invicta House	Millmead Road, Margate	15	Over 18 metres
Brunswick Court	Hardres Street, Ramsgate	7	Over 18 metres
Harbour Towers	Hertford Road, Ramsgate	9	Over 18 metres
Janice Court	129 Dane Road, Margate	5	11 Metres Plus
Turner Court	1-30 Turner Court , Margate	5	11 Metres Plus
Royal Crescent 19-23	Ramsgate	5	11 Metres Plus
Royal Crescent 4-15	Ramsgate	4	11 Metres Plus
Conyngam Close 33-46	Ramsgate	4	11 Metres Plus
Conyngam Close 47-54	Ramsgate	4	11 Metres Plus
Conyngam Close 55-68	Ramsgate	4	11 Metres Plus
Bellevue Avenue 1-20	Ramsgate	4	11 Metres Plus
KING STREET 69-73, 1-13	Ramsgate	4	11 Metres Plus

Newlands House 1-18	Ramsgate	4	11 Metres Plus
Highfield Court 1-15	Ramsgate	4	11 Metres Plus
Highfield Court 16-29	Ramsgate	4	11 Metres Plus
Highfield Court 30-48	Ramsgate	4	11 Metres Plus
Lancaster Close 11-24	Ramsgate	4	11 Metres Plus
Lancaster Close 25-32	Ramsgate	4	11 Metres Plus
Somerset Court 1-14	Ramsgate	4	11 Metres Plus
Northmore Walk 1-14	Ramsgate	4	11 Metres Plus

New requirements for Fire Risk Assessments for all buildings:

Table of actions

Required changes	Action	Status of action	Update on action
Completion of Fire Risk Assessment Prioritisation Tool (FRAPT)	The FRAPT is an online tool designed to assist the RP to develop a strategy to prioritise their buildings to review their fire risk assessments as set out in the Fire Safety Act 2021.	In progress	<p>To be completed in house - dates booked 12 & 13 Jan 2023.</p> <p>20/1/23 mostly complete. Some queries to be resolved 27/1/23 with DDS</p> <p>10/2/23: information is too complex for the team to manage - quote received from DDS to complete</p> <p>April 23 - DDS completed a trial 5 Blocks to enter into the FRAP</p>
Requirement of Fire Risk Assessments (FRA) for previously exempt buildings	Flats without a communal area, that would have previously been exempt from requiring an FRA will need to a Risk Assessment to confirm the requirement of an FRA going forward	Complete	<p>DDS to provide a quote for this service by the beginning of Jan 2023. 79 blocks to check.</p> <p>26/04/23 Quote received. To Award as part of the FRA contract</p>

Budget requirements for actions:

Action	Cost	Comments
Wayfinding signage - install new signage	£5715.60 - supply £600 - fit	Cost to supply and fit. To be rigid plastic, screwed into the wall to prevent vandalism. Includes spare signs for lower floors.
Information boxes - install and maintain a secure information box	£0	Boxes already in place
External Wall systems (EWS)	£0	Already completed
Building plans	£Awaiting cost	Plans required for Brunswick only
Completion of Fire Risk Assessment Prioritisation Tool (FRAPT)	£3340.00	Out sourced to DDS
Risk assessment to previously exempt buildings	£4,266.00	Outsourced to DDS
Communal Fire doors - quarterly checks	£5,867.00	Outsourced to DDS
Flat entrance doors - annual checks	£12,245.00	Outsourced to DDS KFRS have advised that if we cannot get access we would need to get an injunction. Will need to consider the cost of legal work
TOTAL COST	£32,099.00	

Appendix 1 - [Spreadsheet of property audit for actions](#)

Appendix 2 - [Breakdown of costs for fire door inspections](#)

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Annex 3 - Registering our HRB's with the HSE

1.0 information needed for registering HRB's

The current guidance asks us to think of the following information:-

Building name, address, and postcode	Invicta House, Block, 1-89 Millmead Road, Margate, Kent, CT9 3QH	Harbour Towers, 1-48 Hertford Street, Ramsgate, Kent, CT11 9EY	Brunswick Court, 1-41 Hardres Street, Ramsgate, Kent, CT11 8QL	Staner Court, 1-89 Manston Road, Ramsgate, Kent, CT12 6HR	Kennedy House, 1-90 Newcastle Hill, Ramsgate, Kent, CT11 8PE	Trove Court, 1-90 Newcastle Hill, Ramsgate, Kent, CT11 8PG
Building height, in metres	46.00M		36.00M	46.00M	46.00M	46.00M
Number of floors in the building	15	9	12	15	15	15
Accountable Person (AP)	The council	The council	The council	The council	The council	The council
Principal Accountable Person	Director of Place	Director of Place	Director of Place	Director of Place	Director of Place	Director of Place
parts of the building AP are they responsible for	All Parts	All Parts	All Parts	All Parts	All Parts	All Parts

The year the building was fully constructed	1965	1970	1957	1965	1965	1965
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2.0 Key building information needed:

As well as registering our buildings, we are required to provide key information about it, which is known as Key Building Information (KBI).

KBI can be added to our application when this part of the registration service opens in May.

Here is the information that will be required::

- Building use (primary and secondary uses and uses of basement levels)
- Structure (frame type and material; connections to other blocks)
- Roof (structure and material)
- Number of staircases
- External wall system (all materials and % of each), insulation (primary material and % of each)
- External features and attachments to the building (type and material)
- Types of energy supply to and within the building
- Fire evacuation strategy
- List of fire and smoke control equipment
- Number of fire doors and their fire rating
- Certain building works carried out on the original building

There is no additional fee for submitting the Key Building Information, but it must be entered before 1 October 2023.

Further resources

- [Safety in high-rise residential buildings: Accountable Persons](#)
- [Safety cases and safety case reports](#)
- [Building Safety Regulator](#)

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Fire Risk Assessment Policy



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1.0 Introduction

- 1.1 Residents of properties left unprotected against fire have a higher than average chance of being injured or killed in their home.
- 1.2 In addition to this there have been high profile fires in social housing high-rise blocks (most notably Lakanal House in 2009 and Grenfell Tower in 2017) which resulted in residents losing their lives.
- 1.3 Most fires are preventable. It is the responsibility of the building owner to ensure the right procedures are in place.

2.0 Scope

- 2.1 This policy meets the requirements of the Regulatory Reform (Fire Safety) Order 2005 (RRO 2005), the Fire Safety Act 2021 and the Building Safety Act 2022.
- 2.2 The policy is relevant to all TDC employees, tenants, leaseholders, contractors and other persons or other stakeholders who may work on, occupy, visit, or use its premises, or who may be affected by its activities or services.

3.0 Regulatory Standards, Legislation and Codes of Practice

- 3.1 **Regulatory Standards** - this policy will ensure compliance with the Regulator for Social Housing's regulatory framework.
- 3.2 **Legislation** - the principal legislation applicable to this policy is the Regulatory Reform (Fire Safety) Order 2005 (RRO 2005). This places a duty on TDC to take general fire precaution measures to ensure, as far as is reasonably practicable, the safety of the people on their premises and in the immediate vicinity. The Fire Safety Act 2021 amends the Regulatory Form Fire Safety 2005 making it clearer where responsibility for fire safety lies in buildings containing more than one home.
- 3.3 The Building Safety Act 2022 re-examines building safety regulations, introduces new duties relating to fire and structural safety and brings in a number of measures intended to make buildings and residents safer. The Act also strengthens the Regulatory Reform (Fire Safety) 2005 with amendments which affect buildings over 11 metres.
- 3.4 **Guidance** - the relevant guidance documents applicable to this policy are:
 - **LACORS - Housing - Fire Safety:** Guidance on fire safety provisions for certain types of existing housing
 - **Local Government Association:** Fire safety in purpose-built blocks of flats
 - **HHSRS Operating Guidance - Housing Act 2004:** Guidance about inspections and assessment of hazards given under Section 9
 - **HHSRS Operating Guidance - Housing Act 2004:** Addendum for the profile for the hazard of fire and in relation to cladding systems on high rise residential buildings
 - **Ministry of Housing, Communities & Local Government (MHCLG):** Building safety advice for building owners, including fire doors (January 2020)

- **Ministry of Housing, Communities & Local Government (MHCLG):** Advice for Building Owners of Multi-storey, Multi-occupied Residential Buildings (January 2020)
- **Building a Safer Future** - Independent Review of Building Regulations and Fire Safety: Final Report (May 2018)
- PAS 79-2 2020 - Fire Risk Assessment Part 2. Housing Code of Practice.

3.5 **Sanctions** - TDC acknowledges and accepts its responsibilities in accordance with the regulatory standards, legislation and approved codes of practice, and that failure to discharge these responsibilities properly could lead to a range of sanctions including prosecution by the Health and Safety Executive under the Health and Safety at Work etc Act 1974, prosecution under the Corporate Manslaughter and Corporate Homicide Act 2007, prosecution by the Fire and Rescue Service under the RRO and via a serious detriment judgement from the Regulator of Social Housing.

3.6 **Tenants and leaseholders**- TDC will use the legal remedies available should any resident refuse access to carry out essential fire safety related inspection and remediation works.

4.0 Additional Legislation

4.1 This fire safety policy also operates in the context of the following additional legislation:

4.1.1 Housing Act 2004

4.1.2 Health and Safety at Work etc Act 1974

4.1.3 The Management of Health and Safety at Work Regulations 1999

4.1.4 Management of Houses in Multiple Occupation (England) Regulations 2006

4.1.5 Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006

4.1.6 Gas Safety (Installation and Use) Regulations 1998

4.1.7 The Furniture and Furnishings (Fire Safety) Regulations 1988

4.1.8 The Health and Safety (Safety Signs and Signals) Regulations 1996

4.1.9 The Building Regulations 2000: Approved Document B Fire Safety

4.1.10 Electrical Equipment (Safety) Regulations 2016

4.1.11 Construction (Design and Management) Regulations 2015

4.1.12 Data Protection Act 2018

4.1.13 Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013

4.1.14 Homes (Fitness for Human Habitation) Act 2018

5.0 Obligations

- 5.1 TDC will carry out a fire risk assessment (FRA) for the purpose of identifying the general fire precautions and other measures needed to comply with the RRO 2005
- 5.2 TDC will undertake a Type 1 FRA survey and will take direction from the independent Fire Risk Assessor if a more intrusive survey is required. TDC will implement all necessary fire precautions measures identified by a FRA.
- 5.3 TDC will put in place a suitable system of maintenance and appoint competent persons to do this
- 5.4 TDC will periodically review FRA's in a timescale appropriate to the premises and/or occupation fire risk level. High rise and converted blocks will be reviewed on an annual basis and all other blocks will be reviewed 3 Yearly, unless determined sooner by the fire risk assessor carrying out the fire risk assessment.
- 5.5 TDC will engage with the Kent Fire and Rescue Service to regularly review the evacuation strategies
- 5.6 TDC will ensure that the FRA to a building is reviewed following a fire, change in building use, change in working practices that may affect fire safety, following refurbishment works to the building or if required following an independent fire safety audit, and that this review is carried out by a competent fire risk assessor.
- 5.7 TDC will ensure that robust processes are in place to record and action any 'near miss' reports with regard to fire safety.
- 5.8 TDC will test all smoke alarms/CO alarms as part of the annual gas safety check visit (or at void stage) and replace them where necessary.
- 5.9 Where TDC has been notified that a resident within a building requiring a fire risk assessment is storing oxygen in their home , it will ensure that they have a Personal Emergency Evacuation Plan (PEEP) in place that is reviewed annually by a competent person.
- 5.10 TDC is committed to working with Kent Fire and Rescue Services to create safer places to live and work. Joint working will include sharing information, the fire service reviewing risk assessments and providing training to TDC staff.
- 5.11 TDC will report any defect on fire fighting equipment that will be out of action for more than 24hrs on its high rise buildings to kent fire and rescue, using their online reporting tool and will also update when the equipment has been fully repaired.
- 5.12 TDC considers good communication essential in the safe delivery of fire safety and will therefore ensure that information about fire safety and fire prevention measures is available to residents and building users.
- 5.13 TDC will ensure there is a relevant resident engagement strategy in place for High Risk High Rise blocks
- 5.14 TDC will ensure that a redacted version of the fire risk assessment will be made available to tenants upon request.
- 5.15 TDC has a zero tolerance to goods stored in the communal area to ensure fire safety. in theTDC will not permit the storage of scooters within the communal areas of their properties.
- 5.16 TDC will have a robust process in place to manage properties with tenants that have hoarding issues .

6.0 Compliance Risk Assessment/Inspection Programmes

- 6.1 CDM - to comply with the requirements of the Construction, Design and Management Regulations 2015 (CDM).
- 6.2 TDC will carry out a programme of FRA reviews, ensuring they are reviewed no later than the review date set by the fire risk assessor.
- 6.3 TDC will carry out a programme of regular inspections to all blocks with a FRA in place. These inspections will be undertaken at regular intervals by housing response officers and will keep a record of the inspection.
- 6.4 **New Build Properties** - TDC will ensure that a pre-occupation fire risk assessment is carried out on all new build properties where required.
- 6.5 TDC will carry out quarterly communal fire door inspections and yearly flat entrance door inspections to all buildings that are above 11 metres in height.
- 6.6 TDC will carry out additional monthly visual checks to the dry risers, sprinklers, lifts and AOV's within its 6 high rise buildings and report any defects to its contractor for repair.

7.0 Compliance Follow up Work

- 7.1 TDC will ensure that robust processes are in place to implement all mandatory fire precaution measures identified by FRA's. This will be done as soon as reasonably practicable and in the following priority order:
 - Intolerable actions
 - Substantial actions
 - Moderate actions
 - Tolerable actions
 - Trivial actions
- 7.2 TDC will ensure that robust processes are in place to implement all fire precaution measures identified by the regular block inspections carried out by HRO's.
- 7.3 TDC will ensure there is a robust process in place for the management of any follow-up works required following the completion of servicing and maintenance checks to fire detection, prevention and fire-fighting systems and equipment.

8.0 Record Keeping

- 8.1 TDC will maintain a core asset register of the communal blocks and 'other' properties that require a FRA. This register will also identify all fire safety equipment, systems and installations within each building.
- 8.2 The register shows the date of the current FRA and the due date of the next FRA. The register will also be used to record and track the progress of all fire safety actions required, as identified from the FRA.
- 8.3 TDC maintains a register against each property asset of any smoke/heat detection equipment contained within domestic dwellings

- 8.4 TDC maintains an appropriate Fire Safety Box and keeps it securely on site, for all high risk buildings requiring a fire risk assessment. High risk schemes include all high rise buildings and any building with a personalised evacuation strategy.
- 8.5 TDC will maintain the Fire Risk Assessment Prioritisation tool.
- 8.6 TDC will maintain the Building Safety Cases.
- 8.7 TDC will establish and maintain records of all fire safety related training undertaken by staff.

9.0 Key Roles and Responsibilities

- 9.1 TDC's Cabinet has overall governance responsibility for ensuring the Fire Safety Policy is complied with. The Cabinet will formally review this policy every two years (or sooner if there is a change in regulation, legislation or codes of practice).
- 9.2 As per the Regulatory Reform (fire safety) Order 2005, the following role is appointed:
 - Responsible Person is Thanet District Council
- 9.3 TDC's Cabinet will receive regular updates on fire safety performance along with notification of any non-compliance issue which is identified. The Director of Place has strategic responsibility for the management of fire safety and for ensuring compliance is achieved and maintained. TDC's Compliance Manager will be responsible for overseeing the delivery of the fire risk assessment programme and the prioritisation and implementation of any works arising from the FRAs.
- 9.4 TDC's Compliance Manager is responsible for overseeing the delivery of service, maintenance and repair programmes to all fire detection, alarms and fire-fighting equipment within property assets owned or managed by TDC.
- 9.5 TDC's Building Safety and Compliance Manager will ensure the Building Safety Cases for the 6 high buildings are kept up to date and the building safety case report is submitted annually to the Health and Safety executive .
- 9.6 Under the Building Safety Act 2022, the following roles are appointed as:
 - Accountable Person - Thanet District Council
 - Principal Accountable Person - Director of Place
- 9.7 TDC's CMT will receive reports in respect of fire safety management performance and ensure compliance is being achieved. They will also be notified of any non-compliance issue identified.

10.0 Competent Persons

- 10.1 TDC will ensure that the manager with lead responsibility for operational delivery holds a suitable qualification. TDC will fund training as necessary so they gain this qualification and membership.
- 10.2 TDC will ensure that only suitably competent fire risk assessors are procured and appointed to undertake fire risk assessments.

11.0 Performance Reporting

11.1 KPI measures will be produced and provided at service level on a monthly basis and to TDC's CMT and elected members on a quarterly basis. As a minimum, these KPI measures will include reporting on:

Data - the total number of:

- Properties - split by communal blocks and 'other' properties;
- Properties on the FRA programme;

- Properties with a valid 'in date' FRA. This is the level of compliance expressed as a number and a %;
- Properties which are due for a new FRA within the next 90 days. This is the early warning system;
- Follow-up works - number of actions (by priority) and of these how many are in date and how many are overdue, number raised in the period and number completed in the period.

Narrative - an explanation of the:

- Current position;
- Corrective action required;
- Anticipated impact of corrective action;
- Progress with completion of follow up works.

In addition:

- Compliance with the fire safety equipment, systems and installations servicing and maintenance programme;
- Recording and reporting on property fires to identify trends and target awareness campaigns.

12.0 Quality Assurance

12.1 Internal audit will test the compliance of fire safety every 5 years or more frequently if necessary.

12.2 TDC will carry out independent third party quality assurance audits of fire risk assessments, fire equipment servicing and follow-up actions. This will be a 20% check of fire safety works carried out on high rise properties and a 5% sample of the total fire safety works carried out on the remaining stock.

13.0 Glossary

13.1 This glossary defines the key terms used throughout this FRA policy:

13.1.1 **FRA:** Fire Risk Assessment - an assessment involving the systematic evaluation of the factors that determine the hazard from fire, the likelihood that there will be a fire and the consequences if one were to occur.

13.1.2 **PEEP:** Personal Emergency Evacuation Plan - a bespoke 'escape plan' for individuals who may not be able to reach an ultimate place of safety unaided or within a satisfactory period of time in the event of any emergency.

13.1.3 PAS79-2; 2020 is a Publicly Available Specification published by the British Standards Institution which focuses on making sure that all the required information that pertains to both a fire risk assessment and the findings are recorded.

14.0 Document control

Date	Version	Action	Amendments
March 2020	1	New policy	
May 2023	2	Full review and approval by Cabinet	
May 2025		New review date	

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TLS KPI Q3 & Q4 2022/23 - Housing Performance report

Overview and Scrutiny Panel	30 May 2023
Report Author	Sally O’Sullivan, TLS Manager
Portfolio Holder	Cllr Whitehead, Deputy Leader and Cabinet Member for Housing
Status	For Information
Classification:	Unrestricted
Key Decision	No
Ward:	All

Executive Summary:

This report provides members of the Overview and Scrutiny Panel with a review of the performance of the Tenant and Leaseholder Service (TLS) for quarter 3 & 4 2022/23.

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

- Operational performance against key indicators for the period from 1 October 2022 - 31 December 2022 and 1 January 2023 - 31 March 2023
- The management of tenant and leaseholder health and safety as of 31 December 2023 and 31 March 2023.

Recommendation(s):

Members of the Overview and Scrutiny Panel are asked to:

1. Note and scrutinise the contents of these reports for quarter 3:
 - Compliance report - Annex 1
 - Compliance data summary - Annex 2
 - Rate of progress graphs - Annex 3
 - Performance data Summary - Annex 4
 - Performance report - Annex 5
2. Note and scrutinise the contents of these reports for quarter 4:
 - Compliance report - Annex 6
 - Compliance data summary - Annex 7
 - Rate of progress graphs - Annex 8
 - Performance data Summary - Annex 9
 - Performance report - Annex 10

Corporate Implications

Financial and Value for Money

Although the performance of the 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

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.

Risk Management

The regulations, by which a social housing provider must be compliant, tell us we must have good governance in place to manage landlord health and safety obligations and performance. As a council, we look to members to scrutinise and challenge the performance of the Tenant and Leaseholder Service.

The presentation of quarterly performance reports to Cabinet and OSP mitigates the risk of becoming non compliant and put under notice by the Regulator for Social Housing

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: -
(Delete as appropriate)

- 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. Background

- 1.1. The Tenant and Leaseholder Service (TLS) 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 3 & 4 2022/23.
- 1.3. TLS reviews their compliance performance on a monthly basis. To compliment the quarterly performance reports, the compliance performance for 31 December 2023 and 31 March 2023 is submitted for review
- 1.4. Members of the Overview and Scrutiny Panel are invited to scrutinise the performance reports provided by the TLS.

Contact Officer: Sally O'Sullivan, (Tenant and Leaseholder Services Manager)

Reporting to: Bob Porter (Acting Corporate Director of Place)

Annex List

Reports for quarter 3:

- Compliance report - [Annex 1](#)
- Rate of progress graphs - [Annex 2](#)
- Compliance data summary - [Annex 3](#)
- Performance data Summary - [Annex 4](#)
- Performance report - [Annex 5](#)

Reports for quarter 4:

- Compliance report - [Annex 6](#)
- Compliance data summary - [Annex 7](#)
- Rate of progress graphs - [annex 8](#)
- Performance report - [annex 9](#)
- Performance data Summary - [annex 10](#)
-

Background Papers

None

Corporate Consultation

Finance:

Legal:

**RepairsThanet District Council
Tenant and Leaseholder Service
Monthly Service Compliance Report**

Meeting:	Monthly Monitoring Report to Service Management Team
Date:	04/01/2023
Monitoring Period	December 2022
Author:	Claire Pryce (Asset Manager)
Summary:	<p>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. The details of the current position with rates of compliance are detailed in appendix one. The rate of progress is shown in appendix two. (graph)</p>
Recommendations:	<p>That the director for housing and planning scrutinise the data contained within this report and escalate any exceptional positions to the council's Corporate Management Team and relevant Cabinet Member, in line with agreed policy.</p> <p>Quarterly reports to be escalated formally to Cabinet</p>

Table of Contents

3 - TDC Housing Stock

3 - Lifts

4 - Water

4 - Fire Risk Assessments

6 - Asbestos

7 - Electrical

8 - Gas

Appendix 1: Metrics

Appendix 2: Supporting Graphs

TDC Housing Stock

Type	No.	Comments
Domestic	3047	
Communal	274	
Garages	354	
Garages block	34	Harbour Towers car park included here
Commercial	3	Under lease: Brunswick community Centre and Newington community Centre, Managed: Millmead Hall

Lifts

Compliance with written examination schemes for lift plant	14 (100%)
Number of Entrapments - month and year to date	Entrapments this month 0 (from Mears) from 0 Precision lifts
Current Assets - lifts / stairlifts and changes in last month	<p>Stairlifts - 81 Non Compliant - 10 87.65% Compliant</p> <p>7 LOLERs completed in December 3 non access.</p> <p>Through floor lifts - 16 Non Compliant - 3 81.25% Compliant</p> <p>2 LOLERs completed in December 2 non access.</p>
Outstanding Defect A and Defect B risk actions as identified in insurers reports	<p>Passenger lifts Defect A's - 0 Defect B - 35</p> <p>Home aids (stairlifts and through floor lifts) Defect A - 0 Defect B - 14</p>
RIDDOR Notices issued	None

Agenda Item 6

Annex 1

Water

Properties with a valid in date LRA as a number and overall percentage	30 - 100% Compliant
Properties which are due to be inspected and tested within the next 30 days - this is the early warning system	2 Due in January 2023 and have been booked in and 25 Due in February 2023 which have also been booked in
Number of follow up works / actions arising from risk assessments and inspections - completed / in time and overdue	High Risk - 0 Medium Risk - 12 (100% overdue) Low Risk - 0
Current Position	One Medium action was completed in December, the remaining 12 actions are legacy actions that we cannot gain access to.
Corrective Action required	Continue to contact and negotiate with residents to gain access.

Fire Risk Assessment

Properties with a valid in date FRA. This is the level of compliance as a number and overall percentage	167 in date 100%
Properties due for FRA within 90 days. This is the early warning system	16 Due in February 2023 - all booked in within the expiry date
Follow up works - total number of actions (by priority) raised in period completed and outstanding - and time outstanding	8 New FRAs completed in December with 41 new actions added in Quarter 3 Total actions = 173 142 actions are overdue
Narrative, including <ul style="list-style-type: none"> ● Current Position 	130 Actions completed in total in Quarter 3 Overdue Actions 142 <u>11 overdue with repairs</u> 1 - to replace the flat door - on hold due to not being able to force entry - ASB

Agenda Item 6

Annex 1

	<p>1 - to replace front door has had two non-accesses, the latest being in December, now looking to see if we can force entry. 2 - included within insurance works 7 - appointments booked</p> <p><u>115 overdue with Planned</u> Works have stalled due to unsuccessful recruitment to project surveyor (fire) post.</p> <p>Works are being issued to contractor but not at the same pace - currently awaiting quotes</p> <p><u>9 overdue with Housing</u> Relate to Mobility Scooters, housing contacting the residents.</p> <p><u>7 Overdue in Compliance</u> 2 - signage being ordered 5 - visits required</p>
<p>Additional, including; Compliance with fire safety equipment, systems and installation servicing and maintenance programmes.</p>	<p>Fire Alarms - 11 - compliant 20 - Non Compliant:</p> <p>4 - are currently having new alarms fitted. Experiencing issues with access</p> <p>5 - Towers blocks are planned works. This is mitigated with the waking watch on site.</p> <p>1 - Is part of a large project 1 - Has failed due to non access to most of the flats, a joint visit has been arranged with housing, the contractor and compliance officer and asset manager to try and gain access to these flats. One Failure is being disputed with the contractor by the asset manager, due to them stating call points should be fitted, however this block has a stay put policy and would not require call points and the design was agreed by Kent Fire and REscue and the FRA.</p> <p>Nine - Became overdue at the end of December and are booked in to be completed in January.</p> <p>AOV - 92.86%</p> <p>One failure due to two vents not opening , handles have been broken,currently awaiting date from contractor.</p>

Agenda Item 6 Annex 1

<ul style="list-style-type: none"> Recording and reporting on property fires 	<p>Emergency Lighting - 100%</p> <p>Fire Extinguishers - 100%</p> <p>No fires were reported in December</p>
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Asbestos

<p>Properties with a valid in date survey / re-inspection. This is the level of compliance as a number and percentage</p>	<p>Domestic - 1923 - 64.73 %</p> <p>Communal - 109 100%</p> <p>Community buildings - 2 100%</p> <p>Garages Individual - 25 - 7.06%</p>
<p>Properties due to be surveyed / re-inspected in the next 90 days. This is the early warning system.</p>	<p>Communal - 19</p> <p>All with the contractor and planned in before their due date.</p>
<p>The number of follow up works / actions arising from surveys and the numbers 'completed,' 'in time' and 'overdue.'</p>	<p>Works domestic:</p> <p>8 - v low</p> <p>8 - low</p> <p>6 - Med</p> <p>0 - High</p> <p>Communal - Zero outstanding</p>

Electrical

<p>Properties with a valid in date EICR</p>	<p>Communal - 99.37%</p> <p>Domestic - 2801 - 91.93%</p>
<p>Narrative including:</p> <ul style="list-style-type: none"> ● Current Position ● Corrective action required ● Anticipated impact of corrective action ● Progress with completion of follow up works 	<p>In the Month of Dec:</p> <p>Communal Update - 1 overdue - UK Power Networks cancelled the appointment that was booked for December and we are now awaiting a new appointment date from them.</p> <p>Properties: -</p> <p>178 EICR's completed in Q3 260 no access</p> <p>We have a high rate of no access and therefore we have in place a forced access procedure. These were successful - In December 11 Forced entries were booked. 5 were completed before the force entry appointment. 6 were completed on the force entry appointment.</p> <p>Mears December Stats:- 76 Properties Carded 45 Completed Satisfactory EICRs 12 Unsatisfactory EICRs</p> <p>Mears October Stats 89 Carded 40 Completed Satisfactory 3 Remedials completed</p> <p>Mears Nov Stats 95 Carded 56 Completed 21 remedial works completed</p> <p>NRT December Stats:- 37 Completed Satisfactory EICRs 8 Properties Carded</p>

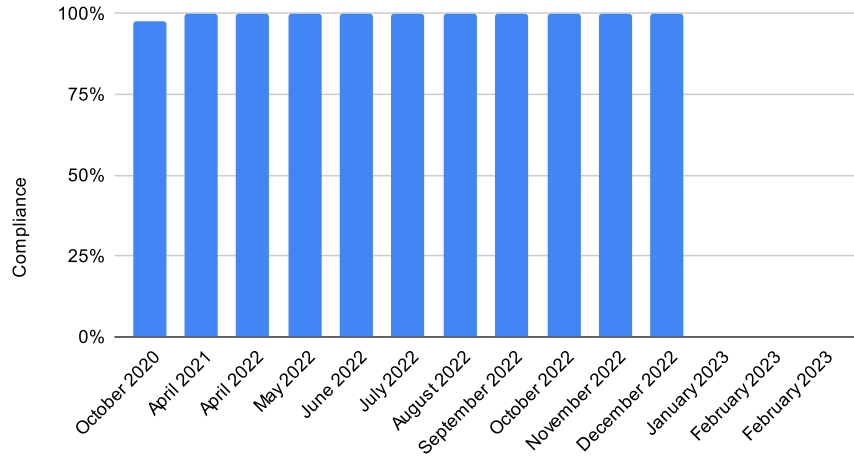
Agenda Item 6 Annex 1

Gas

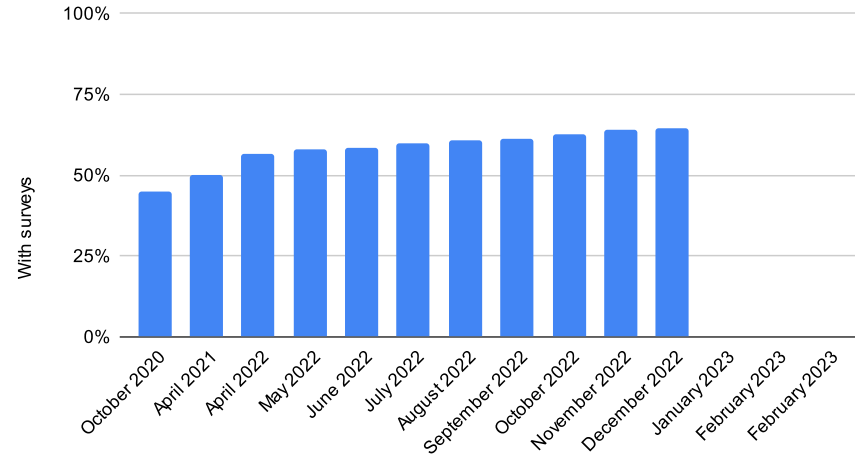
Properties with a valid in date LGSR certification. This is the level of compliance expressed as a figure and a percentage	2794 100.00% Complaint
Properties due to be serviced in the next 30 days. This is the early warning system	24 All have booked appointments and the forced entry process has started.
The number of follow up works / actions arising from any tests / inspections and the numbers completed, in time and overdue	40 follow on actions as of the end of December..
Narrative including: <ul style="list-style-type: none"> ● Current Position ● Corrective action required ● Anticipated impact of corrective action ● Progress with completion of follow up works - number of actions completed, in time and overdue 	100.00% January and February we have a peak in servicing, Gas Call has the required resources in place to ensure the servicing is completed within time and has the use of engineers from other areas if required, this is being closely monitored with Gas Call.

Appendix 2: Charts

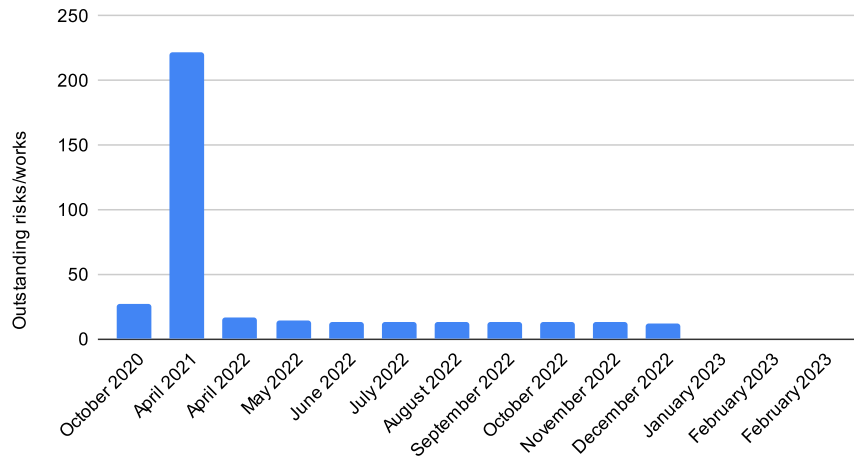
Communal Asbestos Surveys



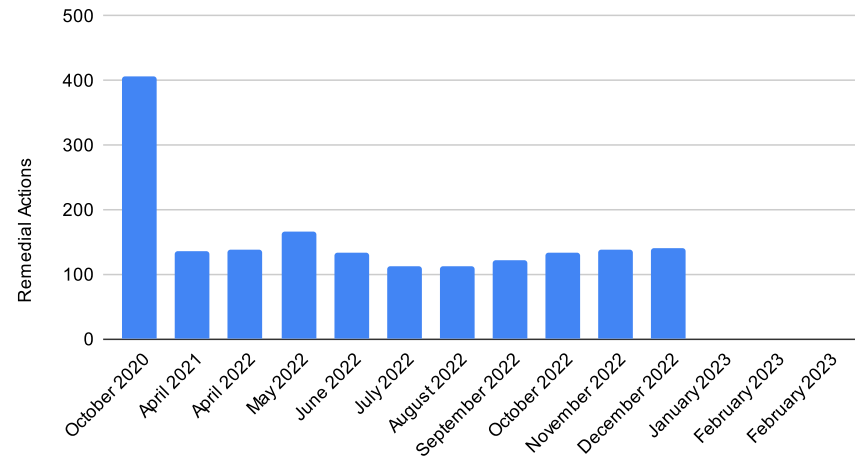
Domestic Properties with Asbestos Surveys



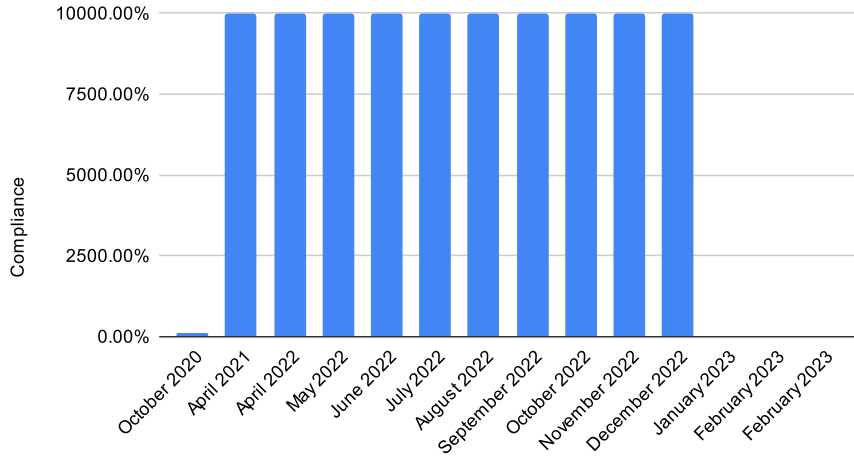
Legionella: Outstanding risks/works



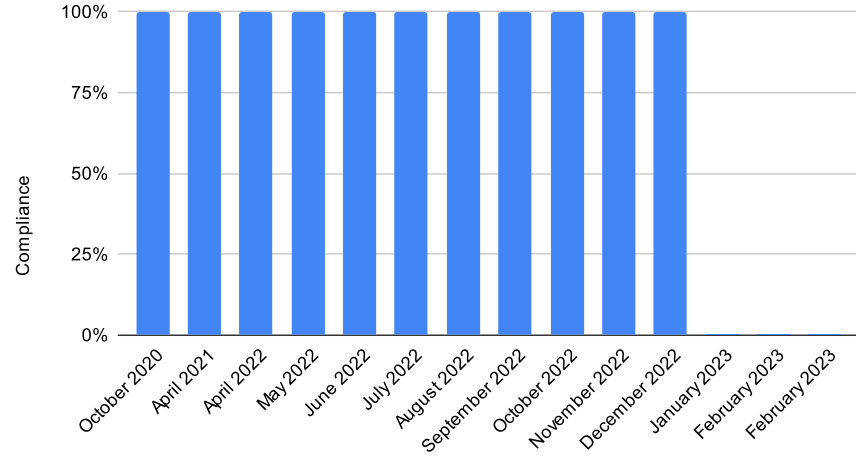
Fire Safety: Outstanding Remedial Actions



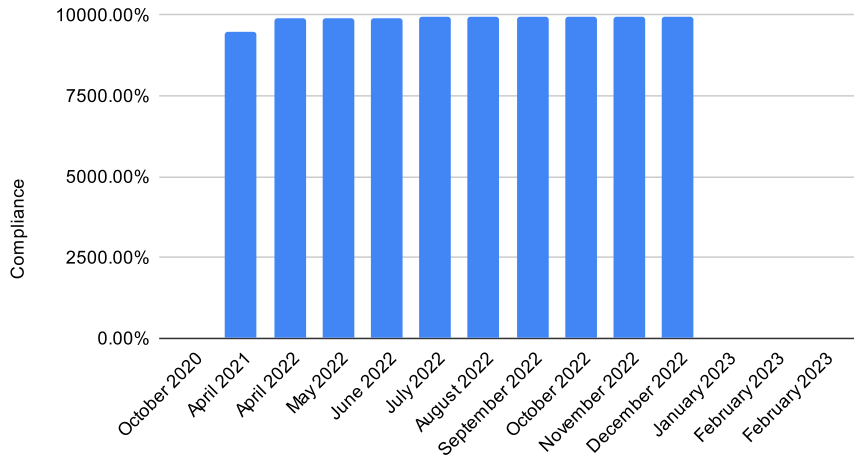
Properties with a valid Landlord Gas Safety



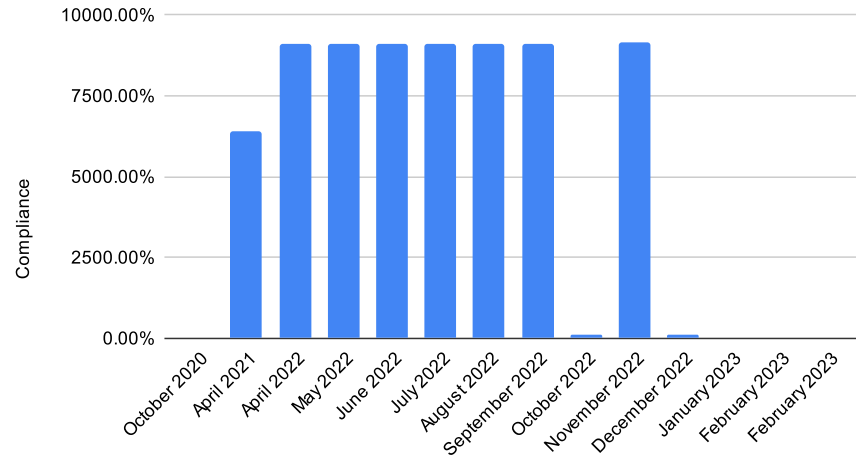
Lifts



Communal EICRs



Domestic EICRs



TDC COMPLIANCE METRICS

Date of Report:

Current Stock at the date of the report

Domestic rented units	3047
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
Lifts							
Lift Installations - Communal	x	x	14	14	0	100.00%	done
Stairlifts			81	71	10	87.65%	done
Through Floor Lifts			16	13	3	81.25%	done
Outstanding Risks Identified			Passenger lifts	Stairlifts	Through floor		
Defect B			35	10	4		Done
Defect A			0	0	0		Done
			Total Identified risk	35	10	4	
Water							
Legionella Risk Assessments	274	244	30	30	0	100.00%	Done
	Arising Items						
Low			0				
Medium			12	0	0	0.00%	Done
High			0				
			Total identified risks	12			
Fire							
Fire Risks Assessments req. to be undertaken	278	111	167	167	0	100.00%	Complete
Trivial Risks			0				
Tolerable Risks			0				
Moderate			167				
Substantial			0				
Intolerable			0				
In Review			0				
			Total identified risks	167			
FRA works			173	31	142	17.92%	Done
Fire Alarms	274	243	31	11	20	35.48%	need to discuss this on how we report
Emergency Lighting	274	155	119	119	0	100.00%	Done
AOVs	274	260	14	13	1	92.86%	Done
Total							
Asbestos							
Communal	274	165	109	109	0	100.00%	done
Domestic	3047	76	2971	1923	1048	64.73%	1 property sold from last month

Commercial	2	0	2	2	0	100.00%	
Garage - Communal	34	1	33	0	33	0.00%	
Garages - Individual	354	13	341	25	316	7.33%	
Electrical							
Electrical Installations - Communal	274		159	158	1	99.37%	Done
Electrical Installations - Domestic	3047		3047	2801	246	91.93%	Done
Commercial	2		2	2		100.00%	Done
Garage - Communal	1		1	1		100.00%	Done
Gas							
Gas Safety Domestic	3047	253	2794	2794	0	100.00%	Done
		Programme Total		2794			









Annex 4: Performance Indicators

Last updated: January 2023

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 2021/22. **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. Assets1

Gas servicing and heating repairs (Gas Call)

Code	Performance Indicator	Q4	Q1	Q2	Q3	Perf. Trend	Traffic Light Icon	Current Target
GCPI 2	% of number of appointments made by phone or letter that were kept	99.9%	100%	100%	98%			100%
GCPI 3	The % volume of repairs completed within the timescale	100%	99.96%	100%	98%			98%
GCPI 4	Total % planned installations completed in accordance with programme	100%	100%	100%	N/A			100%
GCPI 5	Customer satisfaction - repairs	72.2%	81%	80%	70.3			TBC


Day-to-day responsive repairs (Mears)

Code	Performance Indicator	Q4	Q1	Q2	Q3	Perf. Trend	Traffic Light Icon	Current Target
REP01	Customer Satisfaction (%)	90.6%	95.4%	90.1%	82.2%	↓	🛑	98%
REP02	% Emergency jobs completed on time	100%	100%	100%	100%	▬	✅	98.5%
REP03	% Urgent Jobs Completed on Time	100%	97.77%	97.02%	97.2%	↑	⚠️	98.5%
REP04	% All jobs completed on time	96.41%	94.41%	96.78%	92.86%	↓	🛑	98%
REP05	Average days to complete non-urgent works	20.65 Days	17.88 Days	17.20 Days	15.24% Days	↑	🛑	10 working days
REP06	% Appointments made and kept	97.01%	96.85%	97.15%	97.29%	↑	✅	96%
REP07	% Work completed in one visit	87.32%	83.20%	80.28%	79.58%	↓	⚠️	80%

Day-to-day responsive repairs





Code	Performance Indicator	Q4	Q1	Q2	Q3	Perf. Trend	Traffic Light Icon	Current Target
PI1	% of post inspections	25.65%	10.88%	12%	9.7%	↓	✅	10%

Capital Programme











Code	Performance Indicator	Q4	Q1	Q2	Q3	Perf. Trend	Traffic Light Icon	Current Target
IMP05	Percentage of capital programme spent (NB revised budget from 01 Oct)	78.37%	22%	32.6%	50.08%	N/A		
IMP06	Percentage of properties that meet decent homes standard	94.17%						

2. Housing Operations

Voids and re-lets

Code	Performance Indicator	Q4	Q1	Q2	Q3	Perf. Trend	Traffic Light Icon	Current Target
VOID01	Average days to re-let all properties excluding major works	15.59 Days	11.18	6.79	5.44			16.5
VOID02	Average days to re-let all properties including major works	56.11 Days	52.01	73.35	41.40			22.5

Income Management

Code	Performance Indicator	Q4	Q1	Q2	Q3	Perf. Trend	Traffic Light Icon	Current Target
ARR01	Current tenant arrears as a % of the projected annual rental income	5.46%	5.29%	5.60%	5.39%			4.89%
ARR02	Garage arrears as a % of the projected annual rental income	0.10%	N/A	N/A	N/A			1.00%
ARRO3	% of rent arrears due to Universal Credit	9.09%	8.95%	9.39%	8.73%			
ARR04	Former tenant arrears	£248,304.67	£261,264.12		£168,585.56			

3. Customer Service

Complaints

PI Code	Performance Indicator	Q4	Q1	Q2	Q3	Perf. Trend	Traffic Light Icon	Current Target
COM01	The total number of all complaints received	30	29	28	35	NA		
COM02	Percentage of all complaints closed on time	86%	96%	78%	80%			100%
COM03	No stage 1 complaints	21	24	19	26	NA		
COM04	No stage 2 complaints	7	5	7	9	NA		
COM05	No complaints upheld	14	14	9	14	NA		
	Disrepair Claims (Live)	11	8	7				

Incoming Calls

PI Code	Performance Indicator	Q4	Q1	Q2	Q3	Perf. Trend	Traffic Light Icon	Current Target
	The total number of calls received	1843	1968	2229	1725	NA		
	Average waiting time for a call to be answered	1:14	0:58	1:01	0:54			
	Call answer rate	80.7%	89.3%	92.3%	93%			
	Percentage of calls dropped	19.31%	10.7%	7.7%	7%			
	Average time spent on a call	3:53	3:35	3:30	3:18	NA		

4. Resident Involvement

		Q1 (22/23)	Q2 (22/23)	Q3 (22/23)	Q4 (22/23)	
PI code	Performance Indicator	30/06/2022	30/09/2022	31/12/2022	31/03/2023	Financial year 2022/23
RI01	Number of resident consultations carried out	2	4	2	0	8
RI02	Number of resident scrutiny projects carried out	4	2	5	0	11
RI03	Number of residents who have expressed an interest in getting involved	1	0	3	1	5
RI04	Number of residents directly informed of involvement activities they can get involved in	3925	1529	3932	0	9386
RI05	Number of residents involved in resident involvement activities	33	192	30	0	255
RI06	Number of meetings held with resident groups	13	5	3	0	21
RI07	Number of resident/group enquiries/comments/suggestions collected	14	13	7	0	34
RI08	Number of information campaigns delivered	3	1	2	0	6
RI09	Number of training opportunities offered to residents	0	0	1	0	1
RI10	Number of residents engaged in training opportunities	0	0	1	0	1
RI11	Number of services changed, impacted, implemented or withdrawn during the year as a result of resident involvement (HouseMark)	2	5	3	0	10
RI12	Number of residents / service users involved in formal / informal consultation groups (including digital) (HouseMark)					0

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Thanet District Council

Tenant and Leaseholder Services Performance report Q3 2022/23

January 2023/V1/Sally O'Sullivan

Monitoring period: Quarter 3 2022/23

Author: Sally O'Sullivan

1. Summary

This report provides an overview of the performance of the Tenant and Leaseholder Services (TLS) during quarter 3.

2. Housing Performance Report: Asset Management

2.1 Gas servicing and heating repairs (Gas Call)

Performance Indicator	Q4	Q1	Q2	Q3
% of number of appointments made by phone or letter that were kept	99.9%	100%	100%	98%
The % volume of repairs completed within the timescale	100%	99.96%	100%	98%
Total % planned boiler installations completed in accordance with programme	100%	100%	100%	N/A
Customer satisfaction - repairs	72.2%	81%	80%	70.3%

Q3 saw a drop in resident satisfaction. This is mainly due to the spike in winter demand (see graph below) where there was a 106% increase in repair orders in Q3 from Q2.

Gas Call underestimated the additional demand as our residents behaviours around heating this year differ from last due to the following:

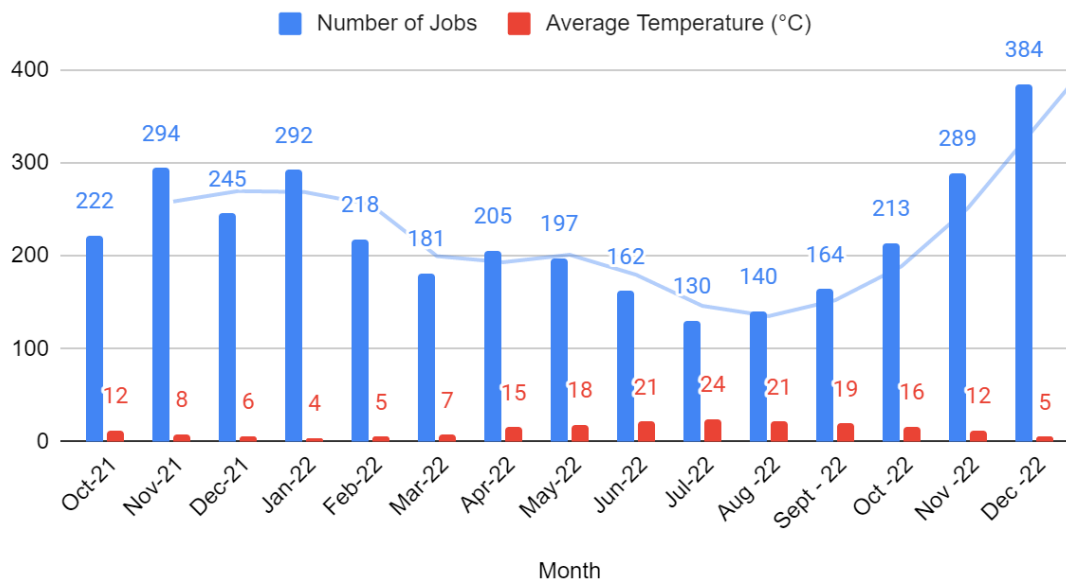
- sharper drop in temperature from Nov to Dec where the lead-up had been pretty mild
- fuel increase where residents had left it later than normal to use their heating
- additional callouts to check boiler thermostats requested by residents due to fuel increases.

Although Gas Call factors winter demand into their service, this sharp increase stretched their delivery, having to prioritise the increase in emergency callouts.

Analysis of customer feedback shows residents would like to see improved communication in the event that a part is ordered and the job cannot be fixed at the initial callout. To achieve this outcome, Gas Call's Customer Liaison Officer now calls all residents to provide regular appointment updates when a part is required.

Furthermore, Gas Call's Technical Manager now reads all breakdown reports when they are closed by an engineer and raised by a works planner, this prevents any issue with incorrect parts being ordered and the wrong parts being allocated to an engineer that could cause a delay.

Number of Heating Callouts and Average Temperature (°C)



2.2 Day-to-day responsive repairs (Mears)

Performance Indicator	Q4	Q1	Q2	Q3
Customer Satisfaction (%)	90.6%	95.4%	90.1%	82.2%
% Emergency jobs completed on time	100%	100%	100%	100%
% Urgent Jobs Completed on Time	100%	97.77%	97.02%	97.2%
% All jobs completed on time	96.41%	94.41%	96.78%	92.86%
Average days to complete non-urgent works	20.65 Days	17.88 Days	17.20 Days	15.24% Days
% Appointments made and kept	97.01%	96.85%	97.15%	97.29%
% Work completed in one visit	87.32%	83.20%	80.28%	79.58%

Mears customer satisfaction reduced in Q3 from residents asked to rate their overall recent repairs experience. Analysis identifies a drop in communication being kept informed of the progress of their repair when it cannot be resolved during the first visit; and timely completion of repair.

Despite the drop in overall satisfaction the quality of repair performance remains at 90% satisfaction for the period. Although this is the most challenging quarter due to seasonal change, the drop in performance has prompted urgent conversation with Mears to address areas of service where they need improvement. These have been identified as repair scheduling and communication to residents. The recently agreed suite of new KPIs will support this process which has increased the emphasis for monitoring of overdue orders, and reducing these within a set target.

2.3 Capital Programme

Performance Indicator	Q4	Q1	Q2	Q3
Percentage of capital programme spent (NB revised budget from 01 Oct)	78.37%	22%	32.6%	50.08%

Overall the spend for capital works is below what we would expect. This is due to a number of key contractors going into administration during this financial year and delays in getting contracts procured.

Specific delays on projects include:

Wooden window contract:

3 properties have been identified as needing urgent remediation due to health and safety. This has delayed the progress on the wider contract as we identify a suitable contractor to carry out these emergency works. We are looking to a procurement framework to direct award this work to a specialist contractor.

Royal Crescent

The Royal Crescent procurement has been highly complex and we have been advised it is not ready to be released. We await some final pieces of information.

Churchfields

Awaiting approval for the consultants cost so the specification and drawings can be completed. Structural engineers contacted to review their original 2015 drawings and await a response. Although we have received planning approval for this project so we can progress.

Fire alarms in tower blocks

We are experiencing issues with access into individual properties to complete the installation of fire alarms in tower blocks. We are progressing this matter to obtain legal injunctions where necessary to complete this work.

We have good progress on the following projects:

UVPC windows and doors

Mobilisation and surveys have been completed as we progress the works on a trial property

Lift refurbishment at Invicta House

The Specification and associated documents for the Invicta House Lift refurbishment have now been completed and this is moving forward to procurement. We are awaiting some feedback from KFRS.

External decorations

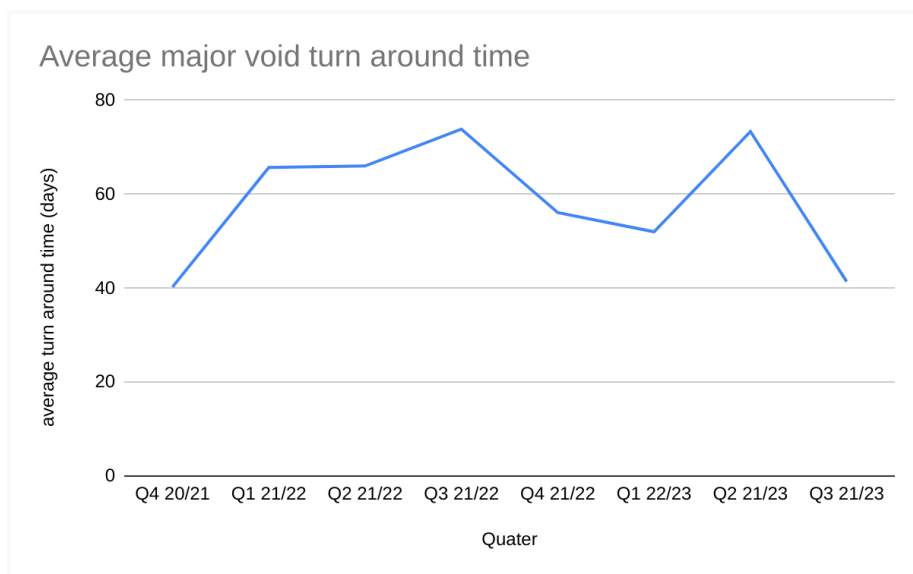
The contract has progressed well with works completed in Q3 as expected

3. Housing Performance Report: Housing Operations

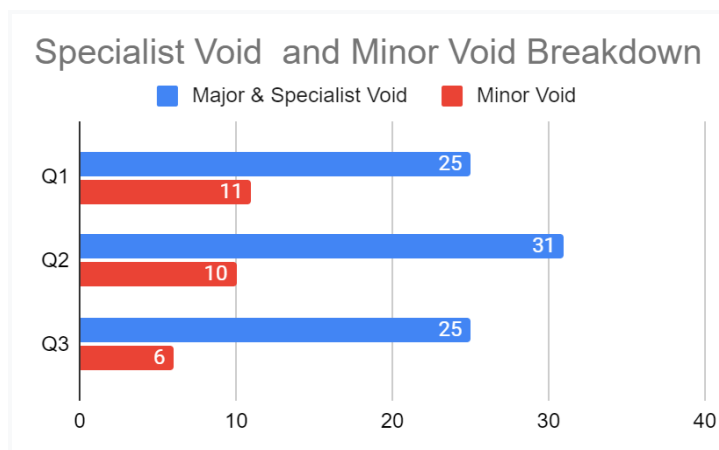
3.1 Voids and re-lets

Performance Indicator	Q4	Q1	Q2	Q3
Average days to re-let all properties excluding major works	15.59 Days	11.18	6.79	5.44
Average days to re-let all properties including major works	56.11 Days	52.01	73.35	41.40

Relet times have greatly improved from Q2. Stronger contract management has resulted in our empty homes being let quicker reducing rent loss.



A disproportionate number of major and specialist voids is still a challenge for the service, but these are being managed more efficiently applying the necessary focus and resourcing to meet demand.



Performance Indicator	Q4	Q1	Q2	Q3
Average cost of void work per property	£8,935	£9,673	£12,893	£11,903

The average cost of void work has decreased this quarter but is still high. This correlates with the larger and more expensive void refurbishments closed.

3.3 Income Management

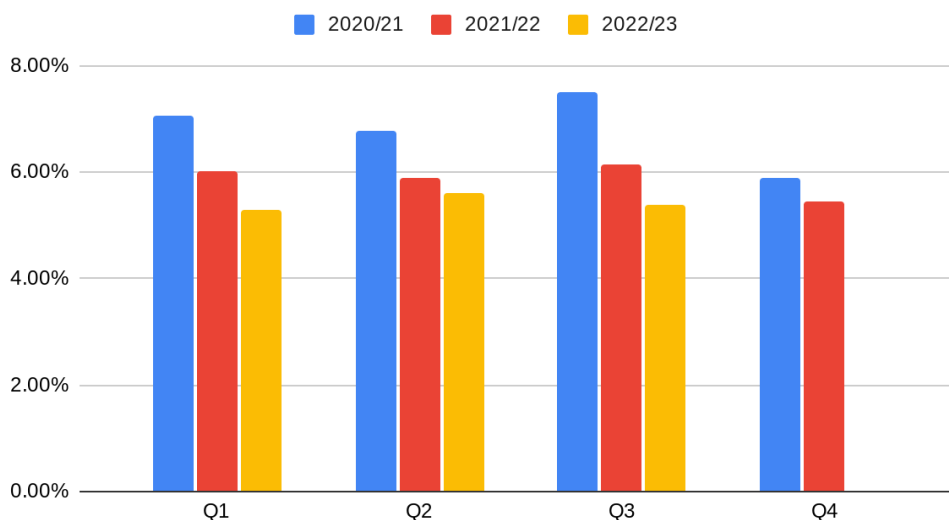
Performance Indicator	Q4	Q1	Q2	Q3
Current tenant arrears as a % of the projected annual rental income	5.46%	5.29%	5.60%	5.39%
Garage arrears as a % of the projected annual rental income	0.10%	0.10%	N/A	N/A
% of rent arrears due to Universal Credit	9.09%	8.95%	9.39%	8.73%
Former tenant arrears	£248,304	£261,264	£283,285	£168,585

Q3 figures show that we recovered well from the increase in arrears in Q2, and did not experience the expected increase in arrears in Q3 as other housing providers have done.

We can assume this is due to the following:

- The team is complete and fully trained
- Improved process in the way caseloads are monitored and managed mean the right cases are being targeted to have a maximum impact on our income recovery and our residents financial well being
- Distribution of the household support fund at the end of Q2 has impacted the income recoverable in Q3.

% of arrears for TDC tenants per quarter



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Future improvement is the introduction of 'any day direct debits'. This should go live in Q4 and we should start to see the benefits during this quarter also.

In November a Resident Focus Group helped us review the standard letters used by the team. The residents highlighted six main changes to improve our letters, including the language used and an emphasis on including 'we are here to help' in every letter to increase approachability and engagement with those who are struggling to pay their rent.

The residents involved were pleased to hear that all their recommendations have been implemented and are positively influencing the way we communicate with residents.

Former Tenant Arrears (FTA)

FTA is getting closer to getting to a normal level. Using the write off policy, we have written off all FTA that we cannot recover. We are also starting to receive payments for some FTA.

Glossary

Quarter	The financial year broken down into 4 segments.
Financial Year	Year running from 1 st April to 31 st March.
HRA	Housing Revenue Account
YTD	Year to date
RAG	Red amber green (colour coding system)
TDC	Thanet District Council
TLS	Tenant and Leaseholder Services
PDA	Personal Digital Assistant (A device for collecting feedback)
Stock	The properties that are owned by the Council
Leasehold	Privately owned flats in a building the Council owns and maintains.
LGSR	Landlord's Gas Safety Record
FTA	Former Tenant Arrears
Key to Key	The time between one tenant handing in keys to the next tenant receiving them for the same property.

Void	An empty property
HHRS	Housing Health and Safety Rating System
Capital Programme	Planned maintenance programmes ie kitchens, bathrooms, roofs

Agenda Item 6 Annex 5

Income Management	Rent arrears and collection
EWS	External Wall System
Asset Management	The maintenance and upkeep of buildings
Redacted	Process of editing a document to conceal or remove confidential information before disclosure or publication.
Categories	A group of things that share similar qualities.
Themes	The main subject of a group.
Lessons Learnt	Positives and negatives taken from information and used to inform/improve.
Complaint upheld	The complaint was valid.
Complaint not upheld	The complaint was not valid.

**RepairsThanet District Council
Tenant and Leaseholder Service
Monthly Service Compliance Report**

Meeting:	Monthly Monitoring Report to Service Management Team
Date:	05/05/2023
Monitoring Period	Q4 - Jan 23 to Mar 23
Author:	Claire Pryce (Asset 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. The details of the current position with rates of compliance are detailed in appendix one. The rate of progress is shown in appendix two. (graph)
Recommendations:	That the director for housing and planning scrutinise the data contained within this report and escalate any exceptional positions to the council's Corporate Management Team and relevant Cabinet Member, in line with agreed policy. Quarterly reports to be escalated formally to Cabinet

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1 - TDC Housing Stock

1 - Lifts

2 - Water

2 - Fire Risk Assessments

4 - Asbestos

5 - Electrical

5 - Gas

Appendix 1: Metrics

Appendix 2: Supporting Graph

TDC Housing Stock

Type	No.	Comments
Domestic	3047	
Communal	274	
Garages	354	
Garages block	34	Harbour Towers car park included here
Commercial	3	Under lease: Brunswick community Centre and Newington community Centre, Managed: Millmead Hall

Lifts

Compliance with written examination schemes for lift plant	14 (100%)
Number of Entrapments - month and year to date	Entrapments this month 0 (from Mears) from 0 Precision lifts
Current Assets - lifts / hoist / stairlifts and changes in last month	Hoists belong to KCC Stairlifts - 79 Non Compliant - 7 91.14% Compliant Through floor lifts - 17 Non Compliant - 3 88.24% Compliant
Outstanding Defect A and Defect B risk actions as identified in insurers reports	Passenger lifts Defect A - 0 Defect B - 17 (9 added in Mar23) No of Defect B completed in Q4 - 32 Home aids (stairlifts and through floor lifts) Defect A - 0 Defect B - 18
RIDDOR Notices issued in relation to lift safety	None

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Water

Properties with a valid in date LRA as a number and overall percentage	30 - 100% Compliant
Number of follow up works / actions arising from risk assessments and inspections - completed / in time and overdue	High Risk - 41 Medium - 45 Low - 5 17 High actions added in Jan 23 6 Medium actions added in Jan 23 49 High actions added in Feb 23 43 Medium actions added in Feb 23 5 Low actions added in Feb 23
Current Position	28 Risk assessments completed in Q4 29 High actions closed in Mar 23 19 Medium actions closed in Mar 23
Progress with completion of follow up works - number of actions completed / in time / overdue	Medium Risk Actions - 13 outstanding 13 Overdue

Fire Risk Assessment

Properties with a valid in date FRA. This is the level of compliance as a number and overall percentage	167 in date 100%
Follow up works - total number of actions (by priority) raised in period completed and outstanding - and time outstanding	25 FRAs completed in Q4 87 new actions added in Q4
Narrative, including <ul style="list-style-type: none"> ● Current Position 	Total actions = 190 Overdue - 142 Current - 48

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<ul style="list-style-type: none"> Corrective Action Required 	<p>1 actions outstanding from FRA's carried out by EKH (prior Oct 2020)</p> <p>12 Actions outstanding prior to Oct 21.</p> <p>Housing - closed out 22 actions in Q4., Repairs- closed out 40 action in Q4 Compliance- closed out 21 actions in Q4 Planned works-closed out 34 actions in Q4 Total 117</p> <p>Total of 17 actions became overdue in Q4</p> <p>Overdue 142</p> <p>9 overdue with repairs 5 Of these are door replacements where there are access issues. 3 are new that have been added within Q4 and the doors are on order.</p> <p>110 overdue with Planned These are all jobs for flat door and communal replacements, a specification is currently being drawn up and a programme and costs to be able to produce a cabinet report for Budget requirements. 8 are currently with the contractor, work in progress</p> <p>10 overdue with Housing These actions relate to Mobility Scooters, housing contacting the residents.</p> <p>5 Overdue in Compliance, 2 signs due in April to be fitted, 1 Roof void inspection booked with DDS for Q1 and 1 action needs to be discussed with DDS and Gas Contractor.</p>
<ul style="list-style-type: none"> Anticipated impact of corrective action Progress with completion of follow up works 	<p>Fire Alarms - 23 - compliant 8 - Non Compliant One- are currently waiting to have a new alarm fitted, this is due to start in April. Five - Towers blocks are planned works. This is mitigated with the waking watch on site. One - Royal Crescent is part of a large project, which is currently out on the procurement portal. One - Previous access issues to all flats, arrangements have been made to visit all flats in April to gain access. Letters and posters have been put up at the block and our leasehold and Housing team have also helped to arrange appointments.</p>

Additional, including;
Compliance with fire safety equipment, systems and installation servicing and maintenance programmes.

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<ul style="list-style-type: none"> Recording and reporting on property fires to identify trends and target awareness campaigns. 	<p>AOV - 92.86%</p> <p>One failure due to two vents not opening , handles have been broken,currently. Contractor has visited and bespoke window parts need to be made. Order raised and awaiting date.</p> <p>Emergency Lighting - 100%</p> <p>Fire Extinguishers - 100%</p> <p>One Fire reported in Q4, which was investigated by the police and was found to be arson. 4 Flats decanted and resident re-housed, no casualties, Insurance now dealing with the block in question.</p>
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Asbestos

<p>Properties with a valid in date survey / re-inspection. This is the level of compliance as a number and percentage</p>	<p>Domestic - 1978 - 66.76 %</p> <p>Communal - 109 100%</p> <p>Community buildings - 2 100%</p> <p>Garages Individual - 25 - 7.33%</p>
<p>The number of follow up works / actions arising from surveys and the numbers 'completed,' 'in time' and 'overdue.'</p>	<p>Works domestic:</p> <p>6 - v low 5 - low 3 - Med 0 - High</p> <p>Constant surveys coming in and works being booked in and completed with the contractor.</p> <p>2 medium action completed in Q4 12 Low action completed in Q4 7 Very Low action completed in Q4.</p> <p>Communal - Zero outstanding</p>

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Electrical

Properties with a valid in date EICR	Communal - 99.37% Domestic - 2855 - 93.70%
Properties which are due to be inspected within next 30 days - this is the early warning system	30 properties due
Narrative including: <ul style="list-style-type: none"> ● Current Position ● Corrective action required ● Anticipated impact of corrective action ● Progress with completion of follow up works 	<p>Communal Update - 1 overdue - UK Power Networks completed works Feb 23. In the process of trying to arrange a new meter to be installed.</p> <p>Domestic update - Total 214 compliant EICR certificates delivered in Q4</p> <p>To improve compliance we have done the following:</p> <ul style="list-style-type: none"> ● Mirroring the gas safety process for carry out forced entries to properties that are not giving access ● Weekly meetings for senior officers from TDC and contractors to monitor contractor performance.

Gas

Properties with a valid in date LGSR certification. This is the level of compliance expressed as a figure and a percentage	2794 100.00% Complaint
The number of follow up works / actions arising from any tests / inspections and the numbers completed, in time and overdue	34 follow on actions as of the end of March 23. These will be passed to the new gas contractor BSW for action.
Narrative including: <ul style="list-style-type: none"> ● Current Position ● Corrective action required ● Anticipated impact of corrective action ● Progress with completion of follow up works - number of actions completed, in time and overdue 	100.00% New gas contractor starts the 01st April 2023, Mobilisation strategy of the contract will ensure the smooth handover of the gas safety programme.

TDC COMPLIANCE METRICS

Date of Report:

Current Stock at the date of the report

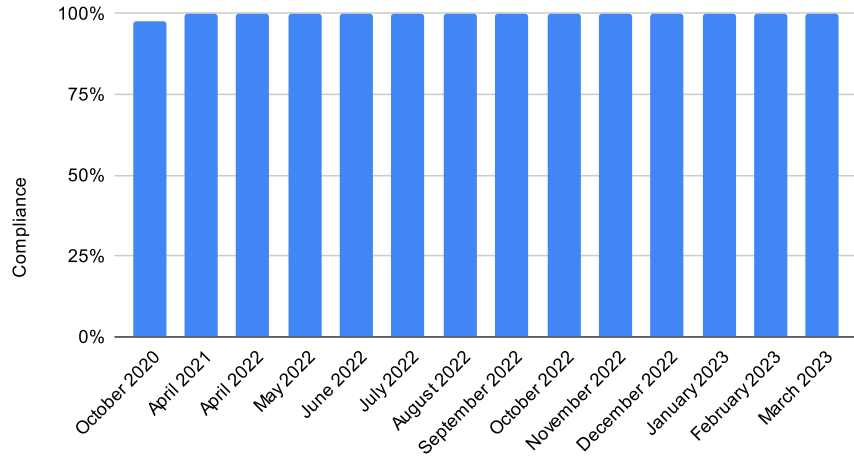
Domestic rented units	3047
Residential Blocks	274
Commercial	3
Garage blocks	34

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
Lifts							
Lift Installations - Communal	x	x	14	14	0	100.00%	done
Stairlifts			79	72	7	91.14%	done
Through Floor Lifts			17	15	3	88.24%	done
Outstanding Risks Identified			Passenger lifts	Stairlifts	Through floor		
Defect B			17	11	7		done
Defect A			0	0	0		done
Total Identified risk			17	11	7		
Water							
Legionella Risk Assessments	274	244	30	30	0	100.00%	Done
Arising Items							
Low			5				Done
Medium			45				Done
High			41				Done
Total identified risks			91				Done
Fire							
Fire Risks Assessments req. to be undertaken	278	111	167	167	0	100.00%	
Trivial Risks			1				
Tolerable Risks			1				
Moderate			165				
Substantial			0				
Intolerable			0				
In Review			0				
Total identified risks			167				
FRA works			190	42	148	22.11%	Done
Fire Alarms	274	243	31	23	8	74.19%	Done
Emergency Lighting	274	155	119	113	113	94.96%	Done
AOVs	274	260	14	13	1	92.86%	Done
Total							
Asbestos							
Communal	274	165	109	109	0	100.00%	Done
Domestic	3047	84	2963	1978	985	66.76%	Done

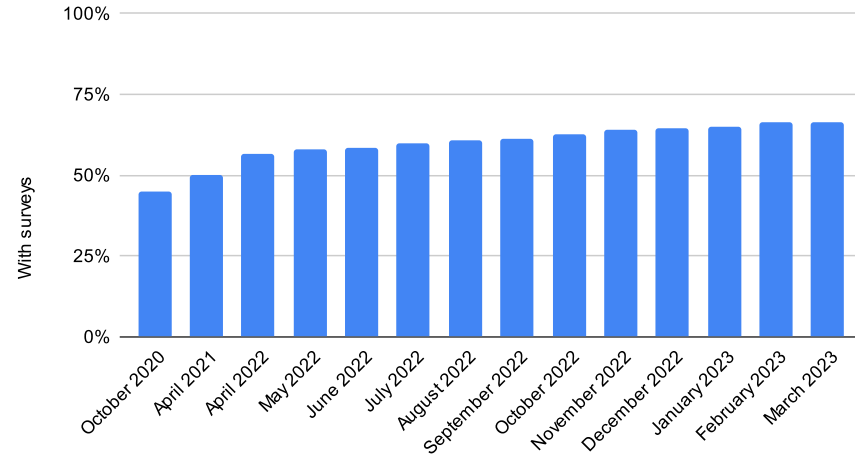
Commercial	2	0	2	2	0	100.00%	Done											
Garage - Communal	34	1	33	0	33	0.00%	Done											
Garages - Individual	354	13	341	25	316	7.33%	Done											
Electrical																		
Electrical Installations - Communal	274		159	158	1	99.37%	Done											
Electrical Installations - Domestic	3047		3047	2855	192	93.70%	Done											
Commercial	2		2	2	0	100.00%	Done											
Garage - Communal	1		1	1	0	100.00%	Done											
Gas																		
Gas Safety Domestic	3047	253	2794	2794	0	100.00%	Done											
		Programme Total		2794														

Appendix 2: Charts

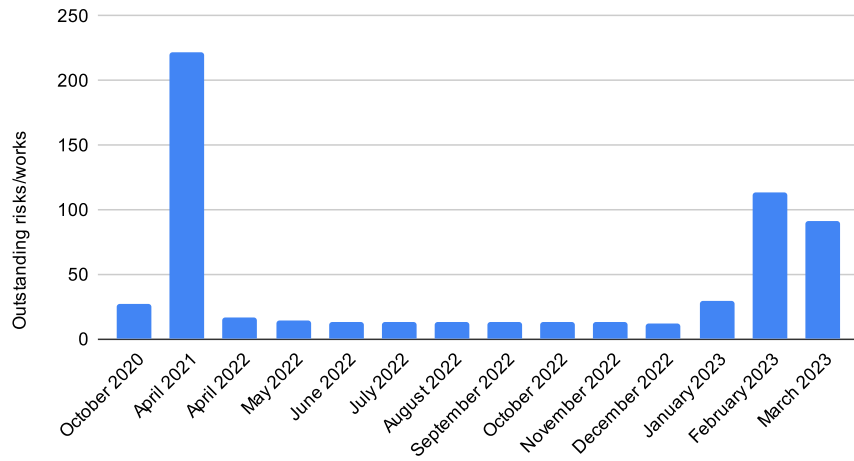
Communal Asbestos Surveys



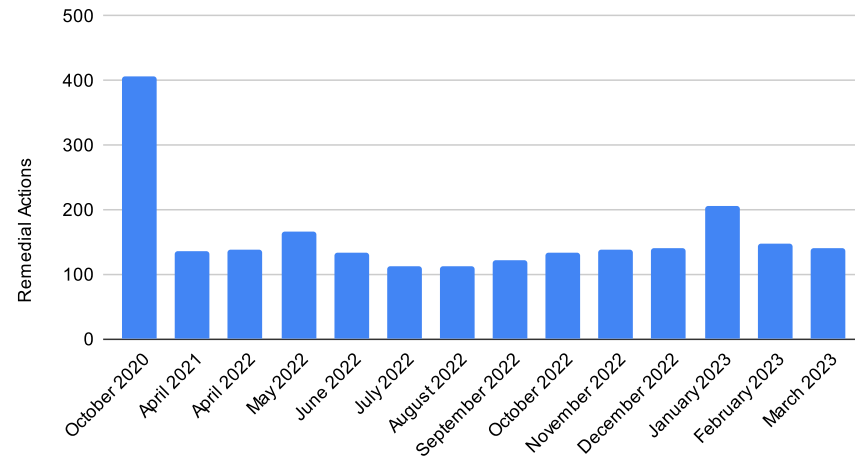
Domestic Properties with Asbestos Surveys



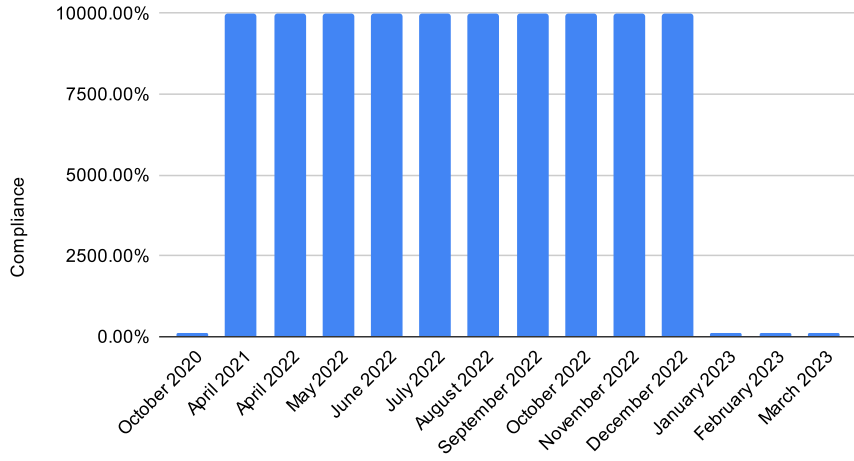
Legionella: Outstanding risks/works



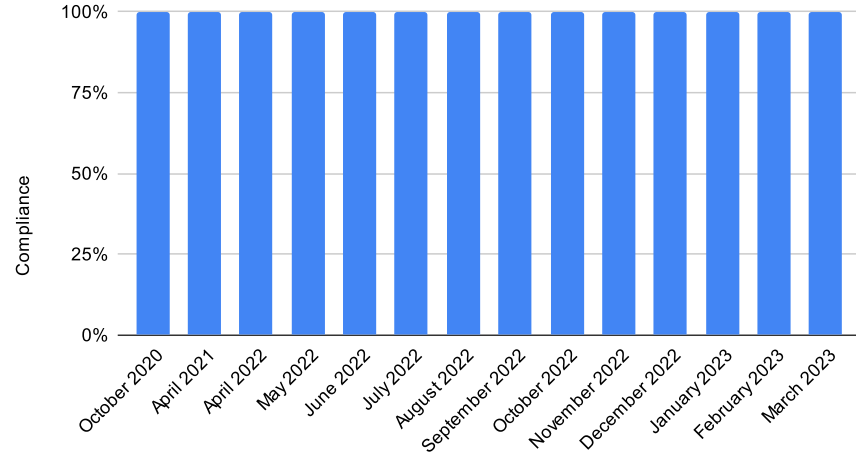
Fire Safety: Outstanding Remedial Actions



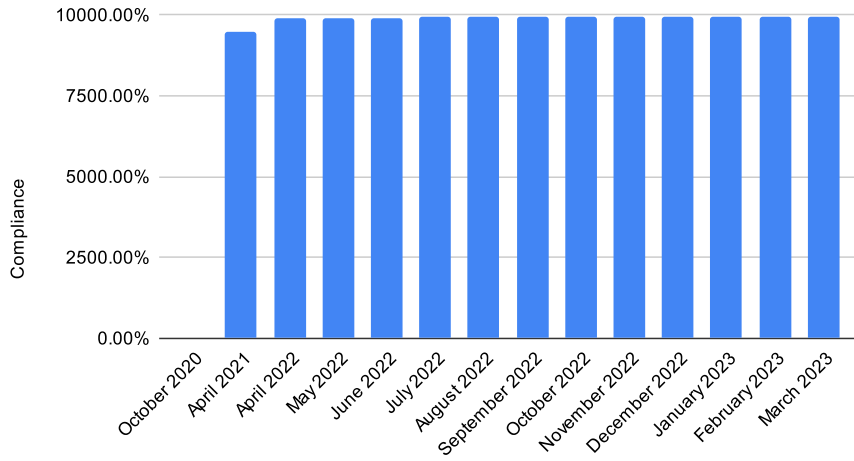
Properties with a valid Landlord Gas Safety



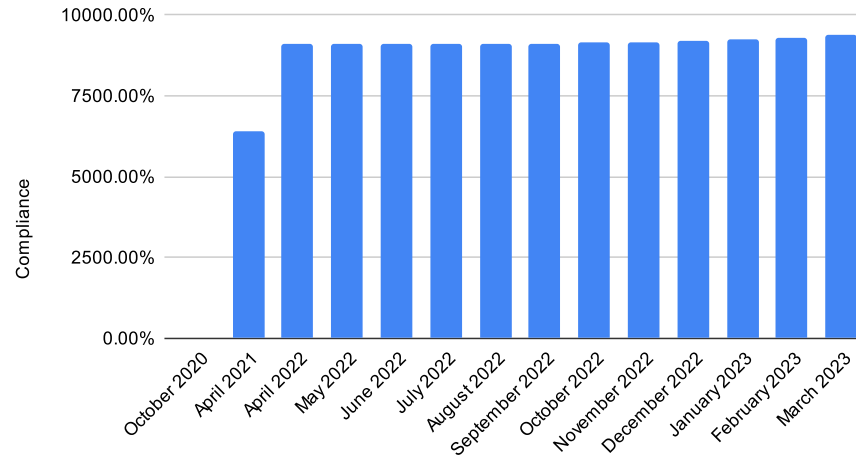
Lifts



Communal EICRs



Domestic EICRs



Thanet District Council

Tenant and Leaseholder Services Performance report Q4 2022/23

May 2023/V1/Sally O'Sullivan

Monitoring period: Quarter 4 2022/23

Author: Sally O'Sullivan

1. Summary

This report provides an overview of the performance of the Tenant and Leaseholder Services (TLS) during quarter 4.

2. Housing Performance Report: Asset Management

2.1 Gas servicing and heating repairs (Gas Call)

Performance Indicator	Q1	Q2	Q3	Q4
% of number of appointments made by phone or letter that were kept	100%	100%	98%	98%
The % volume of repairs completed within the timescale	99.96%	100%	98%	99%
Total % planned boiler installations completed in accordance with programme	100%	100%	N/A	N/A
Customer satisfaction - repairs	81%	80%	70.3	N/A

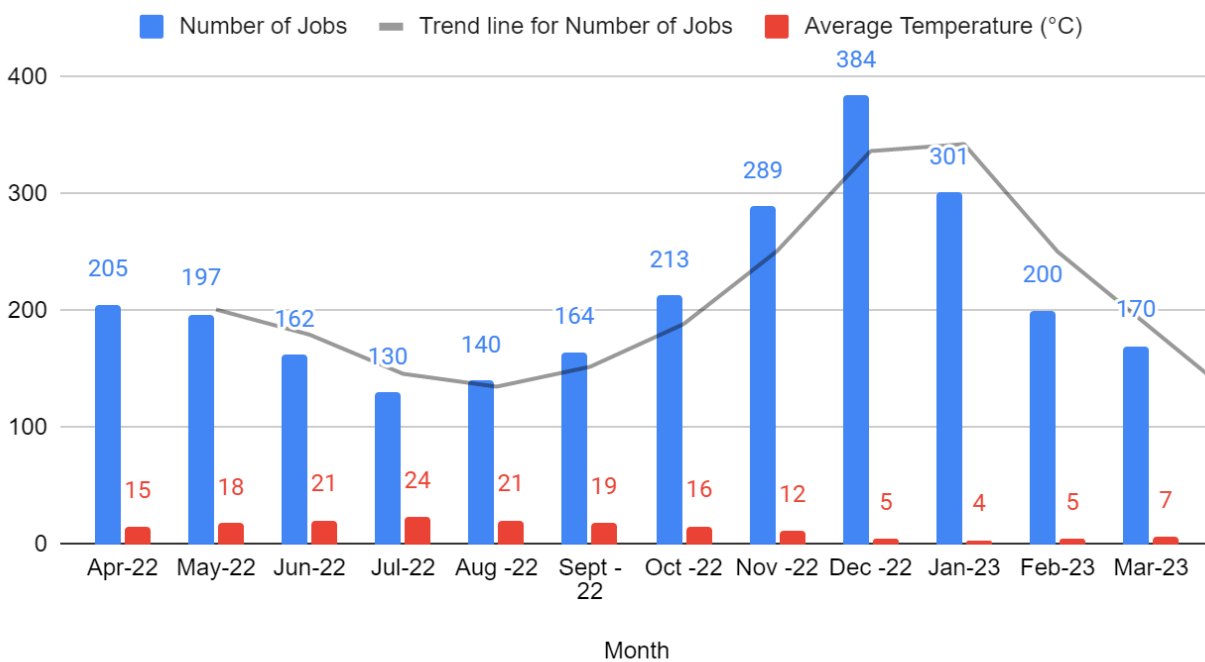
Q4 was the final period of Gas Call's contract for heating repairs and gas servicing. The contract was successfully managed to completion with minimal disruption and loss of performance, despite Gas Call not being able to provide customer satisfaction data for this quarter.

BSW will replace Gas Call on the 1st April 23, as the new provider.

The service has recovered from a challenging Q3 where a sharper increase of winter demand was experienced that stretched their delivery, having to prioritise the increase in emergency callouts. Q4 was a more settled period with better management of appointment scheduling and timely repairs.

The data below illustrates the year's trend in average temperature against the number of heating repair callouts. This clearly demonstrates the Q3 winter heating turn-on increase and steady drop of demand in Q4.

Number of Heating Callouts and Average Temperature (°C)



2.2 Day-to-day responsive repairs (Mears)

Performance Indicator	Q1	Q2	Q3	Q4
Customer Satisfaction (%)	95.4%	90.1%	82.2%	90.3%
% Emergency jobs completed on time	100%	100%	100%	99.84%
% Urgent Jobs Completed on Time	97.77%	97.02%	97.2%	96%
% Work completed in one visit	83.20%	80.28%	79.58%	80.93%

Mears customer satisfaction significantly increased in Q4 from residents asked to rate their overall recent repairs experience. It was identified in Q3 that the drop in satisfaction was due to residents not being kept informed of the progress of their repair when it cannot be resolved during the first visit; and timely completion of repair. Additional measures were put into place by Mears to address this, and the result has been an improvement in communication and corresponding improvement to customer satisfaction.

Mears have managed to increase returns in Q4 by making some IT adjustments, achieving a return rate of 7-8%..

Satisfaction for the quality of repair remains high, especially so on feedback for operative attitude, treatment of resident’s homes and tidying up after the work.

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Performance Indicator	Q1	Q2	Q3	Q4
% All jobs completed on time	94.41%	96.78%	92.86%	95.11%
Average days to complete non-urgent works	17.88 Days	17.20 Days	15.24% Days	14.84 Days
% Appointments made and kept	96.85%	97.15%	97.29%	96.2%

The above shows a general improvement in Mears performance for Q4, with % appointment made and kept being the only PI to drop slightly. This dip is due to an increase in emergency orders during January and February - although it must be noted that the PI is still within target.

A suite of new KPIs will drive further service improvements forming part of the contract extension agreement with Mears Ltd for 24 months from 1st April 2023 until 31st March 2025.

The Thanet Tenant and Leaseholder Group (TTLG) agreed to the new suite of KPIs. Two tenants representing the TTLG attend quarterly meetings with Mears to monitor performance and bring a tenants perspective to the table.

2.4 Capital Programme

Performance Indicator	Q4	Q1	Q2	Q3
Percentage of capital programme spent (NB revised budget from 01 Oct)	22%	32.6%	50.08%	54.34%

Overall the spend for capital works is below what we would expect. This is due to a number of key contractors going into administration during this financial year and delays in getting contracts procured.

Update on projects include:

Royal Crescent

The Royal Crescent procurement is due to be released into the Kent Business Portal in April 2023. This will see a major milestone reached for this project.

Churchfields

We need to appoint a consultant to take this project forward. We are looking to procure through a framework.

Fire alarms in tower blocks

Injunctions are progressing to enable installation at the tower blocks. Harbour towers will be completed in April 2023

UVPC windows and doors

Some more properties will be completed in the trial period of this contract before launching into the full programme. The window replacements are progressing well as we iron out some invoicing issues.

Lift refurbishment at Invicta House

KFRS have approved the designs for the lifts and we are moving forward with procurement of a contractor.

External decorations

Contract has been put on hold during Q4 following some anomalies found in the invoicing.

Interim kitchen and bathroom contract

Finalising the contract to enable some of the urgent kitchens and bathrooms to be replaced following the previous contractor going into administration. This contract should be awarded by April 2023.

We are preparing documents to procure the long term kitchen and bathroom contract

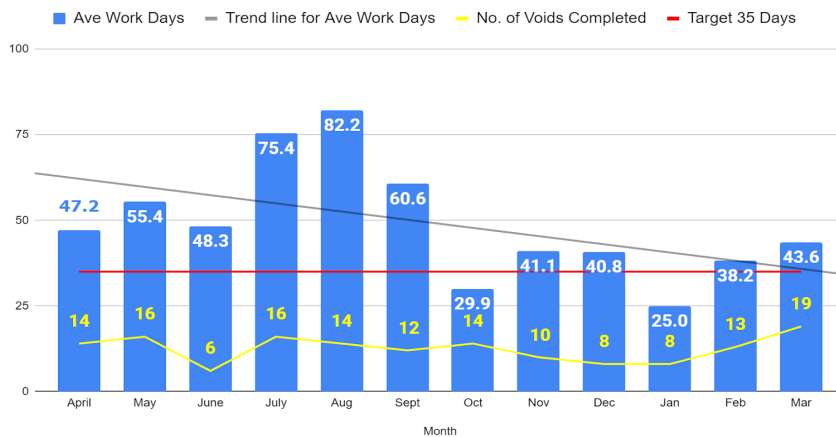
3. Housing Performance Report: Housing Operations

3.1 Voids and re-lets

Performance Indicator	Q1	Q2	Q3	Q4
Average days to re-let all properties excluding major works	11.18	6.79	7.24	8.45
Average days to re-let all properties including major works	52.01	73.35	41.40	48.48

Relet times slightly increased in Q4 due to increased demand in the new calendar year. The increased focus applied on contract management since Q2 is still ensuring our empty homes being let quicker reducing rent loss over the year (see table below).

2022/23 Ave Work Day Void Tracker



To drive performance further, we are carrying out pre termination appointments. This has not proven to be effective as yet, as the properties that are being returned to us in poor condition are properties where our officers have not been able to gain access

We still receive a disproportionate number of major and specialist voids. This is still a challenge for the service, but these are being managed more efficiently applying the necessary focus and resourcing to meet demand.

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Performance Indicator	Q1	Q2	Q3	Q4
Average cost of void work per property	£9,673	£12,893	£11,903	£ 9,901.75

The average cost of void work has decreased this quarter but is still high. This correlates with the larger and more expensive void refurbishments closed.

3.3 Income Management

Performance Indicator	Q1	Q2	Q3	Q4
Current tenant arrears as a % of the projected annual rental income	5.29%	5.60%	5.39%	4.79%
Garage arrears as a % of the projected annual rental income	0.1%	No data	No data	0.76%
% of rent arrears due to Universal Credit	8.95%	9.39%	8.73%	8.10%
Former tenant arrears	£261,264	£283,285	£168,585	£169,861.

The arrears fell sharply in Q4 compared to Q3 and finished 0.53% better than Q4 from 2021/2022. The main reasons for this were:

- A successful campaign on heating charge arrears through communication in tower block newsletters and targeted contact by Rent Officers in November/December
- Court and Warrant Applications started in January on cases where that action was the last resort, this prompted contact and payments in most cases
- Our full allocation of the Household Support Fund (HSF) (HSF allocated to TLS £130K) was spent throughout March which helped low income families with food, fuel, white goods and carpets meaning rent payments were more sustainable with these costs removed. £20k was also spent on rent arrears where people were at risk of eviction and didn't qualify for DHP.
- Any day monthly direct debits came in late March and have had a small impact on having more sustainable payments.

Former Tenant Arrears

Remains at a similar level to Q3, as resource was switched to Current Arrears in this period as we knew this was an area we needed more effort on to meet target.

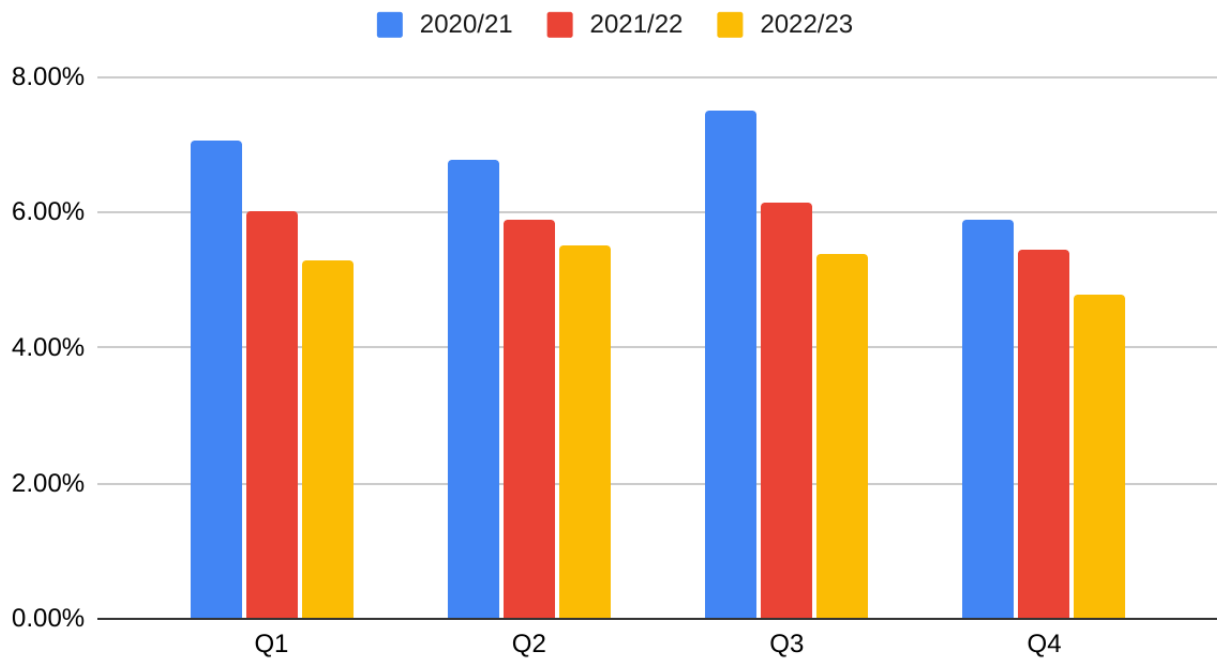
Financial Wellbeing Team

Financial Wellbeing Team were one team member down during Q4 so were under pressure to keep referral contact targets and deliver on HSF. Due to our ability to identify and spend the HSF allocation quickly, we were able to secure extra £20K of funding to help more residents that may have missed out on the support otherwise. Residents contacted within 7 days ended at 84.57% and the percentage of cases where an advisor was able to reduce the rent arrears while helping a resident maximise their income was 84%.

A combined effort has meant the team has been able to recover the increase in rent arrears during the summer and autumn due to the cost of living crisis and have ended the year in a better position than the previous year.

The table below demonstrates the reduction in arrears over the last 3 years:

% of arrears for TDC tenants per quarter



Glossary

Quarter	The financial year broken down into 4 segments.
Financial Year	Year running from 1 st April to 31 st March.
HRA	Housing Revenue Account
YTD	Year to date
RAG	Red amber green (colour coding system)
TDC	Thanet District Council
TLS	Tenant and Leaseholder Services
PDA	Personal Digital Assistant (A device for collecting feedback)
Stock	The properties that are owned by the Council
Leasehold	Privately owned flats in a building the Council owns and maintains.
LGSR	Landlord's Gas Safety Record
FTA	Former Tenant Arrears
Key to Key	The time between one tenant handing in keys to the next tenant receiving them for the same property.

Void	An empty property
HHRS	Housing Health and Safety Rating System
Capital Programme	Planned maintenance programmes ie kitchens, bathrooms, roofs
Income Management	Rent arrears and collection
EWS	External Wall System
Asset Management	The maintenance and upkeep of buildings
Redacted	Process of editing a document to conceal or remove confidential information before disclosure or publication.
Categories	A group of things that share similar qualities.
Themes	The main subject of a group.
Lessons Learnt	Positives and negatives taken from information and used to inform/improve.
Complaint upheld	The complaint was valid.

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Complaint not upheld	The complaint was not valid.
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Annex 10: Performance Indicators

Last updated: April 2023

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 2021/22. **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	Performance Indicator	Q1	Q2	Q3	Q4	Perf. Trend	Traffic Light Icon	Current Target
GCPI 2	% of number of appointments made by phone or letter that were kept	100%	100%	98%	98%			100%
GCPI 3	The % volume of repairs completed within the timescale	99.96%	100%	98%	99%			98%
GCPI 4	Total % planned installations completed in accordance with programme	100%	100%	N/A	N/A			100%
GCPI 5	Customer satisfaction - repairs	81%	80%	70.3	N/A			TBC

2.2 Day-to-day responsive repairs (Mears)

Day-to-day responsive repairs (Mears)

Code	Performance Indicator	Q1	Q2	Q3	Q4	Perf. Trend	Traffic Light Icon	Current Target
REP01	Customer Satisfaction (%)	95.4%	90.1%	82.2%	90.3%	↑	🛑	98%
REP02	% Emergency jobs completed on time	100%	100%	100%	99.84%	↓	✅	98.5%
REP03	% Urgent Jobs Completed on Time	97.77%	97.02%	97.2%	96%	↓	⚠️	98.5%
REP04	% All jobs completed on time	94.41%	96.78%	92.86%	95.11%	↑	⚠️	98%
REP05	Average days to complete non-urgent works	17.88 Days	17.20 Days	15.24% Days	14.84 Days	↑	🛑	10 working days
REP06	% Appointments made and kept	96.85%	97.15%	97.29%	96.2%	↓	✅	96%
REP07	% Work completed in one visit	83.20%	80.28%	79.58%	80.93%	↑	✅	80%

Day-to-day responsive repairs

Code	Performance Indicator	Q1	Q2	Q3	Q4	Perf. Trend	Traffic Light Icon	Current Target
PI1	% of post inspections	10.88%	12%	9.7%	10.2%	↑	✅	10%

Capital Programme

Code	Performance Indicator	Q1	Q2	Q3	Q4	Perf. Trend	Traffic Light Icon	Current Target
IMP05	Percentage of capital programme spent (NB revised budget from 01 Oct)	22%	32.6%	50.08%	54.34%	N/A	🛑	

IMP06	Percentage of properties that meet decent homes standard							
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2. Housing Operations

Voids and re-lets

Code	Performance Indicator	Q1	Q2	Q3	Q4	Perf. Trend	Traffic Light Icon	Current Target
VOID01	Average days to re-let all properties excluding major works	11.18	6.79	7.24	8.45	↓	🟢	16.5
VOID02	Average days to re-let all properties including major works	52.01	73.35	41.40	48.48	↓	🔴	22.5

Income Management

Code	Performance Indicator	Q1	Q2	Q3	Q4	Perf. Trend	Traffic Light Icon	Current Target
ARR01	Current tenant arrears as a % of the projected annual rental income	5.29%	5.60%	5.39%	4.79%	↑	🟡	4.89%
ARR02	Garage arrears as a % of the projected annual rental income	0.1%	No data	No data	0.76%	↓	🟢	1.00%
ARRO3	% of rent arrears due to Universal Credit	8.95%	9.39%	8.73%	8.10%	↑	📊	📊
ARR04	Former tenant arrears	£261,264.12	£283,285	£168,585.	£169,861.	↓	📊	📊

3. Customer Service

Complaints

PI Code	Performance Indicator	Q1	Q2	Q3	Q4	Perf. Trend	Traffic Light Icon	Current Target
COM01	The total number of all complaints received	29	28	35	33	NA		
COM02	Percentage of all complaints closed on time	96%	78%	80%	96%	↑		100%
COM03	No stage 1 complaints	24	19	26	24	NA		
COM04	No stage 2 complaints	5	7	9	9	NA		
COM05	No complaints upheld	14	9	14	12	NA		
	Disrepair Claims (Live)	8	7	6	7	↑		

Incoming Calls

PI Code	Performance Indicator	Q1	Q2	Q3	Q4	Perf. Trend	Traffic Light Icon	Current Target
	The total number of calls received	1968	2229	1725	2232	NA		
	Average waiting time for a call to be answered	0:58	1:01	0:54	1:05	↓		
	Call answer rate	89.3%	92.3%	93%	93.3%	↑		
	Percentage of calls dropped	10.7%	7.7%	7%	6.7%	↑		
	Average time spent on a call	3:35	3:30	3:18	3:17	NA		

4. Resident Involvement

PI code	Performance Indicator	Q1	Q2	Q3	Q4	Financial year 2022/23
RI01	Number of resident consultations carried out	2	4	3	2	11
RI02	Number of resident scrutiny projects carried out	4	2	5	8	19
RI03	Number of residents who have expressed an interest in getting involved	1	0	3	2	6
RI04	Number of residents directly informed of involvement activities they can get involved in	3925	1709	3940	4119	13693
RI05	Number of residents involved in resident involvement activities	33	197	36	29	295
RI06	Number of meetings held with resident groups	13	5	5	10	33
RI07	Number of resident/group enquiries/comments/suggestions collected	14	13	7	7	41
RI08	Number of information campaigns delivered	3	1	2	3	9
RI09	Number of training opportunities offered to residents	0	1	1	0	2
RI10	Number of residents engaged in training opportunities	0	5	1	0	6
RI11	Number of services changed, impacted, implemented or withdrawn during the year as a result of resident involvement (HouseMark)	2	5	3	4	14

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Corporate Performance Q4 2022-23

Overview and Scrutiny Panel	30 May 2023
Report Author	Hannah Thorpe
Portfolio Holder	Cllr Rick Everitt - Leader of the Council
Status	For information
Classification:	Unrestricted
Key Decision	No
Ward:	All

Executive Summary:

It has been agreed that the council's Corporate Performance report will be shared with the Overview and Scrutiny Panel to provide an opportunity to more closely review the direction of travel of our key service areas. This is to allow sufficient time for actions and issues to be resolved between meetings and as the data for the corporate performance indicators is now available to view on the council's website at any time.

This report identifies the data as at the end of Quarter 4 (March 2023).

Recommendation(s):

- To note the latest performance for Quarter 4 (March 2023).
- To provide any observations and comments to the Cabinet who will review this report at the meeting on Thursday 15 June.

Corporate Implications

Financial and Value for Money

This report does not have any direct financial implications.

Legal

This report does not have any legal implications.

Risk Management

Identify

The biggest risks and opportunities around this process are around identifying areas of performance below a level considered to be acceptable. As agreed by the Cabinet and endorsed by the Overview and Scrutiny Panel, corporate performance is no longer tracked against targets, so this will be monitored instead by direction of travel and previous

performance. It will initially be for members of the Corporate Management Team to identify what is considered to be below an acceptable standard of performance, and what steps are needed to be put in place to mitigate this.

Evaluate

Measures considered to be either consistently below an acceptable level or a one off measure so far below an what is deemed to be acceptable that urgent mitigation is required, should be identified on the relevant service area risk register. Within the risk register the appropriate steps and action required will be identified.

Control and Mitigate

Risk treatment will be handled within the relevant risk registers.

Corporate

This report monitors performance against the council's key priority areas: Growth, Communities and Environment.

Equality Act 2010 & Public Sector Equality Duty

The requirement, under the Public Sector Equality Duty (section 149 of the Equality Act 2010) is 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 does not relate specifically to the equality duty, but should consider all of the aims of the duty.

Corporate Priorities

This report relates to the following corporate priorities: -

- *Growth*
- *Environment*
- *Communities*

1.0 Introduction and Background

1.1 As part of the council's corporate performance process, 39 key performance indicators are monitored to provide an indication of how the council is performing. They do not look at every aspect of the council's services and the data the council collects, but provide an overview of progress against the council's current key

corporate priorities. Individual teams and services track other indicators at a service level which are not reported on corporately.

- 1.2 The data for most of the corporate indicators is available to view on our website at any time. Although this information is available on an ongoing basis, progress is reviewed by the Corporate Management Team to get a general view on the direction of travel. This is to understand the areas where the council is performing at a high level and to understand where there is a lower level of performance. Service areas help to provide an understanding of the wider context and to agree on any action required to improve.
- 1.3 To support this process and in order to be transparent about council performance, it has been agreed that the Overview and Scrutiny Panel will review progress of the corporate indicators on a six monthly basis. Any comments from the Panel will then be shared with Cabinet for review and consideration.
- 1.4 The measures included within this report were identified and agreed on by the Cabinet and reviewed by the Overview and Scrutiny Panel.

2.0 The Current Situation

- 2.1 The majority of the council's corporate performance indicators are live on the [Thanet Gov website](#) and cover the three corporate priorities: growth, communities and environment. A fourth area, efficiency is also included. This is to demonstrate how the council is working. It is labelled as efficiency as every year the council asks residents how they would like Thanet District Council to be in the future, and each year efficient has been at the top of the list.
- 2.2 As a result of justifiably redirecting resources to support the council's response to the global pandemic, a number of business as usual activities were impacted. This has meant that in some instances where new measures were introduced to the council's corporate performance indicators, data is not yet available. This includes the following measures:
 - TDC Greenhouse emissions (annual, new measure) - data is available for 2019-20. The data for 2020-21 and 2021-22 is currently being calculated.
 - Percentage of randomly inspected sites which are mainly free from litter. A new methodology for capturing performance regarding street cleanliness has been introduced. The data has been collected and will be available to share more fully in the next report.
- 2.3 The way we present progress against the key corporate indicators is set out below.
- 2.4 Within this report, each performance indicator includes:
 - A name which summarises the indicator
 - A maximum figure (the highest the data has been within the reporting period), a minimum figure (the lowest the figure has been) and a starting figure - which is the first reported figure. This is to provide greater context of how previous performance has looked for the council.

- A line graph which identifies the direction of travel over a long period of time.
- The latest statistic - to represent the position as at each month/quarter/year - depending on the frequency of the data collected for each indicator.
- A tick or cross covering the past 5 times the data was captured. A tick indicates whether the indicator has either maintained or improved performance since the last time the data was monitored. A cross denotes whether the indicator has declined in performance since the last point of reporting. The ticks and crosses are either captured monthly, quarterly or annually based on the frequency of reporting for each indicator.
- A description of whether a higher or lower figure denotes good performance.
- The corporate priority the indicator relates to, either growth, communities, environment or efficiency.
- A reference number is also given for each indicator.

2.5 This summary is in addition to the more detailed graphs which are available to view on our [website](#) and are also included within [Annex 1](#). The graphs intend to provide a trend or direction of travel. (The graphs within Annex 1 are numbered in accordance with their indicator reference number and are not listed chronologically).

2.6 Growth

There are six indicators monitored against the corporate priority growth. Five of these measures are contextual, which means they are outside of the direct scope of the council. There is one measure 'collection of business rates' which the council is directly responsible for.

In terms of direction of travel this quarter, four measures are showing as having improved. This includes wages (both in terms of earnings by place of residence and by workplace), the number of licensed premises renewals and the percentage of business rates collected.

The two measures which have reduced in performance include unemployment - which has increased for quarter 3 and quarter 4 and also the number of food businesses (including renewals) which has reduced over the last two periods of data collection.

2.7 Summary table of performance for indicators tracking the corporate priority, 'growth':

Frequency	Latest Figures	Re Measures	Max	Min	Start	Rolling year	Latest	Last 5 periods	Good performance is:
Quarterly	Dec-2022 16	Unemployment	7.3%	4.1%	7.3%		5.1%	✗✓✓✗✗	A low figure is better
Annually	Dec-2022 17	Wages - Earnings by place of Residence	£592	£344	£353		£592	✓✗✓✓✓	A high figure is better
Monthly	Mar-2023 29	% Business rates collected	99%	92%	99%		98%	✗✗✗✓✓	A high figure is better
Monthly	Mar-2023 35	Food Businesses - renewals and new business	42	18	35		21	✓✓✓✗✗	A high figure is better
Monthly	Mar-2023 36	Licensed Premises renewals and new licensed premises	82	60	75		70	✗✓✗✗✓	A high figure is better
Annually	Dec-2022 38	Wages - Earnings by workplace	£664	£529	£529		£664	✓✓✗✓✓	A high figure is better

2.8 Communities

There are 15 indicators monitored against the corporate priority communities. One measure is contextual (outside of the direct scope of the council) - this is the number of empty homes in the district. In terms of performance, ten measures have either stayed at the same level of performance or have improved and five measures have seen reduced performance.

2.9 Summary of areas where there is a sustained or improved level of performance:

- Empty homes brought back into use - the quarterly figure is a rolling year average of 31.
- The number of empty homes in the district - which is now at 1,811. Although the monthly figure means this is reported as an improvement or sustained performance, as can be seen from the graph, the general trajectory of this measure has been heading in the wrong direction.
- The number of homeless cases prevented - the latest rolling year figure is 141.
- All new homes completed - although this is an annual measure and the figure within this report is as at the end of 2022 - the data isn't available yet for 2023.
- Average relet times for council homes. This is now at a rolling year average of 54 days which is a positive improvement since the last report - the data as at the end of quarter 2 presented to OSP and Cabinet was 64.
- Rent arrears - at 4.8% this matches the best level of performance achieved to date.
- Tenant and Leaseholder health and safety compliance - which at the end of quarter 4 is at 93.7%. When reviewing the direction of travel this measure has improved significantly since 2021 and has remained pretty consistent.

- Planning appeals have increased from 72.2% in quarter 2 to 74.2% at the end of quarter 4.
- The number of community safety service requests have reduced to a rolling year average of 37 compared to 40 when reported at the end of quarter 2.
- Feedback around residents' perceived levels of safety at nighttime have improved with 57% of people in 2023 people saying they felt safe. This compares to 46% of people in 2022. Interestingly the statistic for how safe people feel during the day has decreased and is featured in the list below.

2.10 Summary of areas where there is a reduction in performance:

- Number of homes where action has been taken to improve living conditions - although the rolling year average figure of 67 is a slight improvement on the end of quarter 2 figures last reported which was 66. The general trend is more positive following the impact of the pandemic which affected performance with this measure.
- The number of households in temporary accommodation has continued to rise and is at a high of 212 (rolling year average) - up from the 195 reported at the end of quarter 2. (The actual figure for the quarter is 225 - up from 210 at Q2). This is something the service area has been working hard to address and is a symptom of increased financial pressures on households following the pandemic and with the cost of living increases and of growing pressures in the local housing market.
- Although the rolling year average for affordable homes completed has reduced to 34, the actual quarterly performance recorded as at the end of March was 81 homes completed, which is a significant improvement on the last two quarters actual figures which were 28 and 7 respectively.
- HRA capital programme delivery has reduced to 68.5% - this data reflects the proportion of the capital programme milestones reached. This has reduced from 92% at the end of quarter 2 and 86% at the end of quarter 3. This is due to delays with contracts which is having a wider impact on the overall programme.
- Residents' perceived levels of safety during the day has reduced to 73% in the 2023 survey from 86% in 2022. The figures were broadly the same in 2021 (85%) and 2020 (86%) but were highest when the survey was first captured in 2019 when it was at a high of 94%.

2.11 Summary table of performance for indicators tracking the corporate priority, 'communities'.

Frequency	Latest Figures	Re Measures	Max	Min	Start	Rolling year	Latest	Last 5 periods	Good performance is:
Quarterly	Mar-2023 01	Empty homes brought back into use	46	23	29		31	XXXX	A high figure is better
Quarterly	Mar-2023 02	Number of homes where action taken to improve living conditions	117	38	61		67	XXXX	A high figure is better
Monthly	Apr-2023 03	Number of empty homes in the district	1,829	1,362	1,362		1,811	XXXX	A low figure is better
Quarterly	Mar-2023 04	Number of homeless cases prevented	179	46	46		141	XXXX	A high figure is better
Quarterly	Mar-2023 05	Households in temporary accommodation	212	136	136		212	XXXX	A low figure is better
Annually	Mar-2022 06	All new homes completed	543	540	540		543		A high figure is better
Quarterly	Mar-2023 07	Affordable homes completed	48	20	48		34	XXXX	A high figure is better
Quarterly	Mar-2023 08	Average relet time for council homes	66	54	66		54	XXXX	A low figure is better
Quarterly	Mar-2023 09	Rent arrears	6.2%	4.8%	6.0%		4.8%	XXXX	A low figure is better
Quarterly	Mar-2023 10	HRA Capital Programme Delivery	95.0%	68.5%	71.8%		68.5%	XXXX	A high figure is better
Quarterly	Mar-2023 11	Tenant and Leaseholder Health and Safety Compliance	95.1%	81.9%	82.4%		93.7%	XXXX	A high figure is better
Quarterly	Mar-2023 12	Planning Appeals	100.0%	64.3%	100.0%		74.2%	XXXX	A high figure is better
Monthly	Mar-2023 32	Number of Service requests - community Safety	70	37	70		37	XXXX	A low figure is better
Annually	Jan-2023 34	Community Services Survey - Safety in Daytime	94%	78%	94%		78%	XXXX	A high figure is better
Annually	Jan-2023 40	Community Services Survey - Safety in Nighttime	57%	46%	55%		57%	XXXX	A high figure is better

2.12 Environment

There are 12 indicators monitored against the corporate priority, environment. All of these indicators are considered to be within the direct scope of the council. Five indicators have seen performance levels either maintained or improved and five have seen a reduced level of performance. Data is not available for two of the indicators within this area - TDC greenhouse emissions and percentage of randomly inspected sites free from litter.

2.13 Summary of areas where there is an improved or sustained level of performance:

- Trees planted on TDC land (including saplings) has seen a significant improvement at 1,043 this is a record high.
- There have been no additional areas managed for pollinators in the calendar year of 2022 so the figure remains the same as the previous year.
- The recycling rate (which is collated monthly) is showing as an improvement as the last data collected increased slightly to 34.3%, however this is overall a low level. Recycling levels have been impacted by the overall volume/weight of waste the

council is collecting which has increased significantly and with this increased contaminated waste which can't then be recycled. There will continue to be a focus around promoting recycling through education campaigns and communications activity.

- The percentage of properties where bins are successfully collected has increased to 99.8%. This is a high level of performance and is a slight increase from the same period as last year which was 99.6%. This is based on collections from 77,853 households.
- The positive direction of travel shared at the end of quarter 2 for our response rate for all streetscene enforcement reports has continued and this is now at 84%. This has increased from 78% at the end of quarter 2.

2.14 Summary of areas where there is a decline in performance:

- The number of streetscene enforcement actions is up from the end of quarter 2 position which was 368 and at the end of quarter 4 is 425.
- Public opinion with street cleaning has declined from 27% in 2021 to 26% in 2022. This is captured within our annual residents' survey. The highest the figure has been since this data has been collected is 31% so this is an area which will continue to be a priority. Our new measure around monitoring the percentage of randomly inspected sites will go some way to better monitor perception versus reality.
- Public opinion of parks and open spaces has declined from 51% in the 2021 residents' survey to 46% in 2022.
- Public opinion of the recycling service has also declined in the last residents' survey and is at 68%. Although this has been slightly reducing over the last 3 years (it was at 74% in 2019, 72% in 2020 and 70% in 2021), it is one of the services that residents rate more highly, along with the general waste collection service.
- The number of service requests for environmental protection has reduced slightly and the rolling annual figure is 207.

2.15 Summary table of performance for indicators tracking the corporate priority, 'environment'.

Frequency	Latest Figures	Re- Measures	Max	Min	Start	Rolling year	Latest	Last 5 periods	Good performance is:
Annually	Mar-2020 13	TDC Greenhouse emissions	4,054	4,054	4,054		4,054		A low figure is better
Annually	Mar-2023 14	Trees	1043	45	45		1043	✓✓✓✗✗✓	A high figure is better
Annually	Dec-2022 15	area of open spaces managed for pollinators	638	638	638		638	✓	A high figure is better
Monthly	Feb-2023 18	Recycling rate	36.0%	30.5%	31.5%		34.3%	✗✓✗✗✗✓	A high figure is better
Weekly	Mar-2023 19	% of properties where bins collected successfully	99.8%	99.5%	99.7%		99.8%	✗✗✓✗✗✓	A high figure is better
Monthly	20	Percentage of randomly inspected sites which are mainly free from litter or refuse	.0%	.0%	.0%		.0%		A high figure is better
Quarterly	Mar-2023 22	% response rate within timescale for all enforcement reports (Street Scene Enforcement)	89.0%	73.1%	80.8%		84.1%	✓✓✓✓✓	A high figure is better
Quarterly	Mar-2023 23	Enforcement (Street Scene Enforcement)	517	351	382		425	✗✓✗✗✗✗	A low figure is better
Annually	Oct-2022 24	Residents Survey - Public opinion of the Street Cleaning Service	31%	16%	25%		26%	✗✗✓✓✓✗	A high figure is better
Annually	Oct-2022 25	Public opinion of Parks and Open Spaces	63%	34%	39%		46%	✓✗✓✓✓✗	A high figure is better
Annually	Oct-2022 26	Public opinion of the Recycling Service	74%	48%	48%		68%	✓✓✓✗✗✗	A high figure is better
Monthly	Mar-2023 33	Number of Service requests - Environmental protection	278	202	209		207	✗✗✗✗✓✗	A low figure is better

2.16 Efficiency

There are six indicators monitored against this area. Four indicators have seen performance either maintained or at an improved level and two indicators have seen a reduced level of performance.

2.17 Summary of areas where there is an improved level of performance:

- Our Value for Money rating dropped slightly when we asked residents to rate this within the 2021 annual survey, at 37%. The feedback to the 2022 survey has increased to 38%.
- The percentage of Council Tax collected at year end is 95%. This is a very slight increase compared to the end of year figure in 2022.
- The number of complaints in the last two data collection periods (which is captured monthly) have decreased meaning that the rolling year average is now 113. Although it has improved in recent months the general picture is slightly less positive as this represents an increase from the end of year position in 2022 which was 104 and as the graphs indicate the general trend has been an increase.

- There has been an improvement with the council's response times to handling complaints with 75% being processed on time as at the end of quarter 4. This is some way off the best performance achieved which was a high of 97%, however the general trend is moving in the right direction.

2.18 Summary of areas where there is a decline in performance:

- The number of Freedom of Information requests has risen - the rolling year average at the end of quarter 4 is 77. This has been increasing slightly over the last few months. As an example there were 98 FOIs submitted in March alone.
- Likewise the percentage of FOIs processed in time has fallen slightly to 94% which would correlate with an increase in the number being received. Despite this being a decrease, performance overall is significantly improved on where this was a couple of years ago and remains very high.

2.19 Summary table of performance for indicators tracking the corporate priority, 'efficiency'.

Frequency	Latest Figures	Re: Measures	Max	Min	Start	Rolling year	Latest	Last 5 periods	Good performance is:
Annually	Oct-2022 27	Public opinion of whether the council provides Value for Money	44%	15%	23%		38%	XXX	XX A high figure is better
Monthly	Mar-2023 28	% Council Tax collected	97%	95%	96%		95%	XXX	XX A high figure is better
Monthly	Mar-2023 30	Complaints	115	11	45		113	XXX	XX A low figure is better
Monthly	Mar-2023 31	Freedom of information Requests	88	74	88		77	XXX	XX A low figure is better
Monthly	Mar-2023 37	% of complaints processed in time	97%	46%	83%		75%	XXX	XX A high figure is better
Monthly	Mar-2023 39	% of Freedom of information Request processed in time	94%	56%	61%		94%	XXX	XX A high figure is better

3.0 Recommendation

- 3.1 The Overview and Scrutiny Panel is asked to note the report.
- 3.2 The Panel is asked to provide any observations and comments to the Cabinet

4.0 Next Steps

- 4.1 Report to be shared at the Cabinet meeting on Thursday 15 June.

Contact Officer: Nathaniel Fisher, Cloud and Data Developer
Reporting to: Hannah Thorpe, Head of Strategy and Transformation.

Annex List

Annex 1: Graphs showing rolling year averages for every indicator where this data is available [Corporate Performance Q4 Annex 1 - The Charts](#)

Finance: Chris Blundell, Acting Deputy Chief Executive and Section 151 Officer

Legal: Sameera Khan, Interim Head of Legal and Monitoring Officer

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Corporate Performance Q4

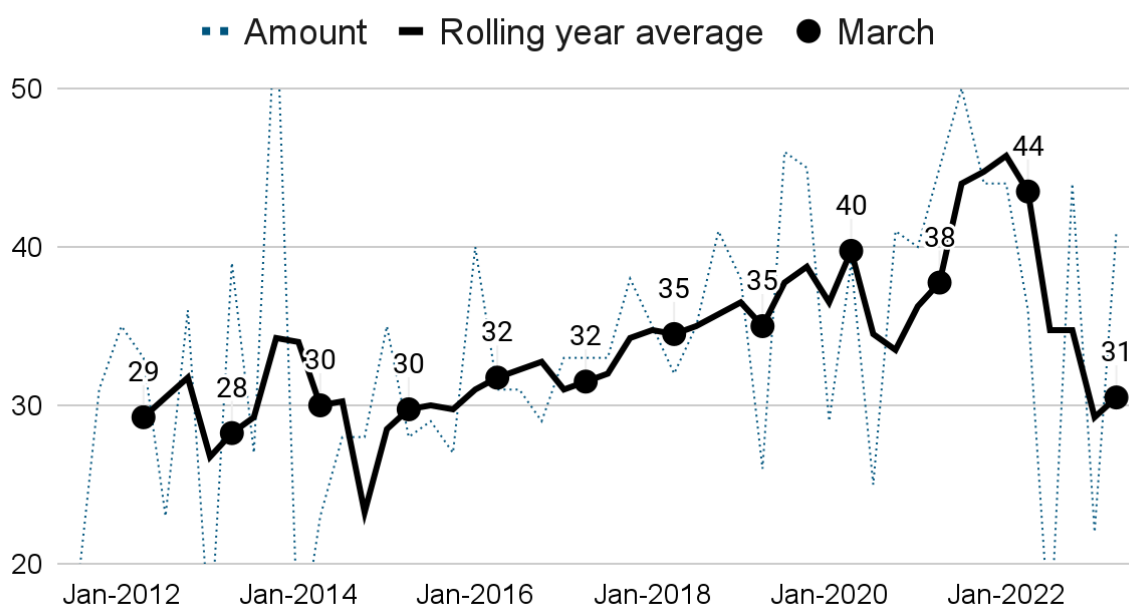
Communities	2
01 Empty homes brought back into use	2
02 Number of homes where action taken to improve living conditions	3
03 Number of empty homes in the district	4
04 Number of homeless cases prevented	5
05 Households in temporary accommodation	5
06 All new homes completed	6
07 Affordable homes completed	6
08 Average relet time for council homes	7
09 Rent arrears	7
10 HRA Capital Programme Delivery	8
11 Tenant and Leaseholder Health and Safety Compliance	8
12 Planning Appeals	9
32 Number of Service requests - community Safety	9
34 Community Services Survey	10
20 Percentage of randomly inspected sites which are mainly free from litter or refuse	10
Environment	11
24 Residents Survey - Public opinion of the Street Cleaning Service	11
25 Public opinion of Parks and Open Spaces	11
26 Public opinion of the Recycling Service	12
13 TDC Greenhouse emissions	12
14 Trees	13
15 area of open spaces managed for pollinators	13
21 Residents (customers of the service) survey to ask if they are happy with the service for enforcement.	14
22 % response rate within timescale for all enforcement reports (Street Scene Enforcement)	14
23 Enforcement (Street Scene Enforcement)	15
33 Number of Service requests - Environmental protection	15
18 Recycling rate	16
19 % of properties where bins collected successfully	16

Growth	16
29 % Business rates collected	17
35 Food Businesses - renewals and new business	17
36 Licensed Premises renewals and new licensed premises	18
16 Unemployment	18
17 Wages - Earnings by place of Residence	19
38 Wages - Earnings by workplace	19
Efficiency	19
30 Complaints	20
37 % of complaints processed in time	20
27 Public opinion of whether the council provides Value for Money	21
28 % Council Tax collected	21
31 Freedom of information Requests	22
39 % of Freedom of information Request processed in time	22

Communities

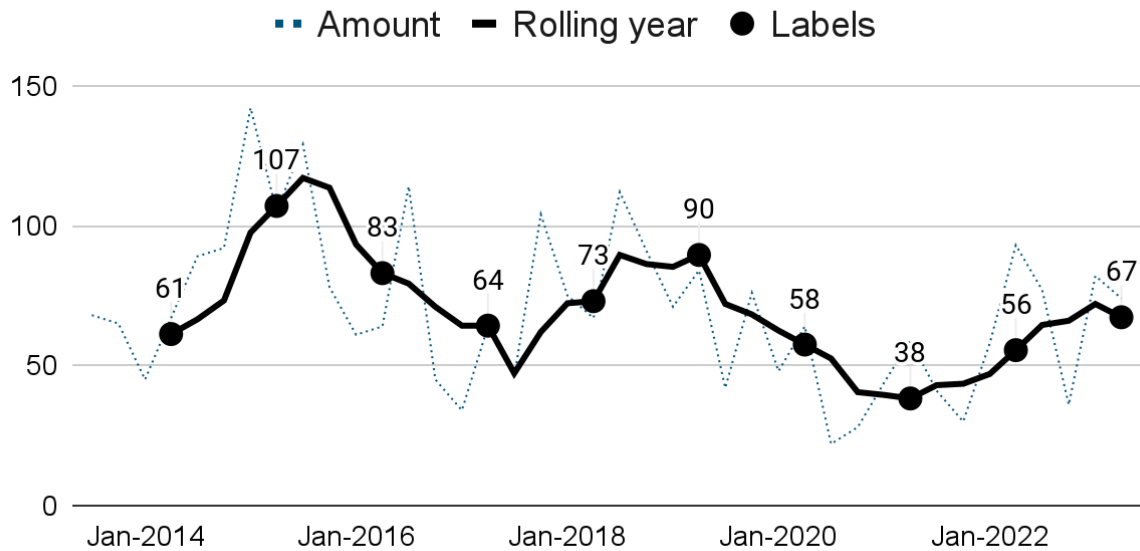
01 Empty homes brought back into use

Empty properties bought back into use



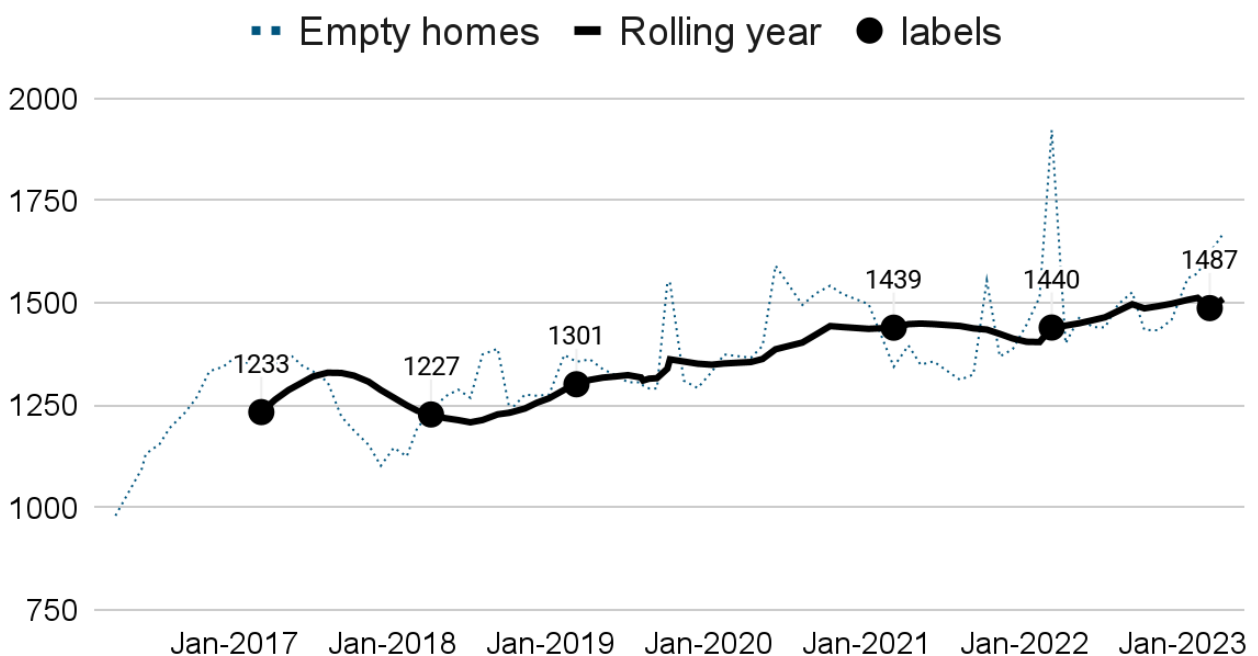
02 Number of homes where action taken to improve living conditions

Number of homes where action taken to improve living conditions



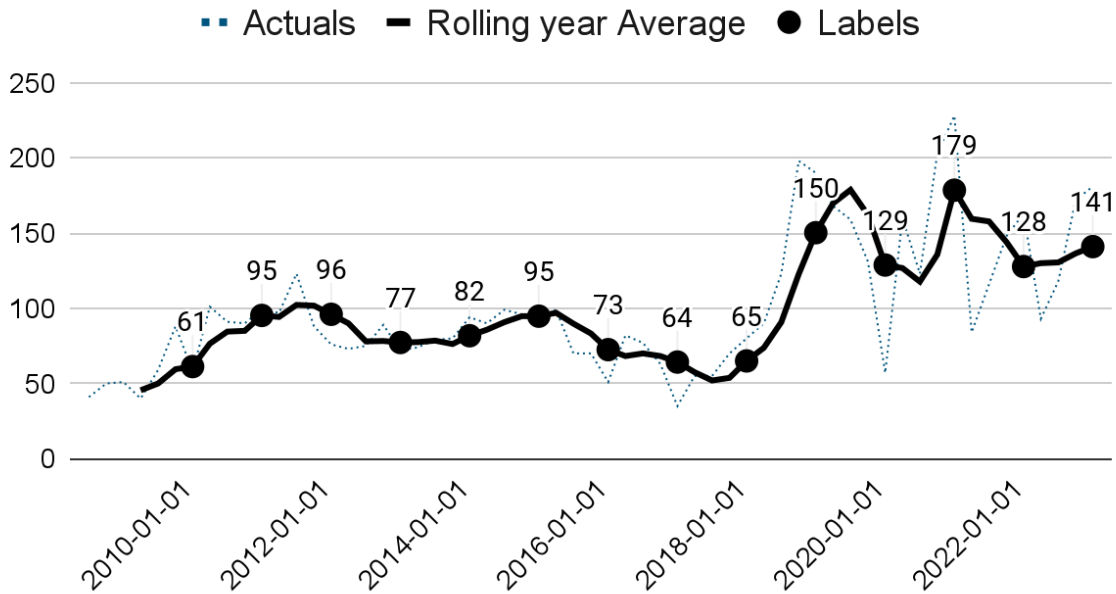
03 Number of empty homes in the district

Number of empty homes in the district



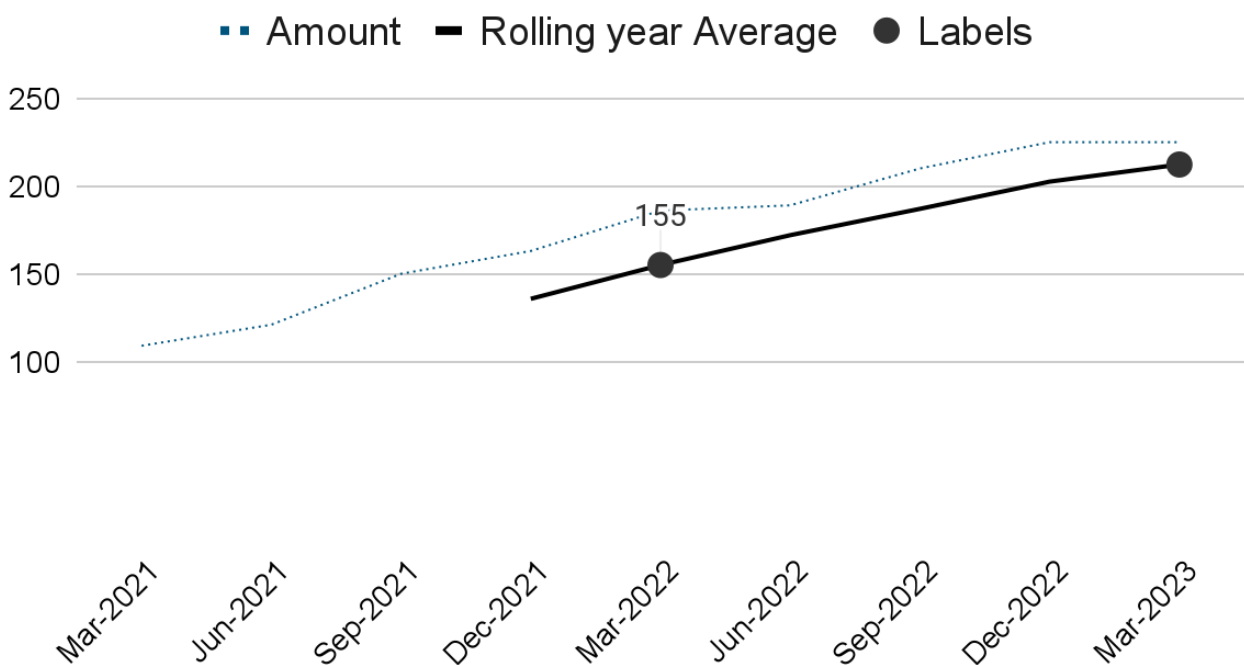
04 Number of homeless cases prevented

Number of homeless cases prevented



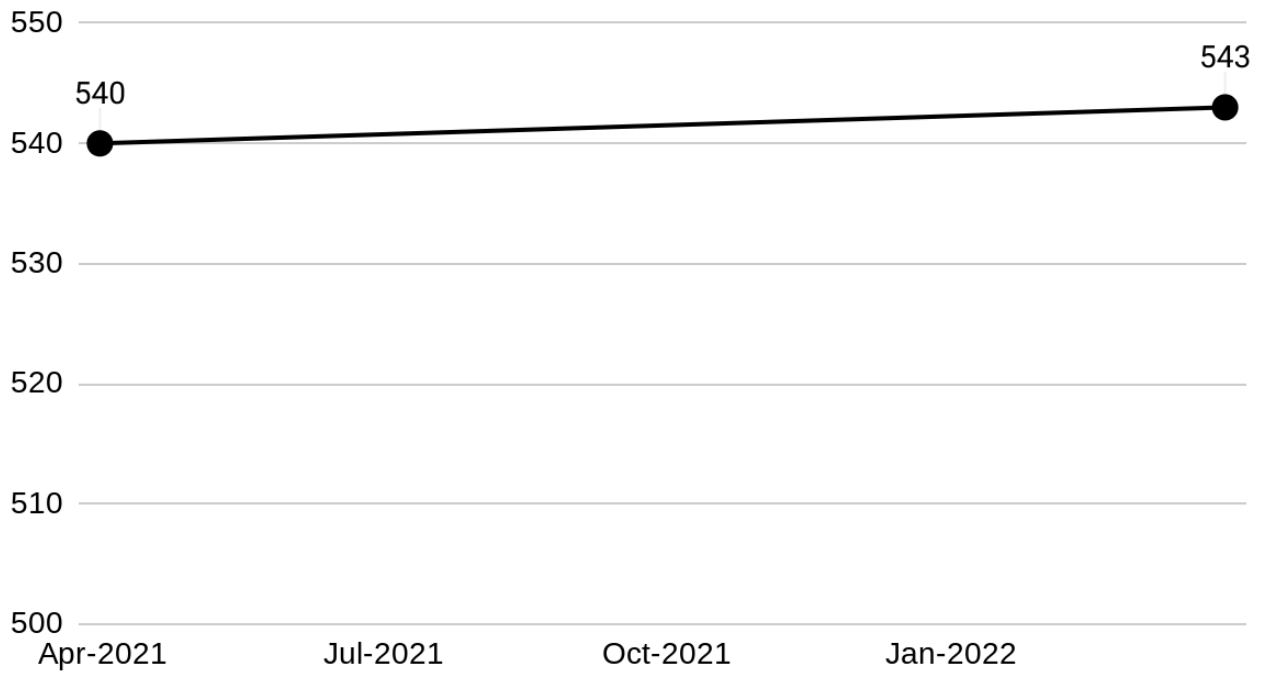
05 Households in temporary accommodation

Households in temporary accommodation



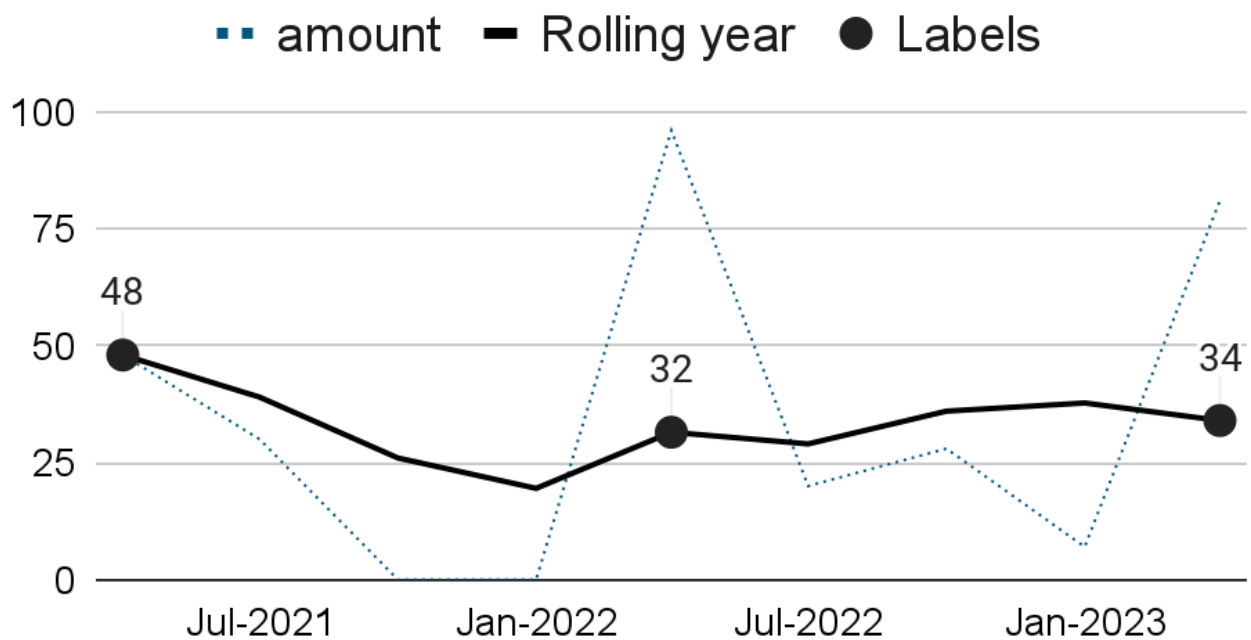
06 All new homes completed

All new homes completed



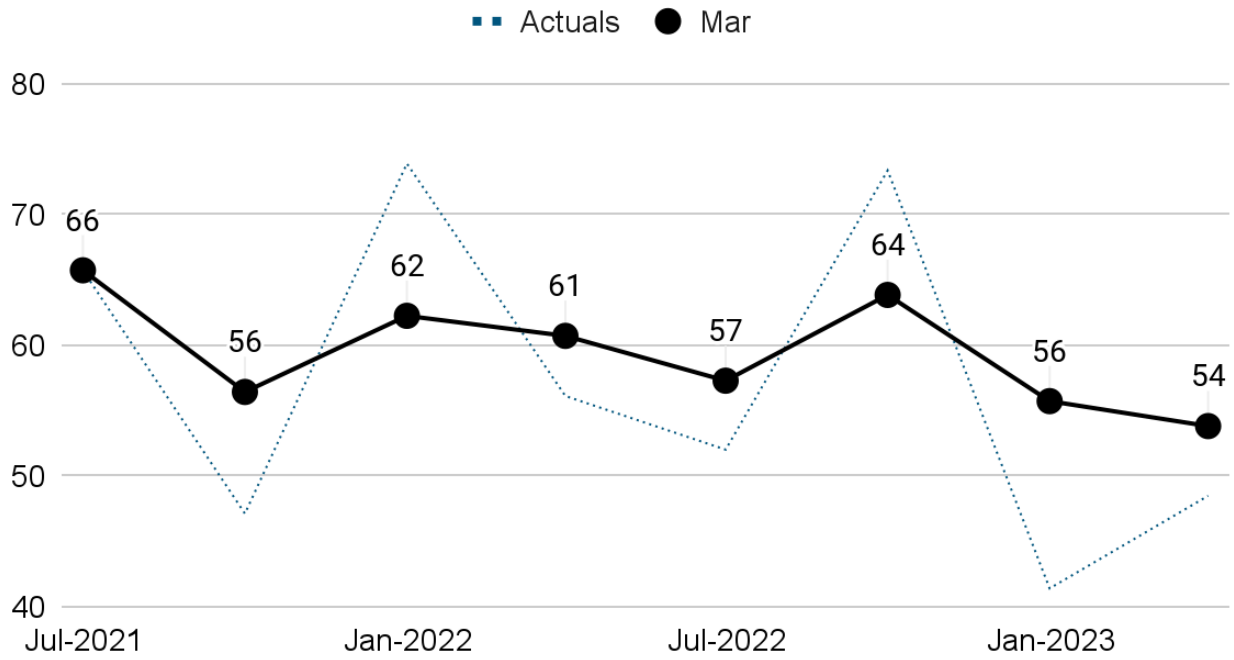
07 Affordable homes completed

Affordable homes completed



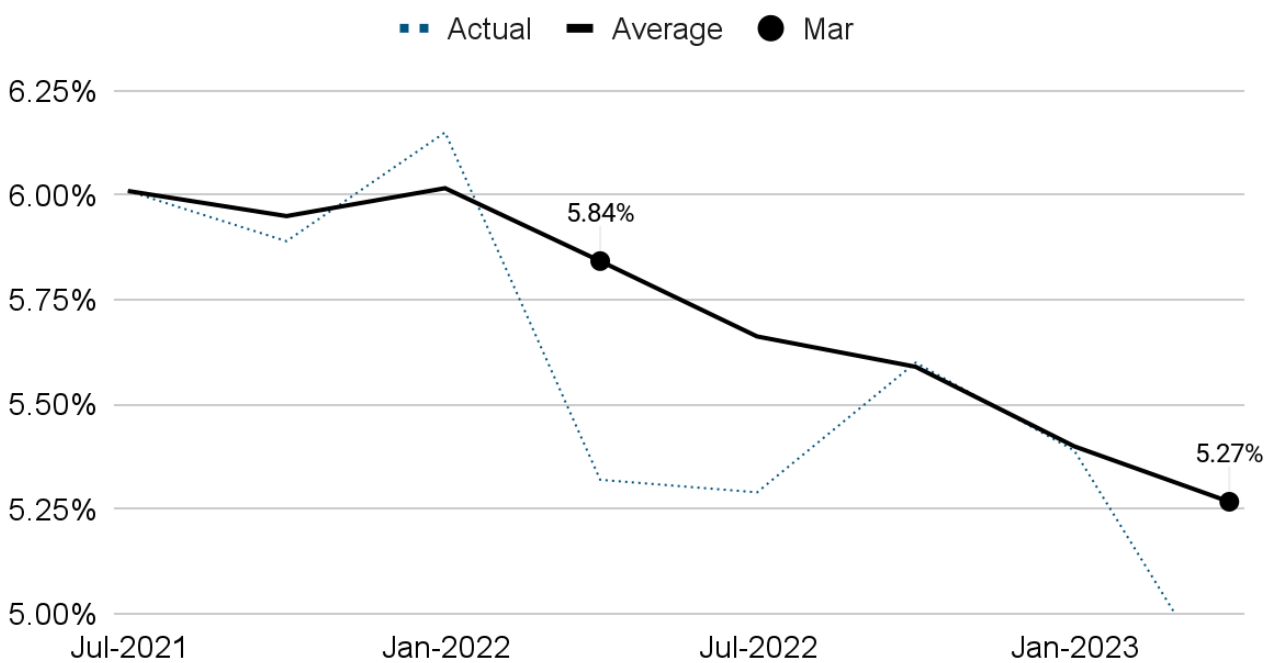
08 Average relet time for council homes

Average relet time for council homes



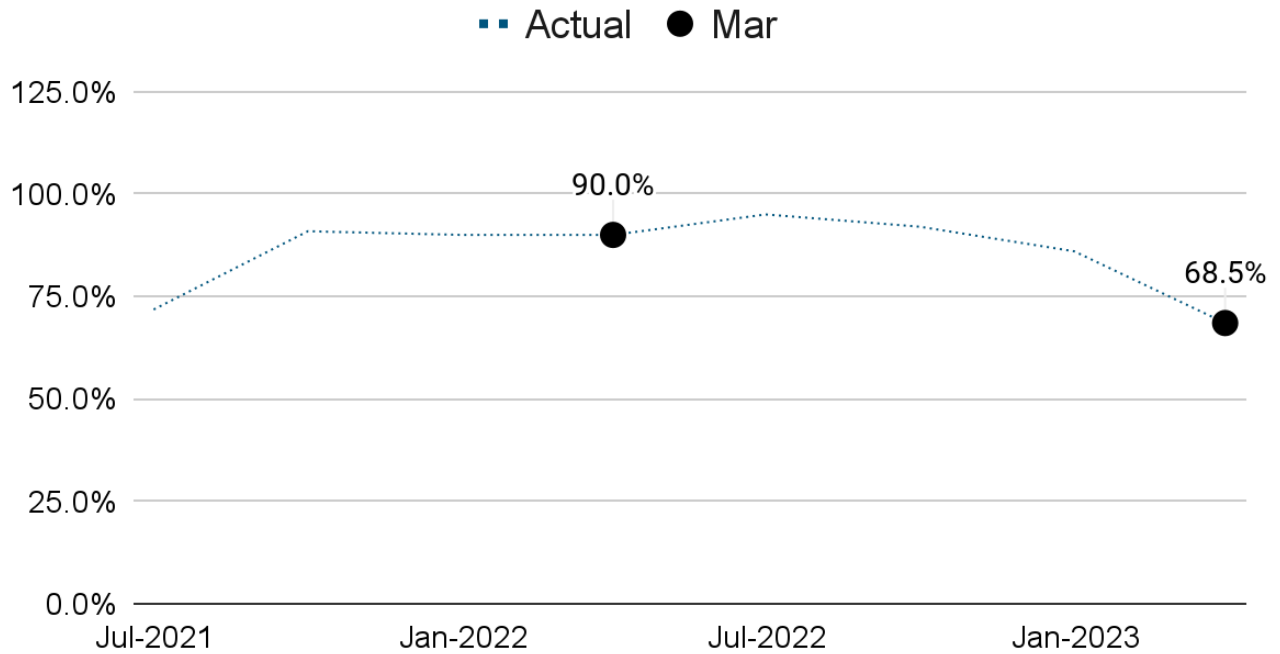
09 Rent arrears

Rent arrears



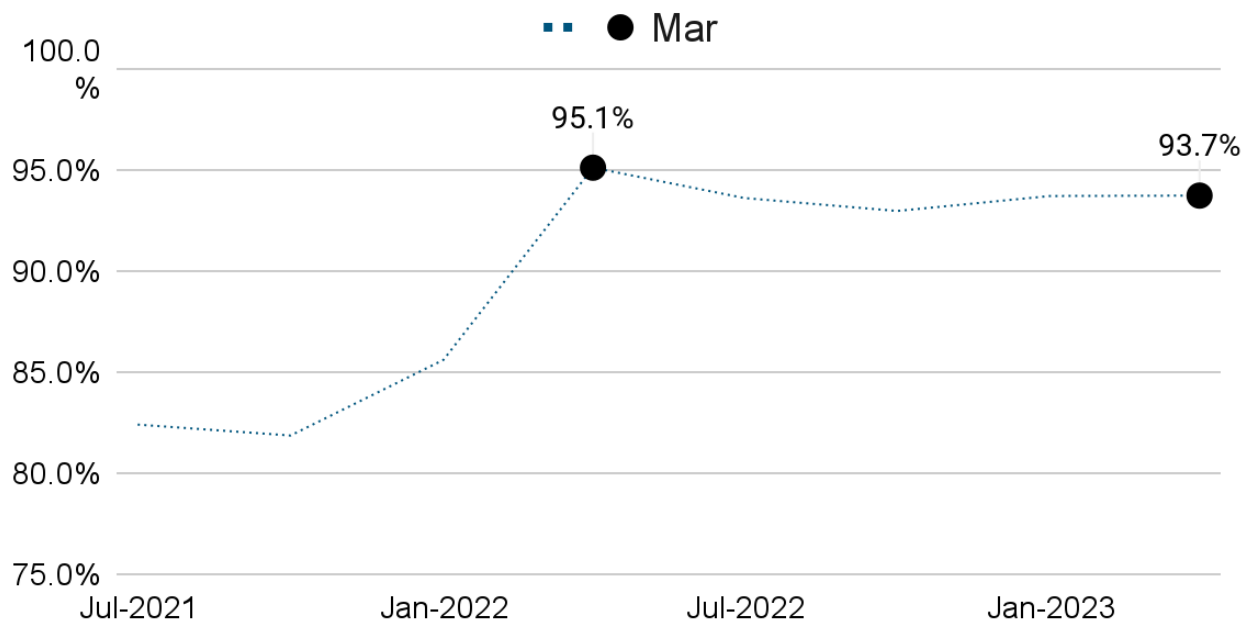
10 HRA Capital Programme Delivery

HRA Capital Programme Delivery



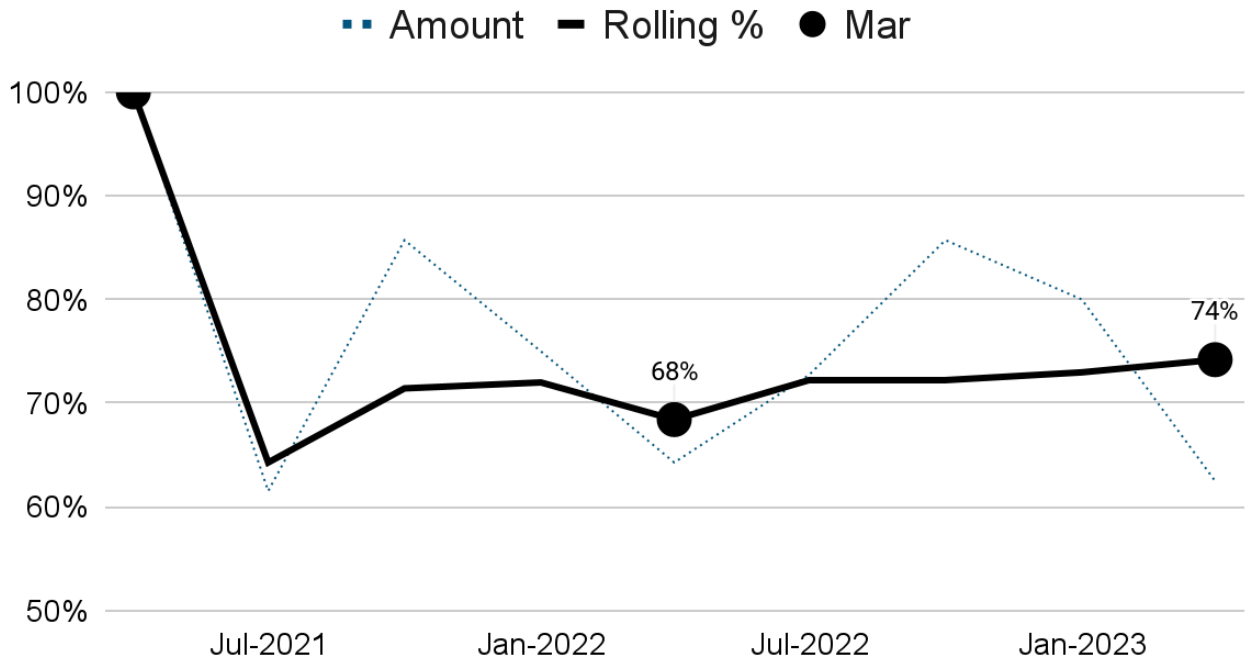
11 Tenant and Leaseholder Health and Safety Compliance

Tenant and Leaseholder Health and Safety Compliance



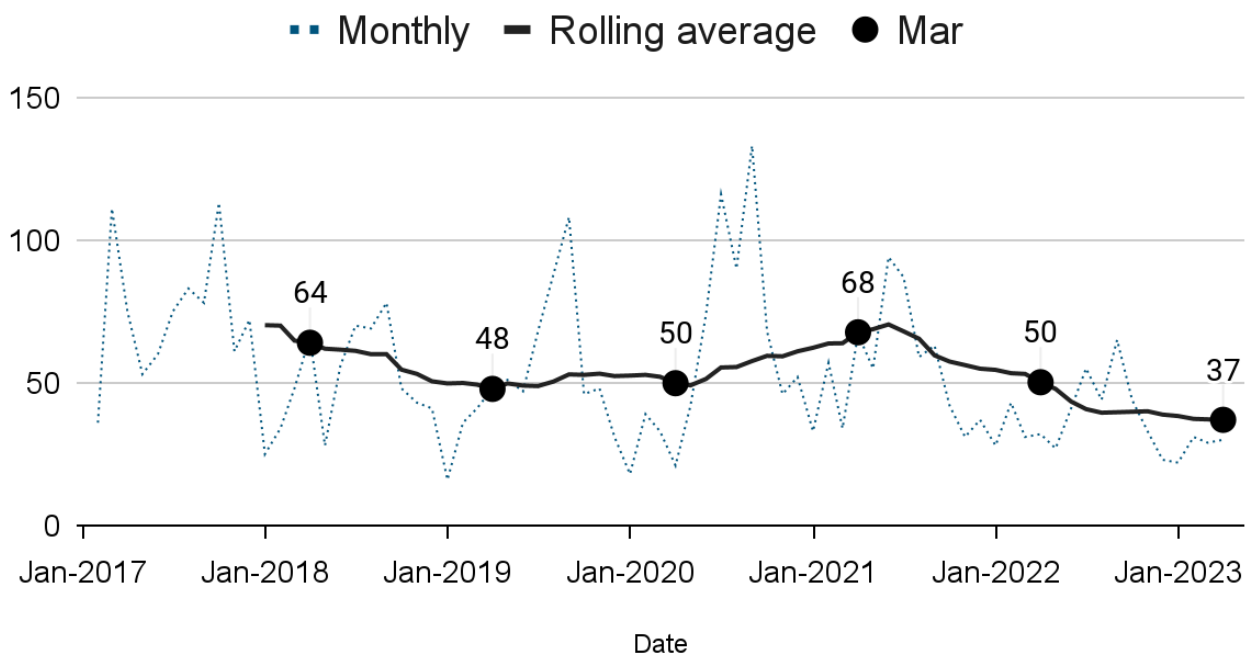
12 Planning Appeals

Planning Appeals



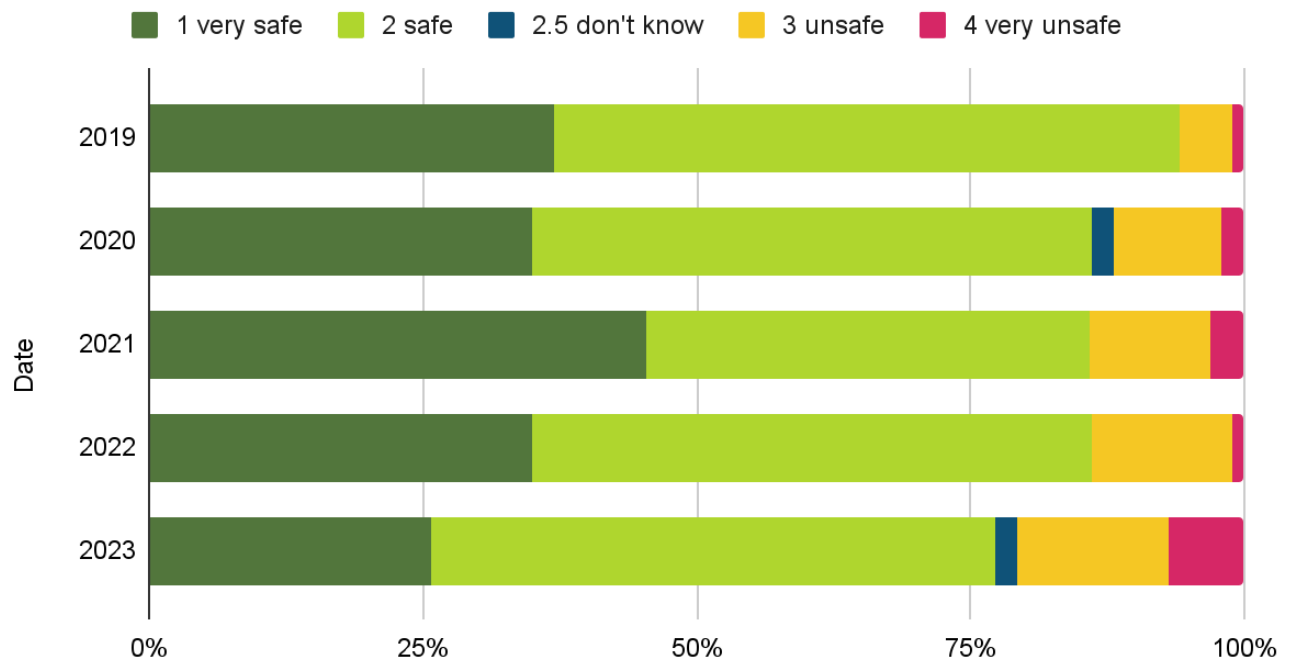
32 Number of Service requests - community Safety

Number of Service requests - community Safety



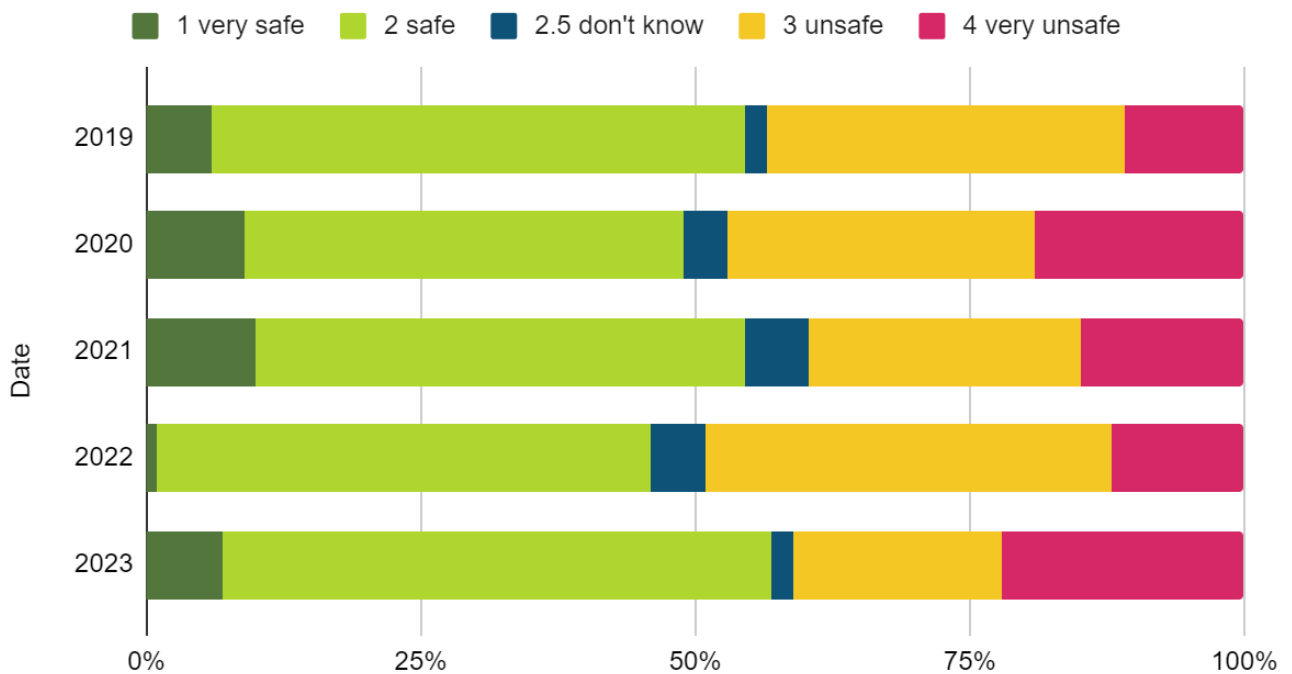
34 Community Services Survey - Daytime

Community Services Survey - Daytime



40 Community Services Survey - Nighttime

Community Services Survey - Nighttime



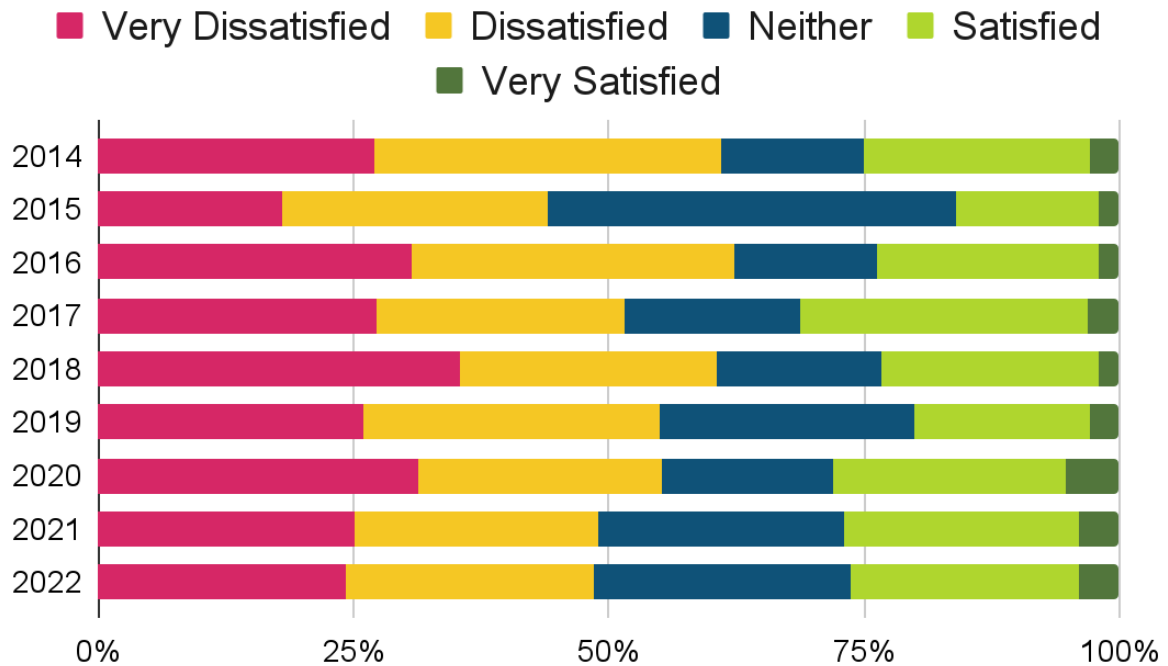
20 Percentage of randomly inspected sites which are mainly free from litter or refuse

See annex 1

Environment

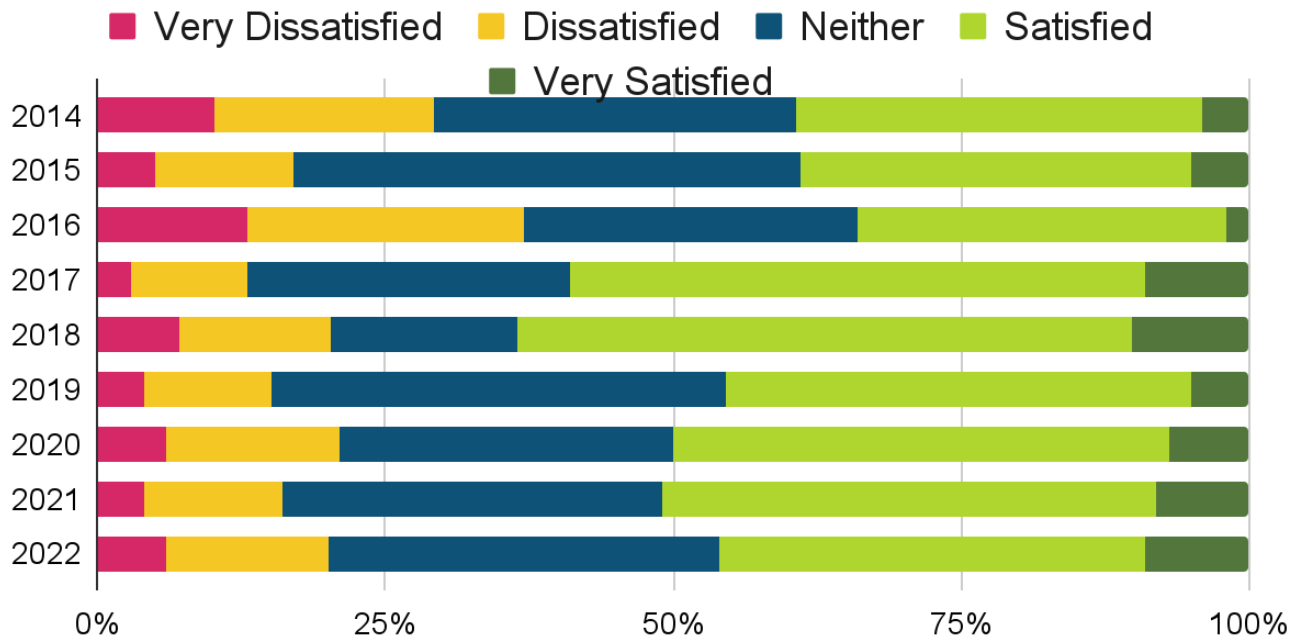
24 Residents Survey - Public opinion of the Street Cleaning Service

Public opinion of the Street Cleaning Service



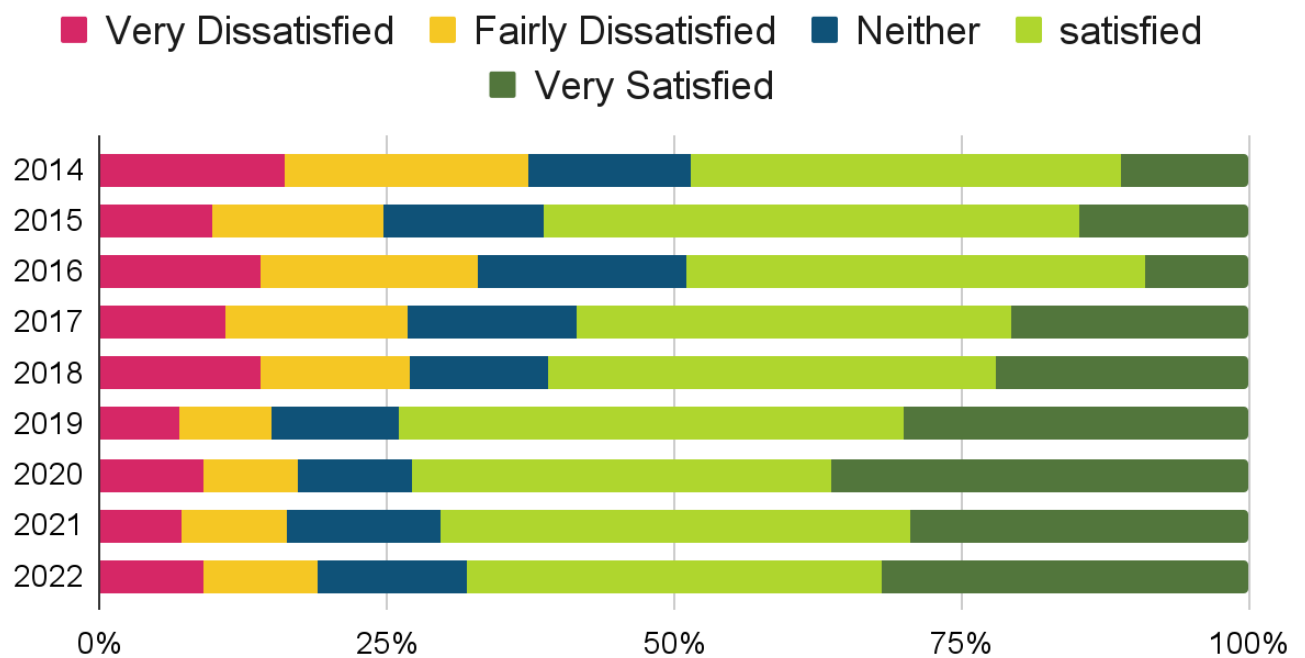
25 Public opinion of Parks and Open Spaces

Public opinion of Parks and Open Spaces



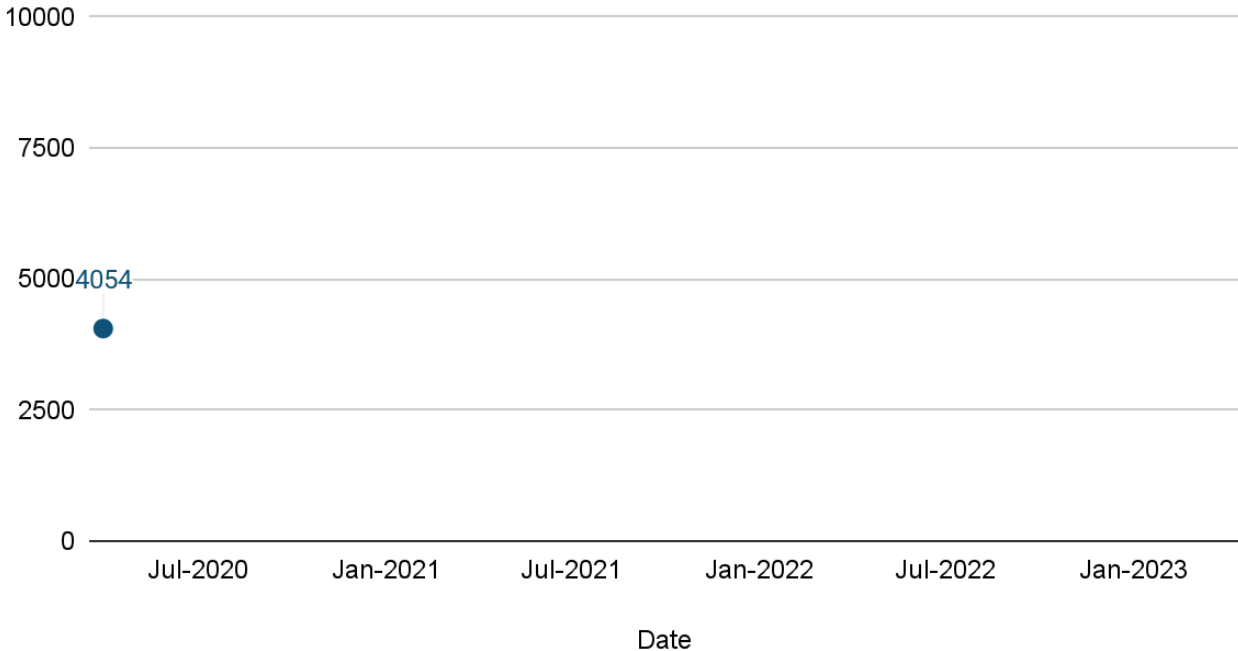
26 Public opinion of the Recycling Service

Public opinion of the Recycling Service



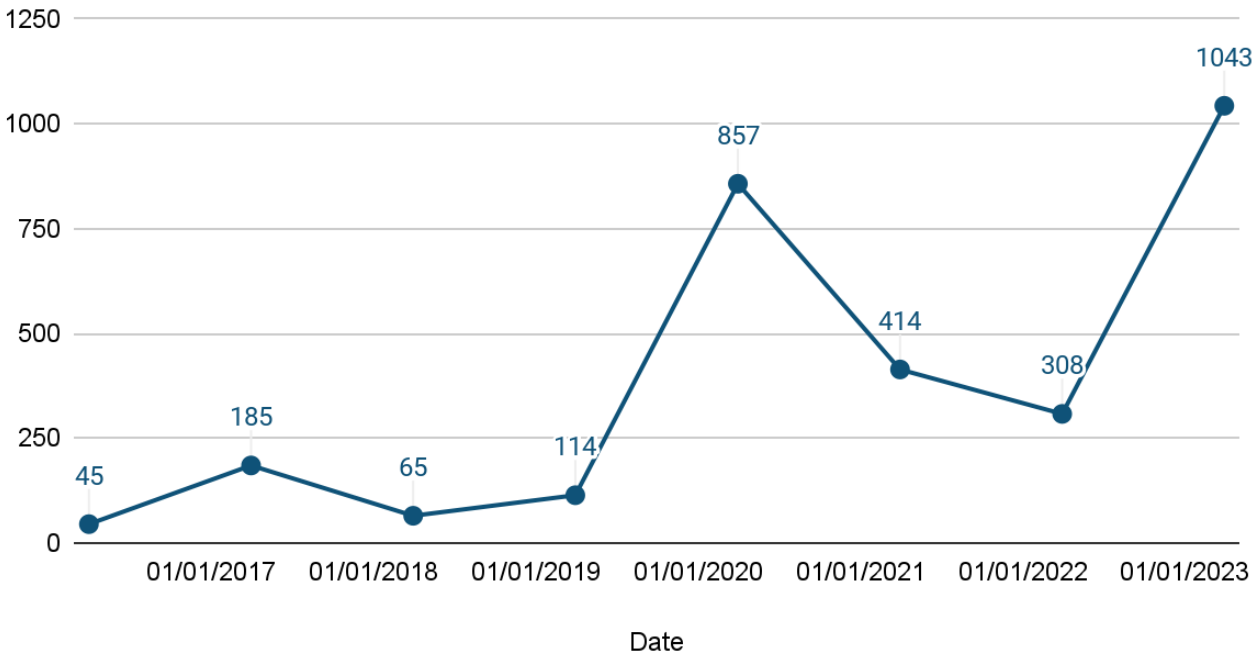
13 TDC Greenhouse emissions

TDC Greenhouse emissions



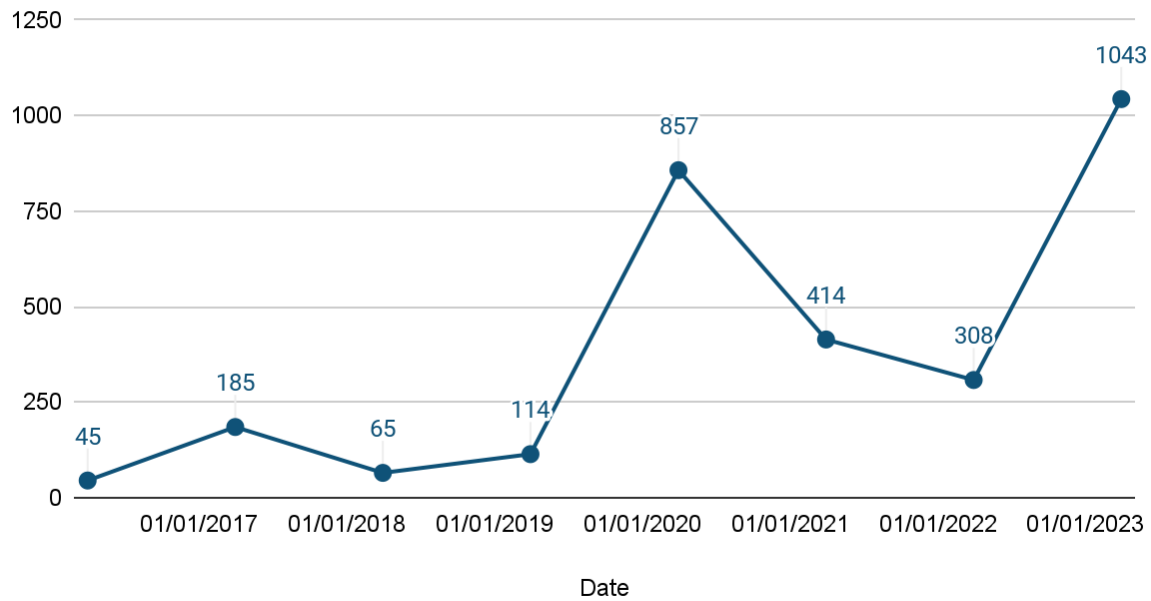
14 Trees

Trees



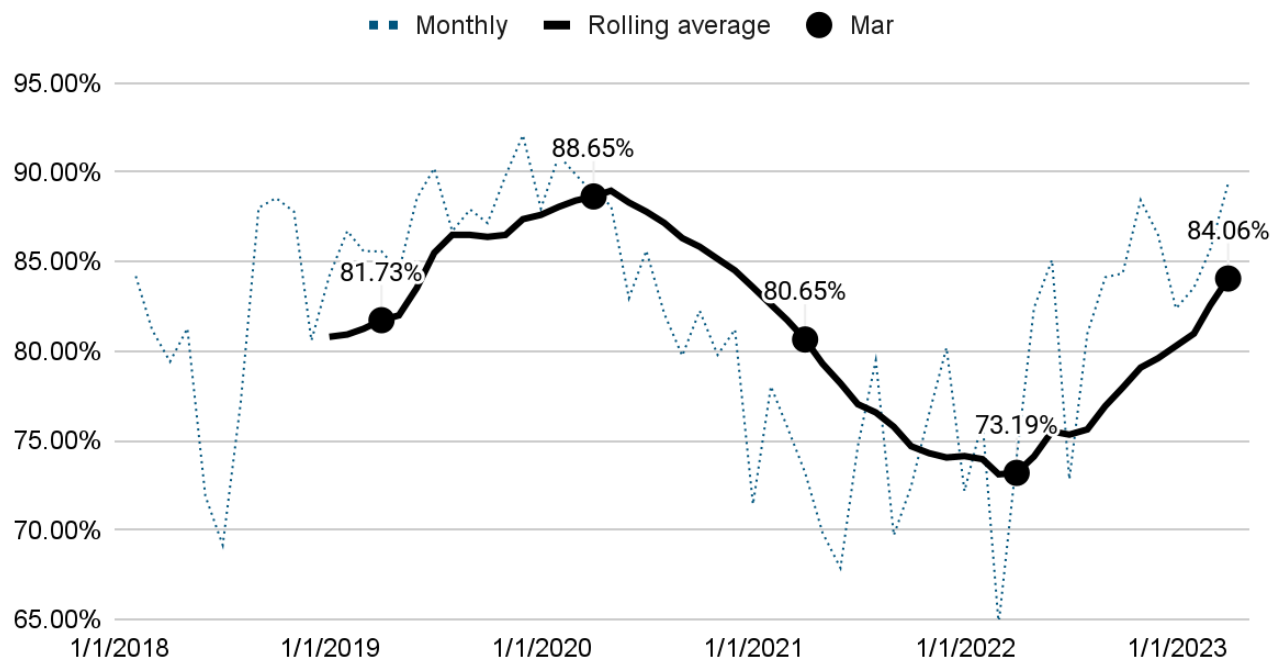
15 area of open spaces managed for pollinators

Trees



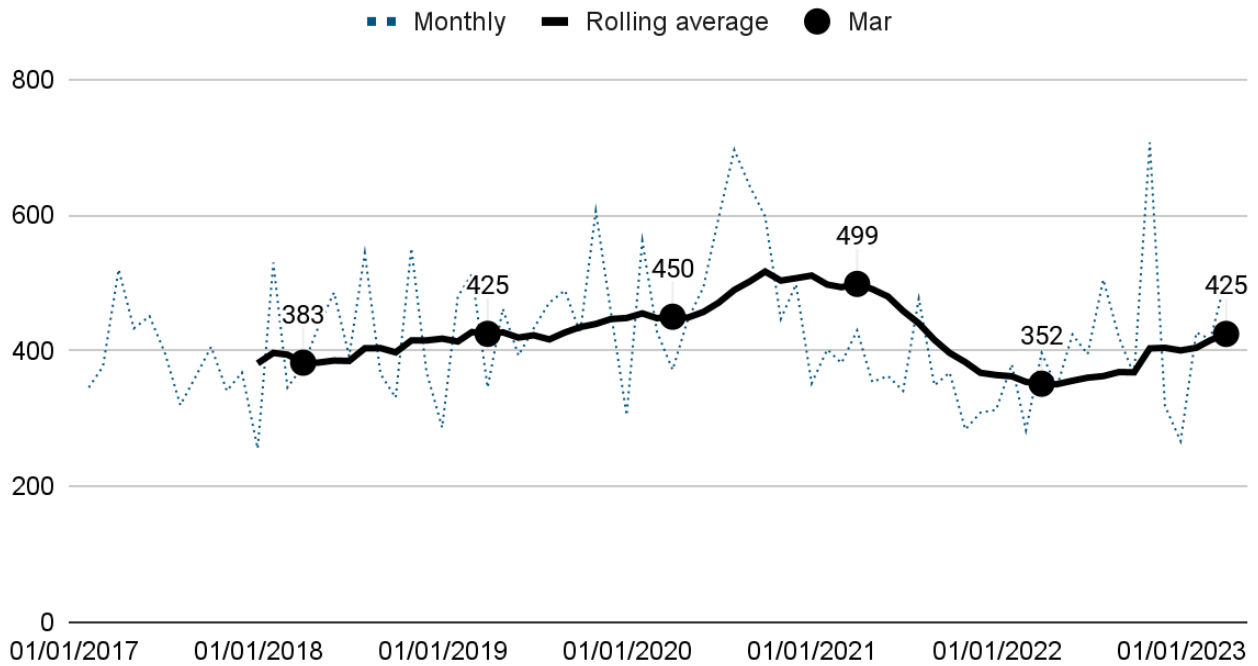
22 % response rate within timescale for all enforcement reports (Street Scene Enforcement)

Enforcement First responses in time



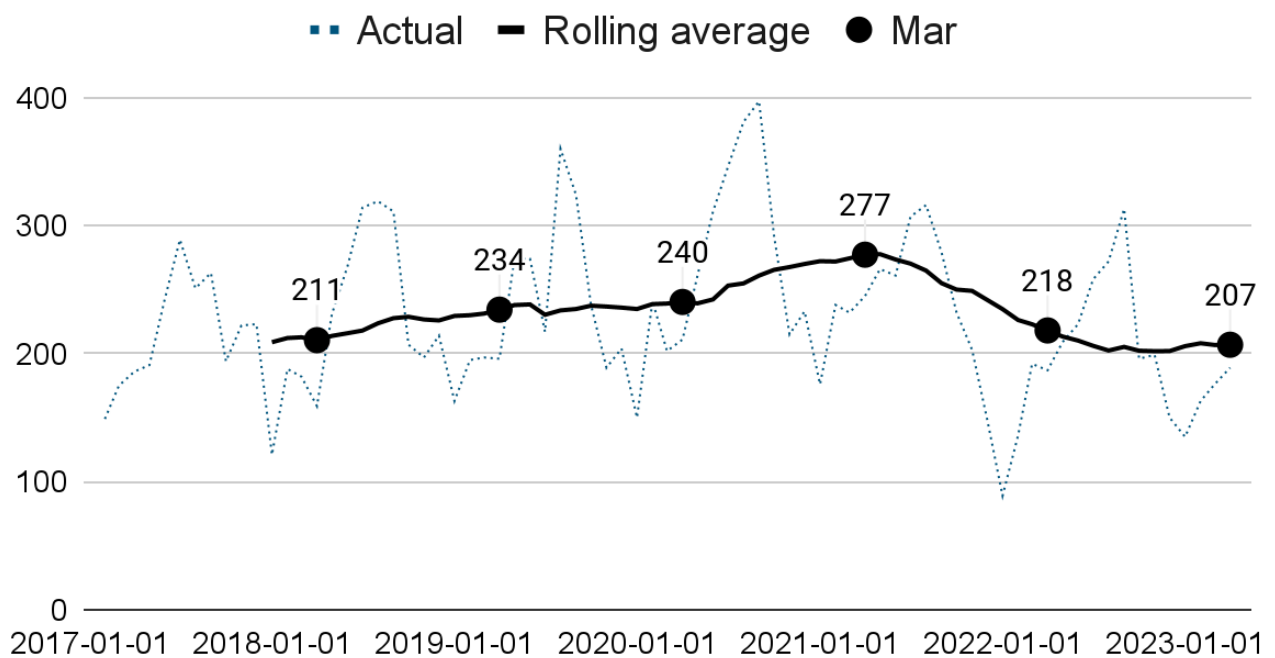
23 Enforcement (Street Scene Enforcement)

Enforcement Actions



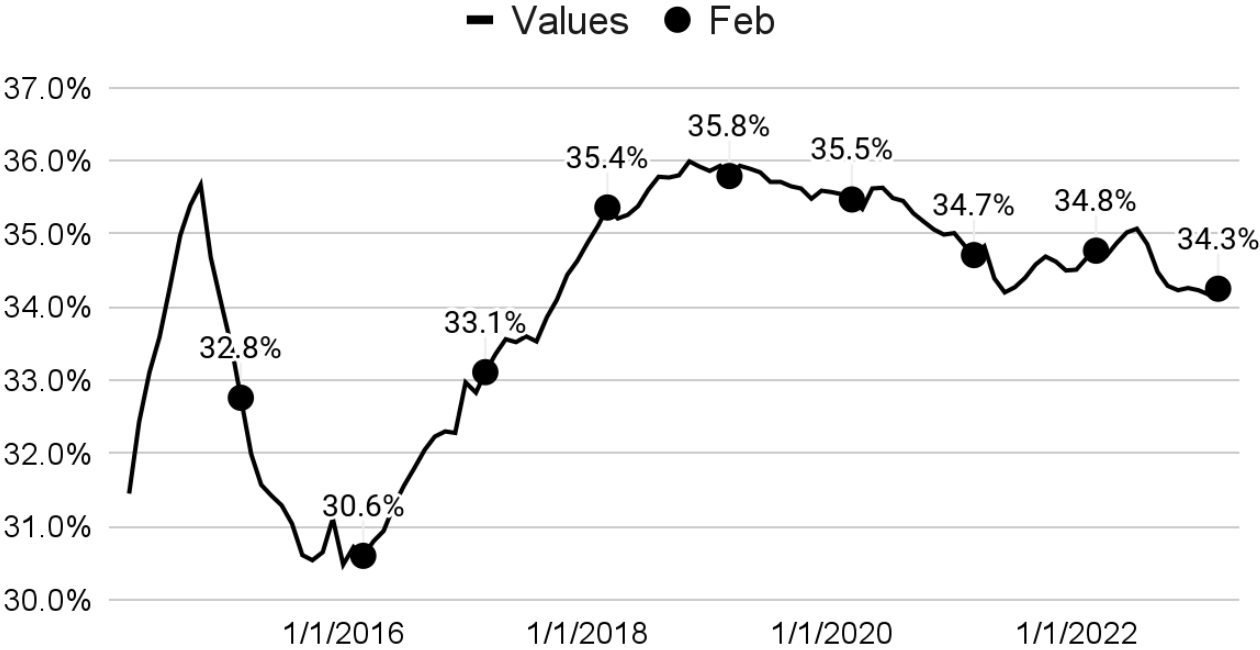
33 Number of Service requests - Environmental protection

Number of Service requests - Environmental protection



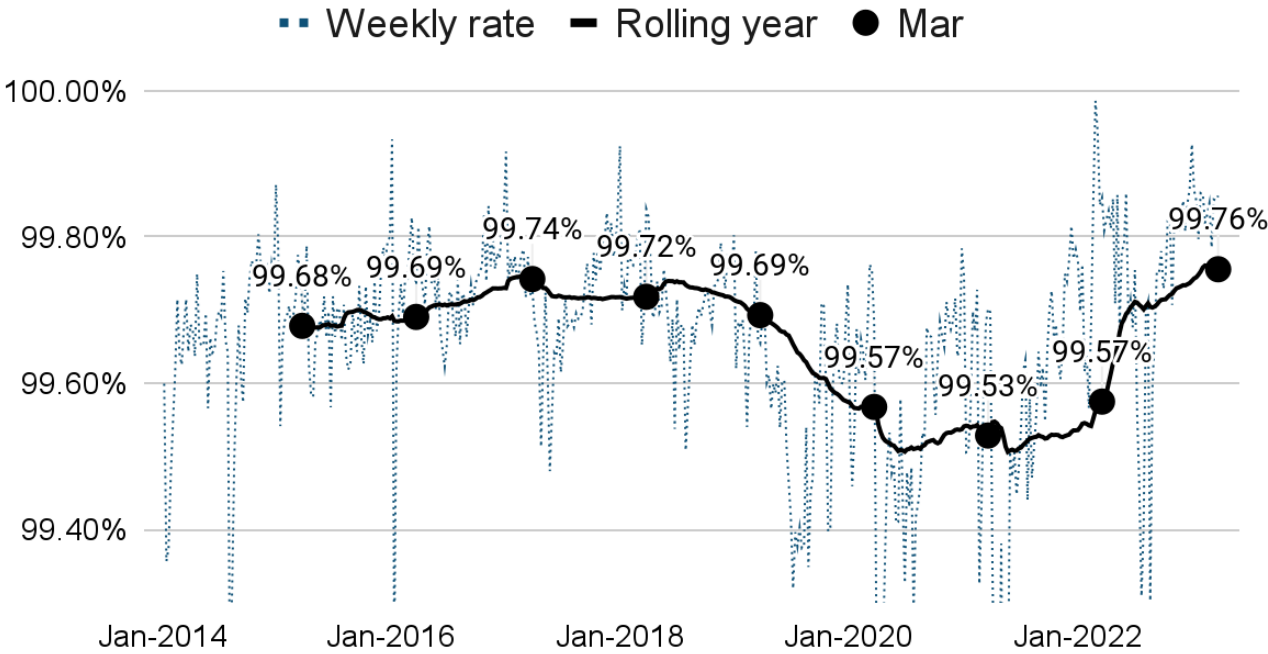
18 Recycling rate

Recycling Rate



19 % of properties where bins collected successfully

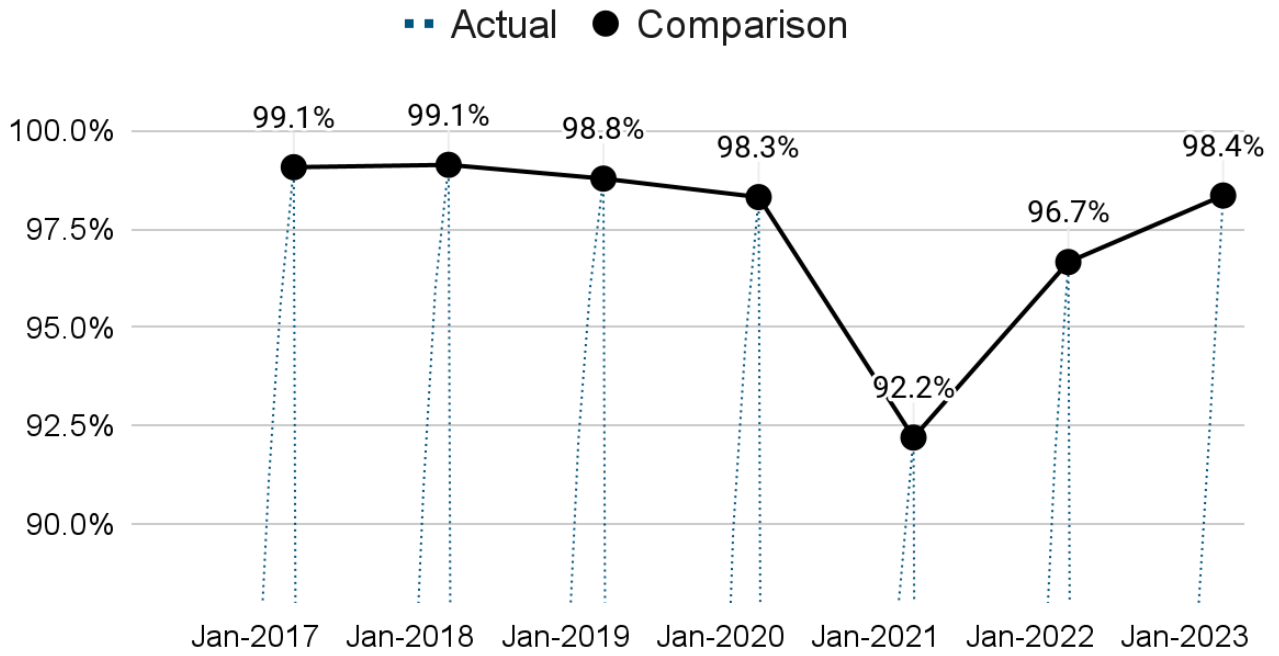
% of bins collected



Growth

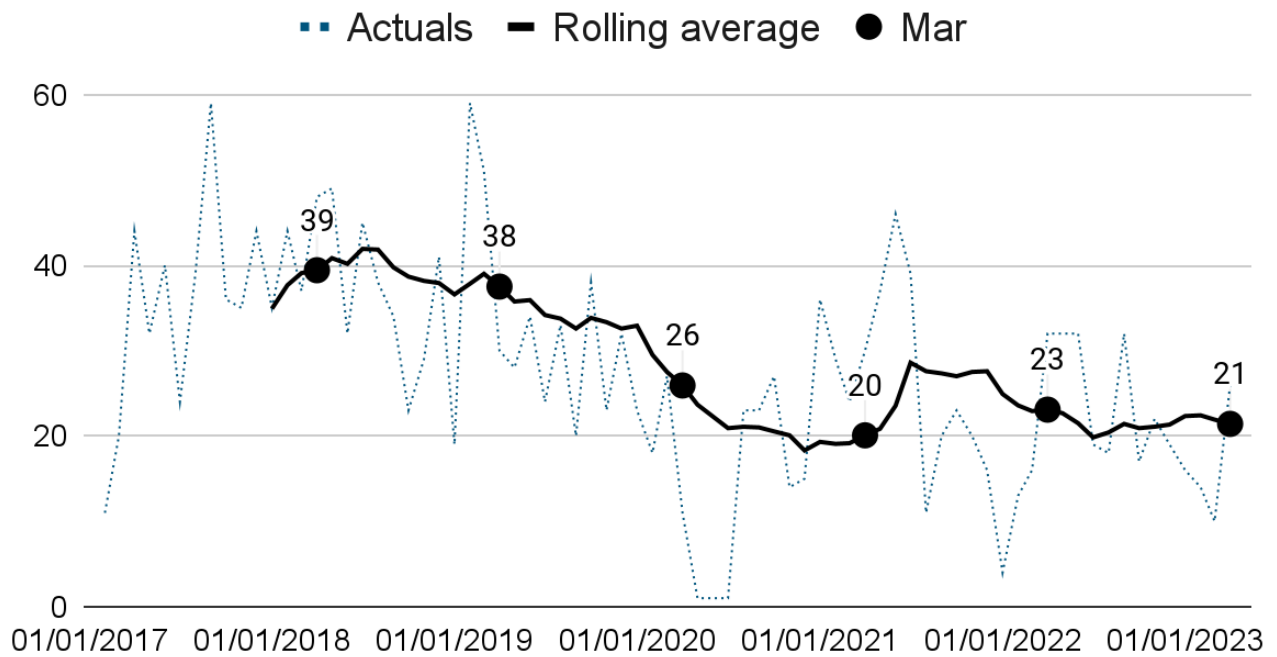
29 % Business rates collected

% Business rates collected



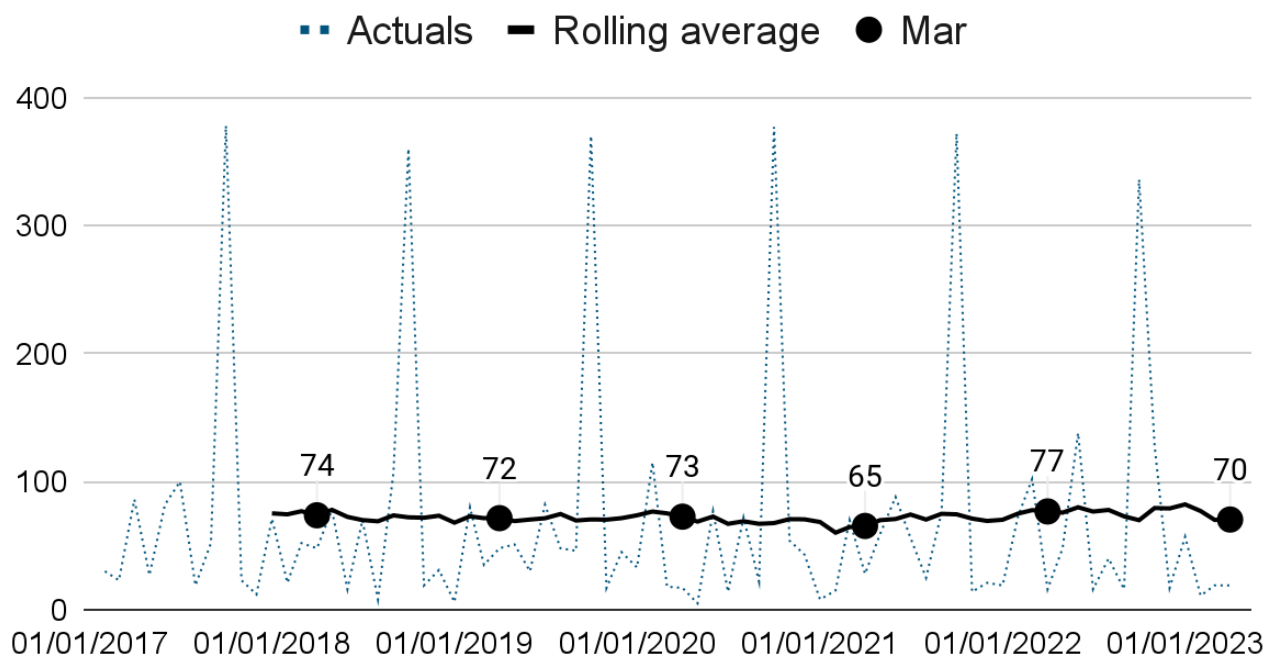
35 Food Businesses - renewals and new business

New Food Businesses



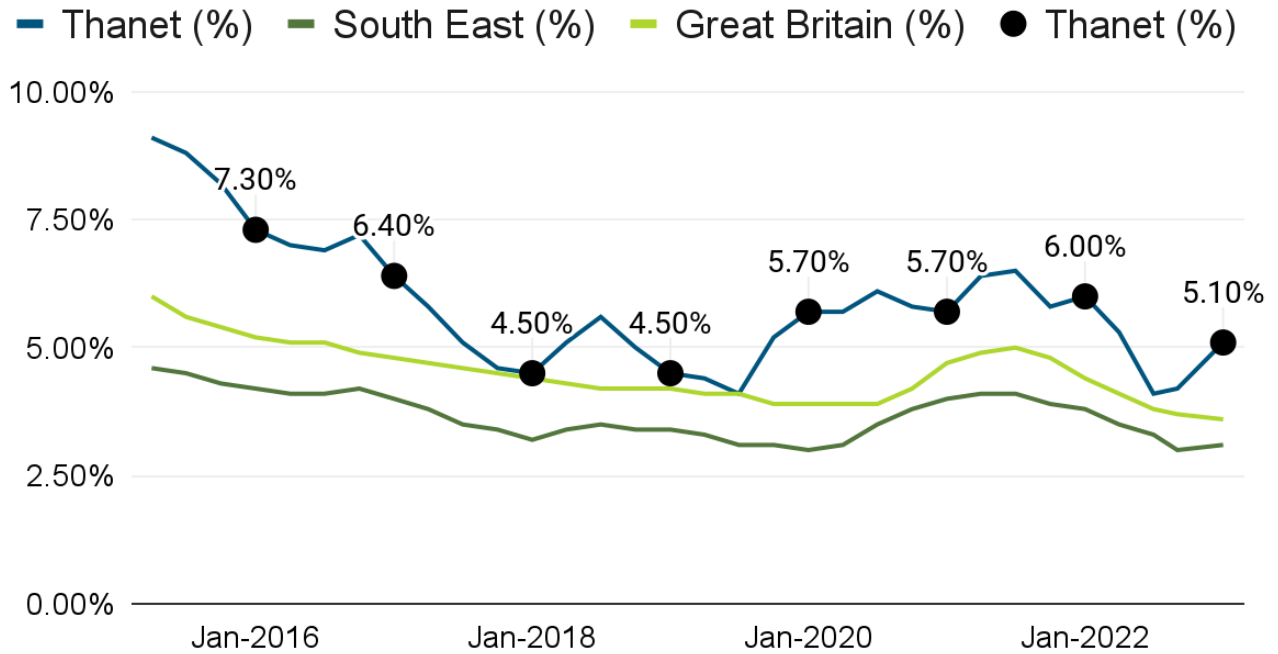
36 Licensed Premises renewals and new licensed premises

New Licensed Premises



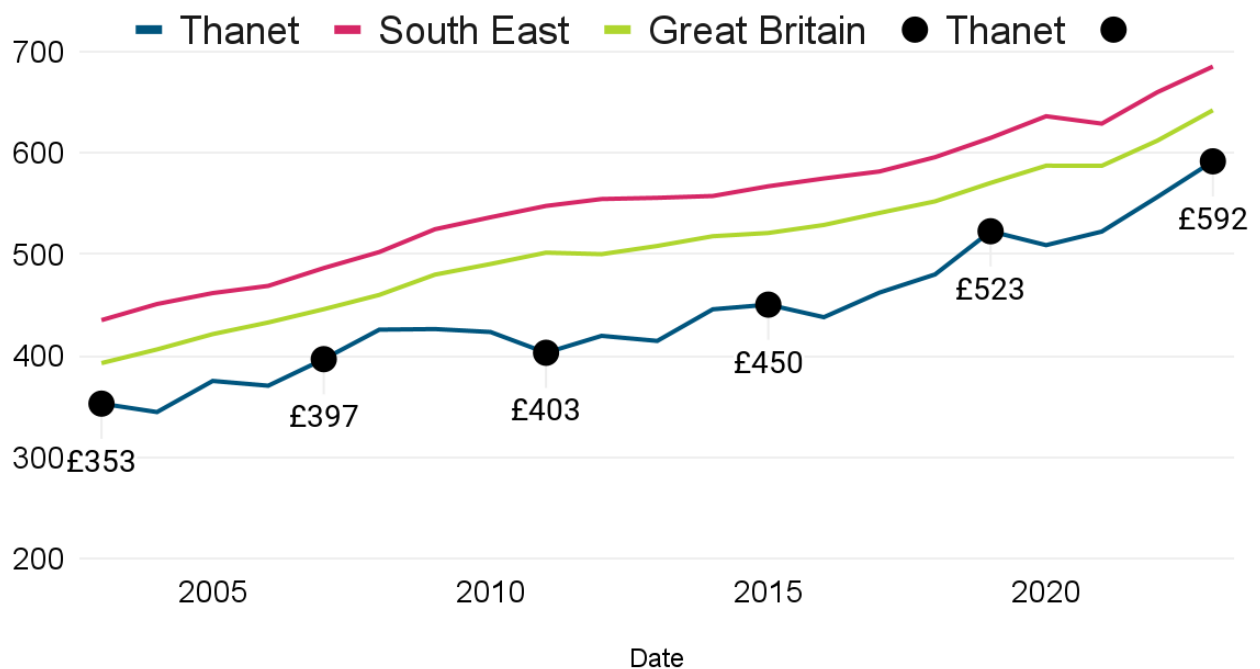
16 Unemployment

Unemployment Rate



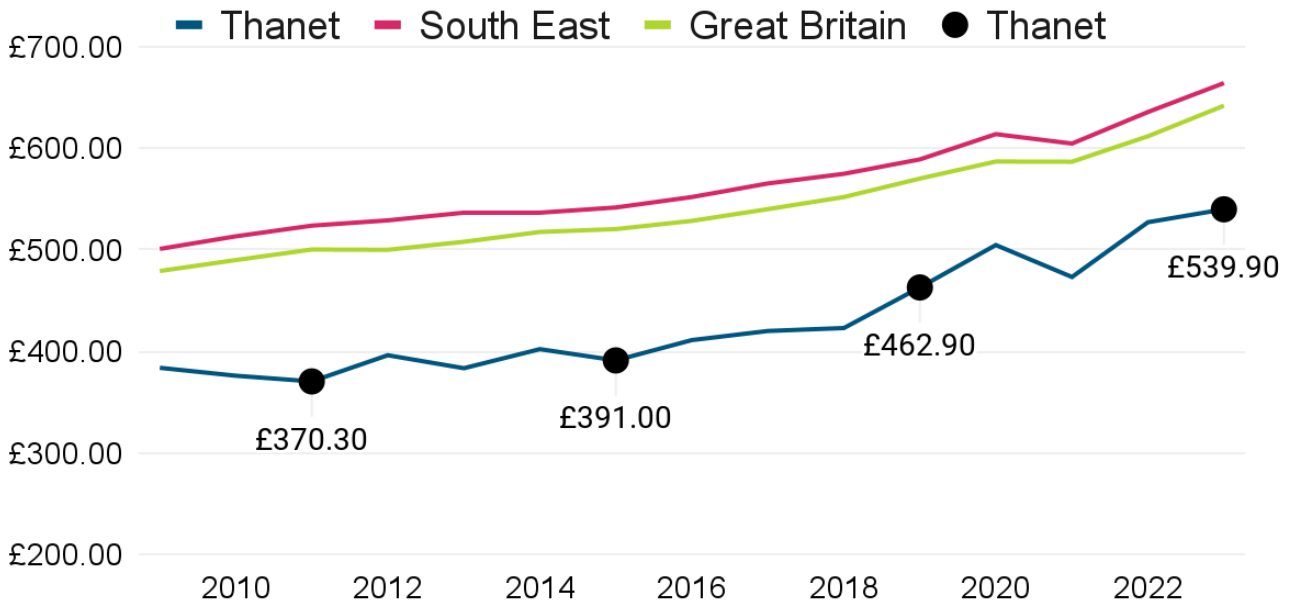
17 Wages - Earnings by place of Residence

Wages - Earnings by place of residence



38 Wages - Earnings by workplace

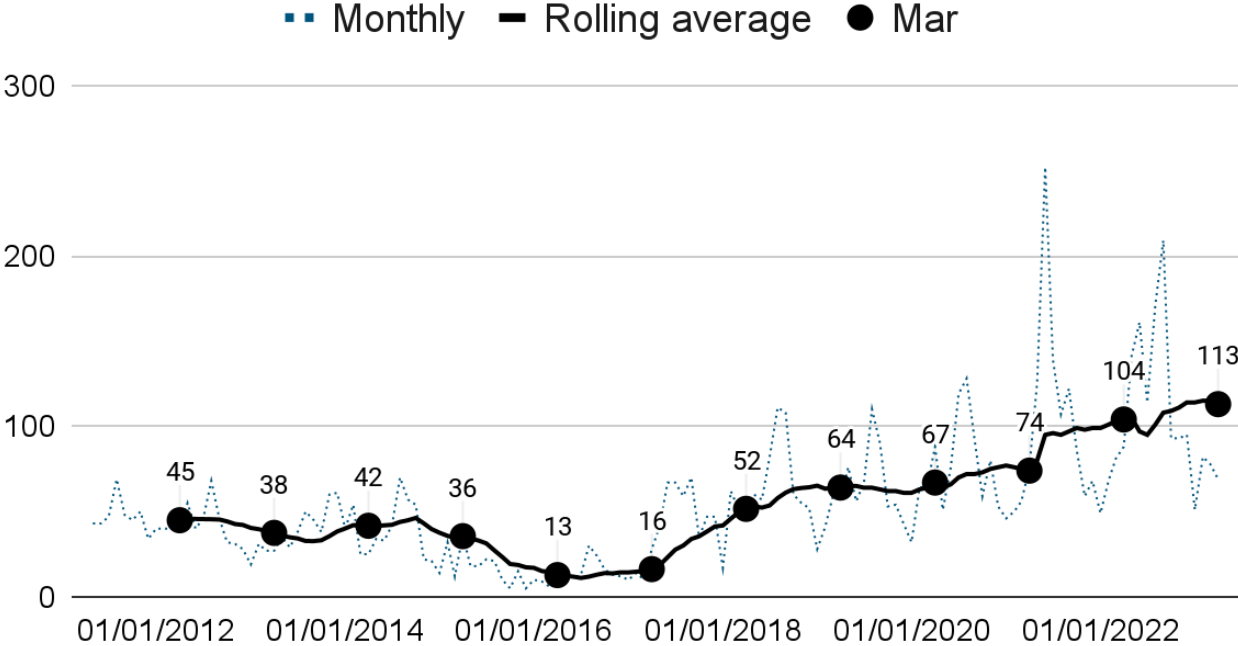
Wages - Earnings by Workplace



Efficiency

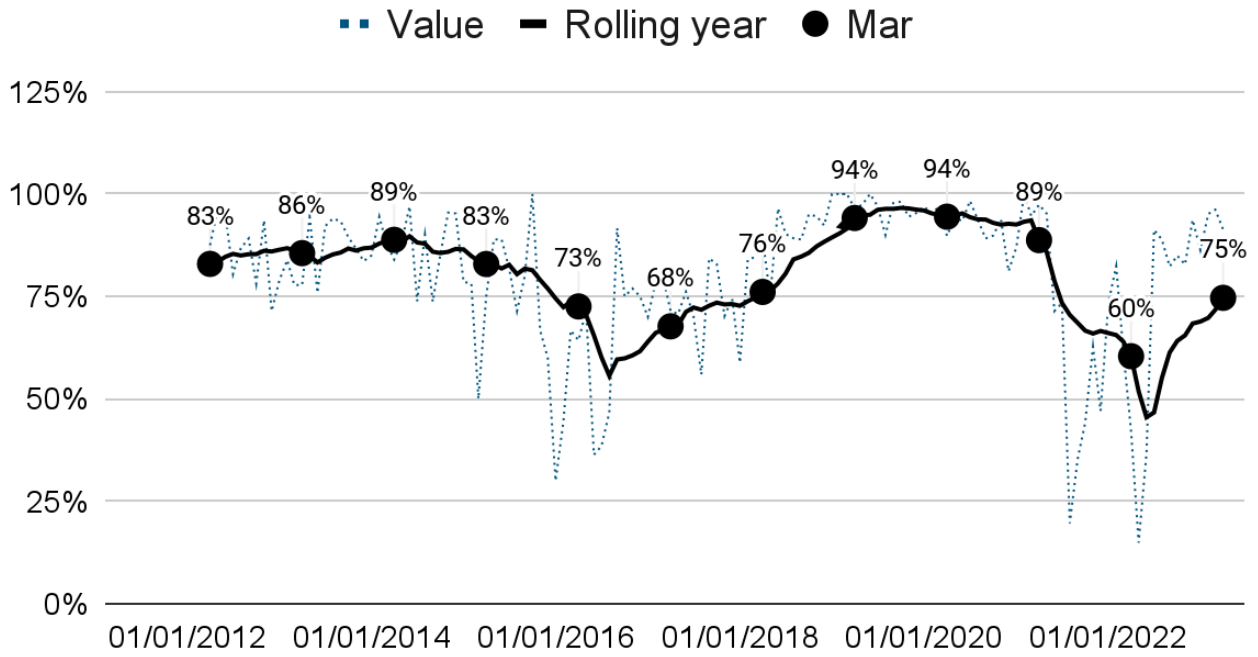
30 Complaints

Complaints



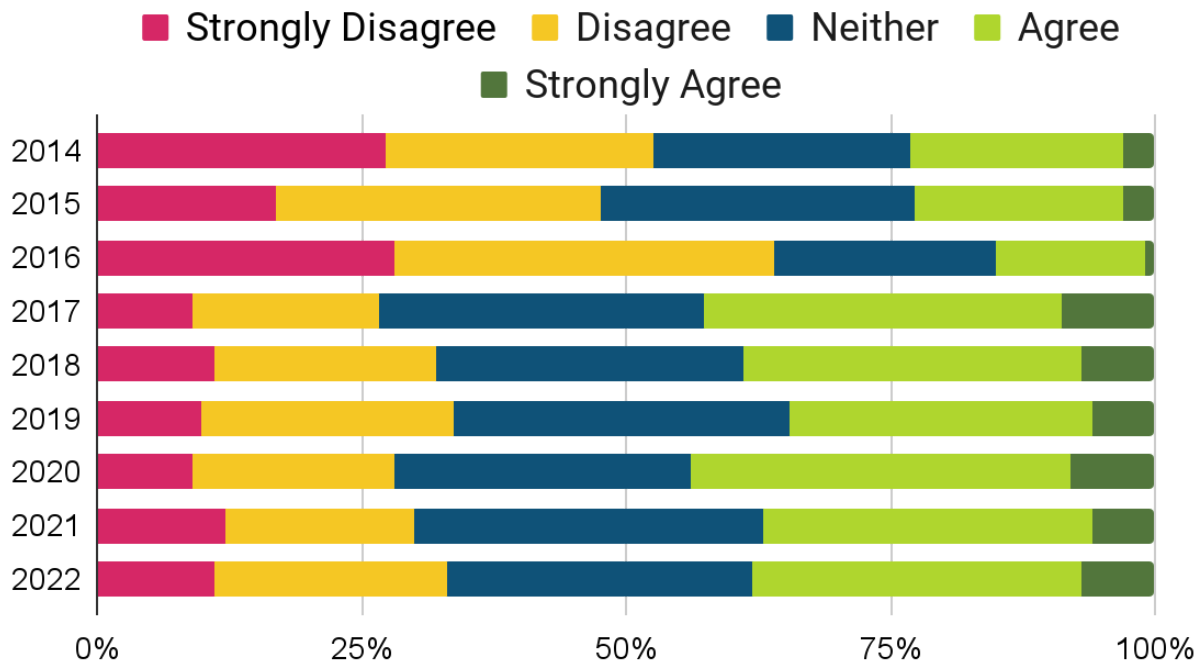
37 % of complaints processed in time

% of complaints processed in time



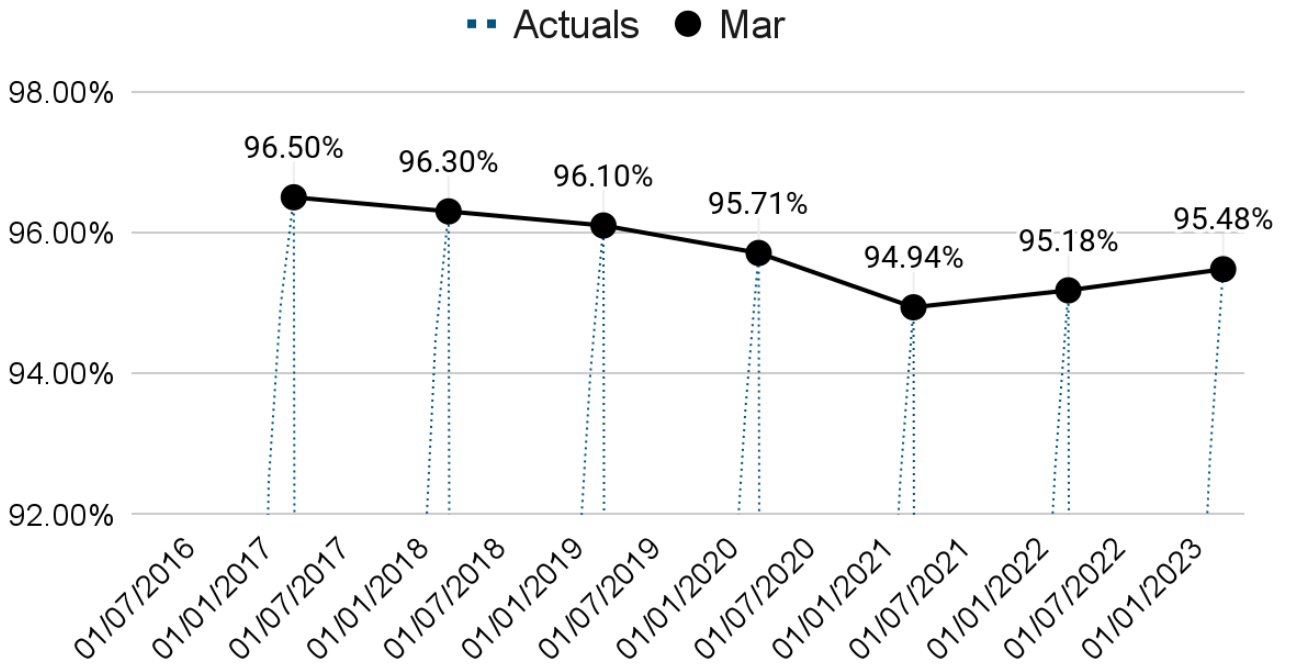
27 Public opinion of whether the council provides Value for Money

Public opinion of whether the council provides value for money



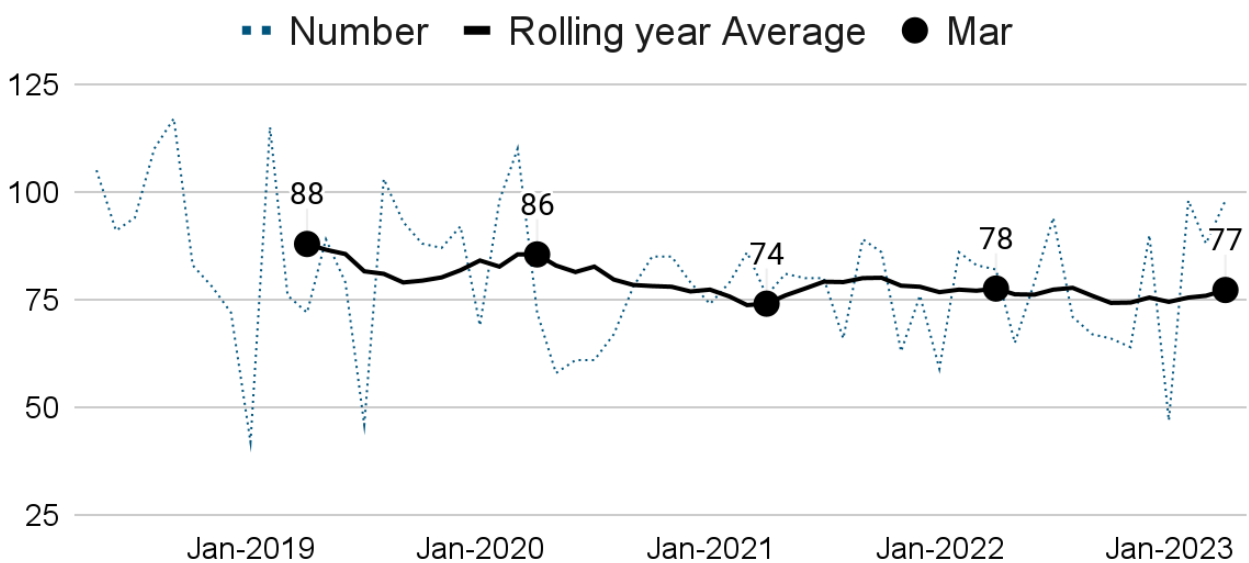
28 % Council Tax collected

% Council Tax collected



31 Freedom of information Requests

Freedom of information Requests



39 % of Freedom of information Request processed in time

Freedom of information Requests processed in time

