



Date: 07 June 2023
Our ref: Cabinet/Agenda
Ask For: Charles Hungwe
Direct Dial: (01843) 577207
Email: charles.hungwe@officer.thanet.gov.uk

CABINET

15 JUNE 2023

A meeting of the Cabinet will be held at **7.00 pm on Thursday, 15 June 2023** in the Council Chamber, Council Offices, Cecil Street, Margate, Kent.

Membership:

Councillor Everitt (Chair); Councillors: Whitehead, Albon, Duckworth, Keen and Yates

AGENDA

Item
No

Subject

1. **APOLOGIES FOR ABSENCE**

2. **DECLARATIONS OF INTEREST** (Pages 3 - 4)

To receive any declarations of interest. Members are advised to consider the advice contained within the Declaration of Interest advice attached to this Agenda. If a Member declares an interest, they should complete the [Declaration of Interest Form](#)

3. **MINUTES OF PREVIOUS MEETING** (Pages 5 - 8)

To approve the summary of recommendations and decisions of the Cabinet meeting held on 16 March 2023, copy attached.

4. **MINUTES OF THE EXTRAORDINARY MEETING** (Pages 9 - 10)

To approve the summary of recommendations and decisions of the extraordinary Cabinet meeting held on 21 March 2023, copy attached.

5. **WESTGATE DRAFT NEIGHBOURHOOD PLAN** (Pages 11 - 28)

6. **AMENDMENT TO AIR QUALITY MANAGEMENT AREA** (Pages 29 - 80)

7. **BUILDING SAFETY ACT 2022** (Pages 81 - 128)

8. **LOCAL AUTHORITY HOUSING SUPPORT FUND** (Pages 129 - 134)

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9. **VEHICLE REPLACEMENT PROGRAMME** (Pages 135 - 138)
10. **UK SHARED PROSPERITY FUND UPDATE** (Pages 139 - 146)
11. **PROCUREMENT OF A CCTV INSTALLATIONS, REPAIR AND PREVENTATIVE MAINTENANCE CONTRACT** (Pages 147 - 164)
12. **CORPORATE PERFORMANCE Q4 2022-23** (Pages 165 - 192)
13. **Q3 AND Q4 TENANT AND LEASEHOLDER PERFORMANCE REPORT** (Pages 193 - 248)

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

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

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

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

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

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

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

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

An associated person is defined as:

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

An Authority Function is defined as: -

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



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

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

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

Gifts, Benefits and Hospitality

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

What if I am unsure?

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

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

CABINET

Minutes of the meeting held on 16 March 2023 at 7.00 pm in Council Chamber, Council Offices, Cecil Street, Margate, Kent.

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

In Attendance: Councillors Albon, Duckworth, Keen, M Saunders, Shonk, Whitehead and Yates

904. APOLOGIES FOR ABSENCE

There were no apologies made that the meeting.

905. DECLARATIONS OF INTEREST

There were no declarations of interest.

906. MINUTES OF PREVIOUS MEETING

Councillor Ashbee proposed, Councillor Bob Bayford seconded and Members agreed the minutes as a correct record of the meeting held on 26 January 2023.

907. MINUTES OF EXTRAORDINARY MEETING

Councillor Ashbee proposed, Councillor Bob Bayford seconded and Members agreed the minutes as a correct record of the extraordinary meeting held on 2 March 2023.

908. CORPORATE PERFORMANCE Q2

Cabinet discussed the corporate performance report and agreed that performance management was a key part of the corporate governance process as it added value by helping to ensure accountability of the performance of the council's services against the corporate objectives. This helped to encourage enhanced accountability and continuous improvement. This report set out, as part of the council's corporate performance process, 39 key performance indicators which were monitored to provide an indication of how the council was performing.

The update report did not look at every aspect of the Council's services and the data the Council collected, but provided an overview of progress against the council's key corporate priorities. The data for most of the corporate indicators is now available to view [Council website](#) at any time. It had been agreed that a six monthly report of the Council's Corporate Performance would be shared with the Overview and Scrutiny Panel and the Cabinet to provide an opportunity to more closely review the direction of travel of the key service areas. This would allow sufficient time for actions and issues to be resolved between committee meetings and as the data for the corporate performance indicators was now available to view on the website at any time.

The report presented identified the data as at the end of Quarter 2 (July - September 2022). The data was captured within a new format to provide the public with clear and easy to access information on how key services were performing. Detailed graphs were also included to give a wider view of the direction of travel for each indicator. The Leader of Council thanked the Overview and Scrutiny Panel for their

engagement and feedback surrounding the performance report at their meeting in February 2023. The intention was to return to the Overview and Scrutiny Panel after the election, setting out the position as at the end of Quarter 4.

Councillor Whitehead spoke under Council Procedure Rule 20.1.

Councillor Ashbee proposed, Councillor Saunders seconded and Cabinet agreed to note the latest performance for Quarter 2 (July-September 2022).

909. TLS KPI Q1 2022/23 - HOUSING PERFORMANCE REPORT

Cabinet discussed the 2022/23 housing performance report and observed that overall the tenant and leaseholder service team had maintained a steady performance in Quarter 2. As in Quarter 1, there were areas that were still requiring improvement and were being worked on by the team. The team was disappointed that the position for electrical safety had not notably improved. The Council had procured an additional contractor to assist with this and the contractor was expected to start during Quarter 3. Mears had also taken on another contractor to help meet demand.

Gas compliance remains at 100%. Gas Calls customer services statistics had dropped, but this was to do with the low amount of returns skewing figures rather than performance. The gas contract was coming to an end this month, therefore the return rate of surveys was something the Housing team would be picking up with the new contractor. The responsive repairs contractor, Mears continued to perform well, even though customer satisfaction had dropped. The score was still very high at 90%, and the quality of workmanship was also confirmed through a programme of post inspections.

A new set of key performance indicators had been agreed as part of the extension of the Mears contract to March 2025 and should help to drive up performance. The turn around times on void properties fell again in Quarter 2. Mears had since employed more subcontractors to provide additional resources in this area so there was an expectation for improvement over the second part of the year.

Finally, Cabinet also observed that rent arrears increased during Quarter 2 which was a reflection of what had been happening nationally. It was reassuring, however, that even though arrears increased, there had been a reduction, when compared to the same period last year and the year before.

Councillor Whitehead spoke under Council Procedure Rule 20.1.

Councillor Jill Bayford proposed, Councillor Saunders seconded and Cabinet agreed to note the contents of the report.

910. MARGATE WINTER GARDENS UPDATE AND DECISION

Members considered an update report on the Winter Gardens and noted that Cabinet last considered the Winter Gardens in September 2022. At that meeting, Cabinet confirmed the Council's commitment to the future of the Margate Winter Gardens. Cabinet also agreed on a number of specific actions designed to prepare for a marketing campaign to identify a suitable operator or commercial partner for the future. Cabinet remained fully committed to finding a suitable partner organisation that has the experience and expertise to remodel, refurbish and reopen this important heritage venue and provide it with a long-term sustainable future.

In September 2022, the Council published a timeline for this work and the Leader of Council was pleased to be able to report good progress against this timetable and the actions that were agreed in September. The Council had also completed the necessary structural survey work and the update report provided information about the condition of the building and the estimated cost of essential works. Work to complete detailed survey drawings of the building had been progressed and the searches and studies needed to inform decisions about the future.

Following an open Margate tender process the Council appointed specialist consultants, Counterculture Partnership LLP to complete a review of Thanet's evening and night time economy, with a focus on the role of the Winter Gardens. Work to complete this study had begun, with a focus on research to consider the food and beverage, cultural, and accommodation offers, Conference and Exhibition spaces and other venue opportunities in Thanet. This work would be used to inform the marketing campaign and the identification of an operator or commercial partner.

During December 2022 and January 2023 the Council ran a public engagement exercise, using the Your Voice Thanet platform. During this time there were 167 participants and 130 questions posted, demonstrating the strength of public feeling about the Winter Gardens in the area.

This feedback was going to be used to update the Frequently Asked Questions on the council's Margate Town Deal web pages. The next stage in this critical project was the appointment of a specialist agent to support the council with a professional marketing campaign and with the evaluations of proposals from potential operators of commercial partners. The Cabinet report recommended a procurement process to identify a suitable specialist agent and provides information about the scope of this work. It recommended a further report to the cabinet once this work was completed.

The following Members spoke under Council Procedure 20.21.

Councillor Duckworth;
Councillor Whitehead;
Councillor Yates;
Councillor Keen.

Cabinet agreed that:

1. A specialist marketing agency is appointed, as set out in section 4 to the report;
2. The Director of Place, in consultation with the Cabinet member for Economic Development, approves the marketing particulars for the Winter Gardens and the evaluation matrix to be used to assess operator and/or JV submissions;
3. A further report be considered by Cabinet following the completion of the marketing and evaluation exercise, setting out detailed proposals.

Meeting concluded: 7.39 pm

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CABINET

Minutes of the meeting held on 21 March 2023 at 7.00 pm in Council Chamber, Council Offices, Cecil Street, Margate, Kent.

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

In Attendance: Councillor Albon, Councillor Austin, Councillor Everitt and Councillor Wing

1. **APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor Kup.

2. **DECLARATIONS OF INTEREST**

There were no declarations of interest.

3. **INDEPENDENT REVIEW OF THE BERTH 4/5 PROJECT**

Cabinet discussed and considered the update on the Independent Review of the 4/5 Berth Project. The recommendations of the Head of East Kent Internal Audit Partnership were welcomed and the Management Team had accepted all recommendations. Important lessons had been learnt from the project. Cabinet acknowledged the important work that had been undertaken by Internal Audit and their report had provided extensive detail as a platform to work from.

Cabinet concurred that the report was comprehensive and highlighted areas for improvement. It was acknowledged that the present more stable situation would present a much more beneficial environment for progress to be made. The Cabinet also recognised the importance of the role of scrutiny from Members.

Councillor Austin, Councillor Everitt and Councillor Wing spoke under Council Procedure Rule 20.1.

Councillor Ashbee proposed, Councillor Pugh seconded and Cabinet agreed the following:

To note the report and to recommend to Full Council to note the report.

4. **IMPLEMENTATION OF THE RECOMMENDATIONS OF THE EXTERNAL AUDITOR AND THE INDEPENDENT MONITORING OFFICER**

Cabinet discussed and considered the report that followed the findings of the External Auditor and the Independent Monitoring Officer (IMO), who had been appointed following the advice of the Council's External Auditor. A number of issues had been raised for the Council to address as a result of the IMO report. The IMO report had provided an opportunity for the Council to learn and build from a number of lessons. Each recommendation from the IMO report had now been addressed.

Cabinet noted that in respect of the IMO Action Plan, recommendation 2.1, concerning the Review of the Council's Constitution on page 63 of the report, legal advice had been taken, and a broad review of the Constitution would be carried out after the election. A new staff structure was being put in place and where there were gaps, these roles would be fulfilled.

Agenda Item 4

Councillor Albon and Councillor Austin spoke under Council Procedure Rule 20.1.

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

To note the report and to recommend to Full Council to note the report.

Meeting concluded : 7.50 pm

WESTGATE-ON-SEA DRAFT NEIGHBOURHOOD PLAN

Cabinet	15 June 2023
Report Author	Adrian Verrall (Strategic Planning Manager)
Portfolio Holder	Councillor Everitt - Leader of the Council and Cabinet Member for Strategy and Transformation
Status	For Decision
Classification:	Unrestricted
Key Decision	No - Policy Framework
Reasons for Key	N/A
Ward:	Westgate-on-Sea

Executive Summary:

Under the Localism Act 2011, Neighbourhood plans can be prepared by local communities and are led by Town or Parish Councils or a Neighbourhood Forum in areas which do not have a Town or Parish Council. If Thanet Council adopt a neighbourhood plan it would have the same significance as other Development Plan Documents (eg the Local Plan) for the District.

The Council designated the Westgate-on-Sea Neighbourhood Plan Area on 20 October 2016 in order that the Town Council could prepare a neighbourhood plan for that area.

Since then, Westgate-on-Sea Town Council have prepared a neighbourhood plan. It has been formally submitted to the Council and examined by an independent Examiner. The Council has received the Examiners report which includes recommendations for modifications to the neighbourhood plan, and recommends that it be subject to a referendum.

The Council now has to issue a Decision Statement as to whether or not it accepts the recommendations in the Examiners report, and, if not, what actions would be necessary. The Council also has to consider whether the draft Plan meets the “basic conditions” for a Neighbourhood Plan.

This report sets out relevant issues in the Examiners report for Cabinet’s decision which will also form the basis of the Decision Statement.

Recommendation(s):

- (1) That the draft Neighbourhood Plan be modified as set out in this report, and
- (2) That the Council issues a Decision Statement that it accepts the recommendations in the Examiners report, and the draft Neighbourhood Plan can proceed to referendum.

Corporate Implications

Financial and Value for Money

Referendum costs, which will be met from existing budgets. The Council receives Government grants at different stages of the neighbourhood plan process, which reimburse costs to a significant degree.

Legal

National legislation and national policies apply (see details below).

Risk Management

The primary risk in relation to this matter is that, as a result of the Local Elections, the Council cannot meet the 5-week deadline set out in the Regulations. However, the Regulations allow for this, where the Neighbourhood Plan qualifying body agrees to an extension. Officers have contacted Westgate Town Council, and the Town Council have requested that the report is considered by the first available Cabinet meeting.

Corporate

It is important that the Council meets its statutory duties in relation to Neighbourhood Plans. It is also important to ensure that emerging neighbourhood plans are in general conformity with the Council's adopted Local Plan.

Equality Act 2010 & Public Sector Equality Duty

The PSED is not engaged by the matters raised in this report, which relates to the Council's proposed response to the Examiner's report and recommendations in relation to the draft Westgate Neighbourhood Plan.

Corporate Priorities

This report relates to the following corporate priorities:

- *Environment*
- *Communities*

1.0 Introduction and Background

1.1 Westgate-on-Sea Town Council have been progressing their Neighbourhood Plan. Part of the Neighbourhood Planning process is for the draft plan to be examined by an independent examiner to test whether or not the draft plan meets the 'basic conditions' and other procedural matters. The Plan was submitted to an Independent Examiner in November

2022, and the Council and the Town Council received the Examiner's report on 24 April 2023.

1.2 Thanet Council now has to take a decision, and publish that decision, on whether or not to accept the Examiner's report and recommendations and send the draft neighbourhood plan to referendum. This is the first stage in the Neighbourhood Plan process that the local authority formally assesses a neighbourhood plan. This should be carried out within 5 weeks of receiving the report, or a date agreed with the Town Council. As the Examiners Report was received during the pre-election period, it was not possible for the Council to issue a Decision Statement within 5 weeks of receiving the report. The Town Council agreed with the Council's proposal of issuing a Decision Statement after the first available Cabinet meeting.

1.3 It is considered that the draft Neighbourhood Plan, as amended by the Examiner's recommendations for modifications, is generally to be welcomed. TDC officers have supported the preparation of the draft NP (for example, with policy advice, and in carrying out the Strategic Environmental Assessment (SEA) scoping exercise required).

2.0 The Current Situation

2.1 The Neighbourhood Plan process is outlined below (as set out in the Council's Statement of Community Involvement) - we are currently at Stage 4 in the process:

Stage 1 - Neighbourhood Area Designation

The Town or Parish Council apply to the Council for a specific geographic area to be designated to which the Neighbourhood Plan will apply. In Thanet the Neighbourhood Area is usually the Parish or Town boundary, in which case the Council will designate the Neighbourhood Area.

Stage 2 - Preparing the Plan

Following the acceptance of a Neighbourhood Area, the Town or Parish Council undertakes evidence gathering and public engagement activities. This should allow as many people as possible, who will be impacted by the plan, to engage in the process. The Town or Parish Council then prepare, and consult on, a draft plan to reflect the outcomes of their local engagement (Regulation 14).

Stage 3 - Plan Submission

Under Regulation 15, the Neighbourhood Plan is submitted to the Council by the Town/Parish Council. The Plan is then publicised for a minimum of six weeks by the Council and representations are invited (Regulation 16). The Council will publish the consultation on the draft Neighbourhood Plan on its website and will publicise it within the plan area.

Stage 4 - Examination

The Council appoints an independent Examiner to undertake an examination of the proposed Neighbourhood Plan to assess whether the plan meets the basic conditions and other tests within the legislation, and to consider any comments which have been received. The Examiner may then recommend modifications to the Plan if required. The Examiner then provides their report to the Council who publish the report and take the decision on whether the Neighbourhood Plan meets the Basic Conditions and should proceed to referendum. The Council will publish its decision in a Decision Statement.

Stage 5 - Referendum

The community within the Neighbourhood Area (unless the Examiner considers it necessary to extend the referendum to other areas) are asked to vote for the Neighbourhood Plan in a Neighbourhood Planning Referendum organised by the Council. The Neighbourhood Plan must be considered favourably by over 50% of those who vote in order for the Council to adopt it.

Stage 6 - Adoption

Following a positive result at Referendum, the Neighbourhood Plan is then 'made' by the Council at a full Council meeting. The Neighbourhood Plan is then part of the District's Development Plan and used by the Council in determining planning applications.

Neighbourhood Plan Examination

2.2 The role of the Examiner is to recommend either:

- (a) that the neighbourhood plan is submitted to a referendum without changes; or
- (b) that modifications are made and that the modified neighbourhood plan is submitted to a referendum; or
- (c) that the neighbourhood plan does not proceed to a referendum on the basis that it does not meet the necessary legal requirements.

2.3 The scope of the examination is set out in Paragraph 8(1) of Schedule 4B to the Town and Country Planning Act 1990 (as amended) ('the 1990 Act'). The examiner must consider:

- Whether the plan meets the Basic Conditions;
- Whether the plan complies with provisions under s.38A and s.38B of the Planning and Compulsory Purchase Act 2004 (as amended) ('the 2004 Act'). These are:
 - it has been prepared and submitted for examination by a qualifying body, for an area that has been properly designated by the local planning authority;
 - it sets out policies in relation to the development and use of land;
 - it specifies the period during which it has effect;
 - it does not include provisions and policies for 'excluded development';
 - it is the only neighbourhood plan for the area and does not relate to land

outside the designated neighbourhood area;

- whether the referendum boundary should be extended beyond the designated area, should the plan proceed to referendum;

and;

- Such matters as prescribed in the Neighbourhood Planning (General) Regulations 2012 (as amended) ('the 2012 Regulations').

2.4 The 'Basic Conditions' are set out in Paragraph 8(2) of Schedule 4B to the 1990 Act. In order to meet the Basic Conditions, the neighbourhood plan must:

- have regard to national policies and advice contained in guidance issued by the Secretary of State;
- contribute to the achievement of sustainable development;
- be in general conformity with the strategic policies of the development plan for the area;
- be compatible with and not breach European Union (EU) obligations;

and;

- meet prescribed conditions and comply with prescribed matters.

2.5 It is at this point in the process (and the first formal point in the process) that the Council must come to a formal view about whether the draft neighbourhood plan meets the basic conditions. Regulation 18 of the Neighbourhood Planning Regulations 2012 (as amended), and Schedule 4B of the Town and Country Planning Act 1990 require the local authority to propose any necessary modifications to a neighbourhood plan in order that it can meet the Basic Conditions.

2.6 The draft Neighbourhood Plan is generally supported - it has been positively prepared, and includes policies that generally conform with the Local Plan. It is encouraging to see that the Town Council has included policies which would be too detailed or too specific for the Local Plan, and has a good evidence base to support them. For example, the Neighbourhood Plan identifies important seafront characteristics and designated Seafront Character Zones to protect those characteristics.

2.7 As required by the Neighbourhood Planning Regulations, Westgate Town Council carried out the Regulation 14 consultation, and the Council carried out the Regulation 16 consultation. The Council provided formal comments to both consultations, setting out any concerns about the Plan and whether or not it meets the Basic Conditions.

2.8 It is considered that some of the amendments made by the Town Council following the Regulation 14 consultation, and the Proposed Modifications recommended by the Examiner have addressed these concerns.

2.9 The Council must issue a Decision Statement setting out whether or not the Neighbourhood Plan meets the Basic Conditions and proceed to Referendum. If the Neighbourhood Plan does meet the Basic Conditions and the Council issues a Decision Statement to say that it should proceed to Referendum, the draft Neighbourhood Plan then

carries significant weight in the determination of planning applications once that Decision Notice has been issued.

2.10 It is considered that the Westgate-on-Sea Neighbourhood Plan, taken with the modifications set out in the Examiners Report (annex 1) meets the Basic Conditions and the Neighbourhood Plan should proceed to referendum. A link to the Referendum Version of the Neighbourhood Plan, incorporating the Examiners Modifications, is available as one of the Background Papers to this report.

3.0 Options

3.1 Option 1 (recommended)

That Cabinet decide to issue a Decision Statement, that the Westgate-on-Sea Neighbourhood Plan, together with the Examiners proposed Modifications in Annex 1, meets the Basic Conditions and should proceed to referendum.

Option 2 (not recommended)

That Cabinet decide to issue a Decision Statement that the Westgate-on-Sea Neighbourhood Plan does not meet the Basic Conditions, and proposes further modifications be made to the plan in order for it to do so. These modifications would then require a public consultation.

4.0 Next Steps

4.1 A referendum will be held and residents within the Westgate-on-Sea Neighbourhood Plan Area can vote for or against the adoption of the Neighbourhood Plan. If more than 50% of the votes are in favour of the Plan, it must then be formally 'made' (adopted) by Thanet District Council.

Contact Officer: *Adrian Verrall (Strategic Planning Manager)*

Reporting to: *Bob Porter (Director of Place)*

Annex List

Annex 1: Modifications to the Neighbourhood Plan as proposed by the Examiner

Background Papers

[Westgate-on-Sea Neighbourhood Development Plan - Submission Version - September 2022](#)

[Westgate-on-Sea Neighbourhood Plan Examiners Report 24/04/2023](#)

[Westgate-on-Sea Neighbourhood Development Plan - Referendum Version \(including the Modifications proposed by the Examiner\) - May 2023](#)

Corporate Consultation

Finance: Chris Blundell (Director of Corporate Services - Section 151)

Legal: Sameera Khan (Interim Head of Legal & Monitoring Officer)

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Annex 1

Modification proposed by the Examiner to be made to the Neighborhood Plan in order for it to meet the Basic Conditions.

Proposed modification number (PM)	Page no./ other reference	Modification
PM1	Page 10	<p><u>Section 3 – The Neighbourhood Development Area</u></p> <p>Delete Figure 3-1 and replace with the map contained at Appendix 1 to the Town Council’s response dated 31 January 2023.¹</p>
PM2	Front Cover	<p>Amend title to read “Neighbourhood Development Plan 2021-2040”.</p>
PM3	Page 11	<p><u>Section 5 – Strategic Environmental Assessment and Habitats Regulation Assessment</u></p> <p>Amend second paragraph of text to read:</p> <p>“The initial draft of this Plan was screened by TDC and shown to have no significant impact on Natura 2000 sites. Further to this, TDC as Local Planning Authority, did not consider that the Regulation 16 version (September 2022) of the Neighbourhood Plan included any major changes to existing policies, or added any new policies, that would warrant further screening. On this basis, the Local Planning Authority was satisfied that the report of January 2020 was up-to-date and relevant to the Regulation 16 version of the Neighbourhood Plan.”</p> <p>Add new third paragraph, as follows:</p> <p>“The SEA and HRA Screening Report is available as a background document to this Plan on the Town Council’s Neighbourhood Planning web-page.”</p>
PM4	Various	<p>Amend title of Section 13 to read “Responding to the Climate Crisis” and amend the Contents Page (Page 2) and Schedule of Planning Policies (Page 19) accordingly.</p>

¹ View at <https://www.westgateonsea.gov.uk/community/westgate-on-sea-town-council-13327/neighbourhood-plan/>

	<p>Amend Objective 5 of the Plan to read as follows:</p> <p>“5. To protect the small-town identity whilst allowing suitable, sustainable development. (Achieved by Policies WSNP1 and WSNP2).”</p> <p>Insert new Section 10 in the Plan to be entitled “SUSTAINABILITY” and re-number existing Sections 10-21 to be Sections 11-22 respectively. Amend Contents Pages and all relevant cross-references within the Plan, e.g. within Section 6, accordingly.</p> <p>Insert new text and new Policy WSNP1 in the Plan, to read as follows:</p> <p>“10 SUSTAINABLE DEVELOPMENT</p> <p>Section 2 of the National Planning Policy outlines that the purpose of the planning system is to contribute to the achievement of sustainable development. At a high level, this sustainability objective can be summarised “as meeting the needs of the present without compromising the ability of future generations to meet their own needs” (NPPF Paragraph 9).</p> <p>At a local level, in accordance with Objective 5, it is important to understand what makes Westgate-on-Sea special, unique and what gives it its character now, in order that development proposals can build on these positives. By building on these identified principles the town can thrive and grow in a sustainable manner, without detrimentally impacting on current and future residents.</p> <p>Therefore, in order to deliver sustainable development, this Neighbourhood Plan seeks to address the three overarching objectives of sustainable development, economic, social and environmental objectives, through a variety of planning policies. In addition to setting an overarching policy to support sustainable development in the Neighbourhood Area.</p> <p>The following overarching policy is the aspiration for sustainable development across the Neighbourhood Plan area:</p> <p>Policy WSNP 1</p> <p>When considering new development in the Westgate-on-Sea Neighbourhood Area, a positive approach that reflects the presumption in favour of sustainable development, as set out in the National</p>
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Agenda Item 5

Annex 1

		<p>Planning Policy Framework, should be at the forefront of all proposals.”</p> <p>Re-number existing Policies WSNP1-12 as Policies WSNP2-WSNP13, taking account of other recommended modifications to the Plan contained in this report which include the deletion of Policy WSNP13 (see below).</p> <p>Amend Contents Page, Schedule of Planning Policies and all relevant cross-references, e.g. within Section 8 and 20, accordingly.</p>
PM5	Pages 21 and 22	<p><u>Policy WSNP1 – Protection of Seafront Character in the West Zone</u></p> <p>Delete existing text, and replace with:</p> <p>“Proposals for the redevelopment of properties and sites in the West Zone of Sea Road, as defined on Figure 10-2A, for the purpose of building flats and apartments, will not be supported where such proposals would lead to over-massing of the site, built development that is projected forward of the existing building line in the vicinity of the site and is in discord with the prevailing character of the West Zone.</p> <p>Other proposals for development in the Seafront Character Zones should be planned and designed in accordance with the Design Guidelines set out in Section 10.2 of the Plan.”</p> <p>Replace existing Figure 10-2 with new plans numbered Figures 10-2A and 10-2B as contained at Appendix 2 to the Town Council’s response dated 31 January 2023.</p>
PM6	Pages 23 and 24	<p><u>Policy WSNP2 – Design guidelines</u></p> <p>Amend policy title to read “Design Guidelines”.</p> <p>Delete existing text, and replace with:</p> <p>“Proposals for new development in the Plan area should take account of the Design Guidelines set out in Section 10.2 of the Plan in the planning and design of such proposals. Proposals which demonstrably reflect the Design Guidelines will be supported by the Town Council.”</p> <p>Amend 4th bullet point of ‘Design Guidelines for new large developments’ to read as follows:</p> <ul style="list-style-type: none"> ● “Parking provision in accordance with the adopted parking standards of Kent County Council.”

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		<p>Add new 10th bullet point to 'Design Guidelines for new large developments' to read as follows:</p> <ul style="list-style-type: none"> ● “Proposals should also take account of the guidance contained in the emerging Kent Design Guide, produced by Kent County Council.” <p>Add new 11th bullet point to 'Design Guidelines for new large developments' to read as follows:</p> <ul style="list-style-type: none"> ● “These guidelines apply to proposed developments containing more than 10 new dwellings.”
PM7	Page 25	<p><u>Policy WSNP3 – Safeguarding leisure and tourism facilities</u></p> <p>Insert the words “and/or” between criteria a) and b) in the text of the policy.</p>
PM8	Page 26	<p><u>Policy WSNP4 – Protection of shopping areas</u></p> <p>Delete the words “on Map A and A1” in the first line of policy text and replace with “shown on Maps A and A1 in Figures 11-3 and 11-4”.</p>
PM9	Page 28	<p><u>Policy WSNP5 – Retention of employment space</u></p> <p>Replace the word “employer” in criterion d) with “business”.</p>
PM10	Pages 29 and 30	<p><u>Policy WSNP6 – Conservation areas</u></p> <p>Delete existing policy text in full, and replace with:</p> <p>“Policy WSNP6 Conservation Areas</p> <p>Development proposals within the designated Conservation Areas in the Plan area, as shown on Figure 12-1, or those which could have adverse impacts upon the character of the Conservation Areas by virtue of their proposed siting, design, use and potential impacts such as noise and traffic generation, will be considered in accordance with the relevant policies in this plan and those in the adopted Thanet Local Plan, to ensure that the character and setting of the Conservation Areas is protected.”</p> <p>Delete Figures 12-1 and 12-2 and replace with the map contained at Appendix 3 to the Town Council’s response dated 31 January 2023.</p>
PM11	Page 31	<p><u>Policy WSNP7 – Local heritage assets</u></p> <p>Delete the words “local list” in the first sentence of policy text and replace with “Local List”.</p>

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		<p>Delete the text contained in brackets in the first sentence of policy text.</p> <p>Add new second paragraph of policy text, to read as follows:</p> <p>“Details of the designated Historic Assets and the non-designated Heritage Assets within the Plan area are contained in the supporting documents to this Plan entitled ‘Westgate-on-Sea Designated Historic Assets’ and ‘Westgate-on-Sea Local List of Undesignated Heritage Assets’”.</p>
PM12	Page 34	<p><u>Policy WSNP8 – Protection of scheduled ancient monuments</u></p> <p>Delete existing policy text in full, and replace with:</p> <p>“Policy WSNP8 Protection of Scheduled Ancient Monuments</p> <p>The Town Council will not support proposals which would cause detrimental impact to Scheduled Ancient Monuments. All planning applications for development which may affect the site or setting of a Scheduled Ancient Monument will be required to include a Heritage Impact Assessment.”</p>
PM13	Page 36	<p><u>Policy WSNP9 Low carbon development with renewable energies</u></p> <p>Delete the words “will be encouraged to follow the Building Regulations Part L: the Principles of Sustainable Construction” in the fourth and fifth lines of policy text, and replace with:</p> <p>“will be supported by the Town Council.”</p> <p>Add new second sentence of policy text to read as follows:</p> <p>“New buildings in the Plan area should be designed in accordance with the Building Regulations and should seek to incorporate the highest standards of energy efficiency.”</p>
PM14	Page 37	<p><u>Policy WSNP10 – Surface water flood risk areas</u></p> <p>Add the words “in areas with an identified risk of flooding” after the words “Planning applications” in the first line of policy text.</p> <p>Add the word “assessment” after the word “risk” at the end of the first line of policy text.</p> <p>Add new third sentence to the second paragraph of policy text, to read as follows:</p>

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		<p>“Advice on flood risk and the preparation of flood risk assessments is contained in Planning Practice Guidance (PPG) at https://www.gov.uk/guidance/flood-risk-and-coastal-change”</p>
PM15	Pages 37 and 38	<p><u>Policy WSNP11 – Designation of Local Green Spaces (LGS)</u></p> <p>Delete existing policy text in full and replace with:</p> <p>“Development proposals in the designated Local Green Spaces listed in Table 14-1 will be managed in accordance with national policy for Green Belts.”</p> <p>Delete the sites listed as Allotments at</p> <p>Lymington Road, Esplanade Gardens at Sea Road and Linksfield Village Green in Table 14-1 on pages 37 and 38.</p> <p>Delete the paragraph of text beneath policy WSNP11 on page 38.</p> <p>Delete Figure 14-2 on page 38, and replace with the map (Figure 14-2B to be re-numbered as Figure 14-2) contained at Appendix 4 to the Town Council’s response document dated 31 January 2023.</p>
PM16	Page 39	<p><u>Policy WSNP12 – The Green Wedge</u></p> <p>Add the words “as shown on Figure 14-3,” after the words “Green Wedge” in the first line of policy text.</p> <p>Delete the word “permitted” in the fifth line of policy text and replace with “supported”.</p> <p>Delete the word “Wedges” in criterion 2) and replace with “Wedge”.</p> <p>Delete the map contained at Figure 14-3 and replace with an updated version corresponding with the relevant content of the adopted Thanet Local Plan (2020).</p>
PM17	Pages 40 and 41	<p><u>Policy WSNP13 – Westgate Countryside Triangle</u></p> <p>Delete this policy and sub-section 14.3 in full, together with Figure 14-5.</p> <p>Amend Contents Page, Schedule of Planning Policies and all relevant cross-references, e.g. within Sections 8 and 20, accordingly.</p>
PM18	Page 43	<p><u>Policy WSNP14 – Building on the best and most versatile agricultural land</u></p> <p>Delete existing policy text in full and replace with:</p>

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		<p>“Proposals for development on land classified as the best and most versatile agricultural land, other than that covered by site allocations contained in the adopted Thanet Local Plan, will not be supported by the Town Council.”</p> <p>Delete the final sentence of sub-section 14.4.</p> <p>Re-number sub-section 14.4 as 14.3 and amend the Contents Page accordingly.</p> <p>This policy will be re-numbered as Policy WSNP13.</p>
PM19	Page 43	<p><u>Policy WSNP15 – Protecting and promoting trees</u></p> <p>Delete the words “The application” in the first line of policy text and replace with “Applications”.</p> <p>Delete the word “approval” in the third line of policy text and replace with “permission”.</p> <p>Delete the word “NP” in the fifth line of policy text and replace with “Plan”.</p> <p>This policy will be re-numbered as Policy WSNP14.</p>
PM20	Page 44	<p><u>Policy WSNP16 – Protection of protected species and biodiversity</u></p> <p>Delete existing policy text in full and replace with the following text:</p> <p>“The Town Council will only support development proposals in the Plan area if a survey of the existing wildlife and wildlife habitats present on the site has been undertaken, and the proposals include appropriate measures to ensure that any protected species and their habitats are fully protected. In accordance with the Environment Act 2021, proposals will need to include a Biodiversity Net Gain (BNG) requirement of at least 10% above the baseline position.”</p> <p>This policy will be re-numbered as Policy WSNP15.</p>
PM21	Page 45	<p><u>Policy WSNP17 – Safeguarding community facilities</u></p> <p>Delete the words “is it” in the first line of the second paragraph of policy text and replace with “it is”.</p> <p>This policy will be re-numbered as Policy WSNP16.</p>
PM22	Page 46	<p><u>Policy WSNP18 – Provision of infrastructure</u></p> <p>Amend first line of policy text to read:</p>

		<p>“Proposals for new development in the Plan area should make provision for supporting infrastructure which is:”</p> <p>This policy will be re-numbered as Policy WSNP17.</p>
<p>PM23</p>	<p>Page 46</p>	<p><u>Policy WSNP19 – Community Infrastructure Levy</u></p> <p>Delete existing policy text and the text of sub-section 16.3 in full, and replace with revised sub-section 16.3 and Policy WSNP18 (Developer Contributions) to read as follows:</p> <p>“16.3 <u>Developer Contributions</u></p> <p>Development contributions are based on the principle that developers should, where necessary, provide appropriate mitigation for developments brought forward, including where additional infrastructure is required to support the development. Specifically, contributions can only be sought and secured in order to satisfactorily address the direct impacts of new development upon infrastructure provision.</p> <p>The Town and Country Planning Act 1990 enables developer contributions to be secured through Section 106 Agreements, and the Planning Act 2008 and accompanying Community Infrastructure Levy (CIL) Regulations provide the legislative framework for the introduction of the CIL, although it has not yet been introduced in the Thanet District Council area. It is a locally determined levy on various types of new development calculated on the amount of new floorspace.</p> <p>At the present time, the District Council continues to secure infrastructure requirements and other planning obligations, such as affordable housing provision, through Section 106 Agreements.</p> <p>The Plan area, through the adopted Thanet Local Plan, includes a proposed strategic housing site allocation (Policy SP17) which will deliver a large amount of new residential development during the Plan period. It is expected that Section 106 Agreements will be negotiated as part of planning permissions granted by the District Council for this development in order to secure the supporting infrastructure and other planning obligations that will be necessary to ensure that the development is acceptable in planning terms.</p> <p>The Town Council considers that it will be important to address the direct impacts of the proposed new development upon the local area, particularly upon</p>

		<p>the existing transport and community infrastructure within the Plan area. The Town Council will liaise with the District Council to ensure that such impacts are fully addressed in the assessment of planning applications and that, where necessary, developer contributions are sought through Section 106 Agreements to mitigate any direct impacts upon infrastructure provision in the Plan area that are identified. Furthermore, the Town Council considers that it will be important to achieve the long-term cohesion of both the existing and new communities within the Plan area, and that any necessary investment in community infrastructure to support this key objective should be recognised. On this basis, Appendix 1 lists four projects that it considers should be assessed for potential developer contributions, as part of Section 106 Agreements, linked to the planned growth of the town over the Plan period.</p> <p><u>WSNP18 Developer Contributions</u></p> <p>Developer contributions that are secured through the grant of planning permissions in the Plan area for the provision of new and improved infrastructure should, if appropriate, include the projects listed at Appendix 1 in this Plan.”</p> <p>Amend Contents Page, Schedule of Planning Policies and all relevant cross-references, e.g. within Section 20, accordingly.</p>
PM24	Page 47	<p><u>Policy WSNP20 – Section 106</u></p> <p>Delete existing policy text and the text of sub-section 16.4 in full.</p> <p>Amend Contents Page, Schedule of Planning Policies and all relevant cross-references, e.g. within Section 20, accordingly.</p>
PM25	Pages 48-50	<p><u>Policy WSNP21 – Statement – The houses allocated on the agricultural land in Westgate and Garlinge</u></p> <p>Delete existing policy text in full, and replace with:</p> <p><u>“Policy WSNP19 POLICY STATEMENT – The houses allocated on the agricultural land in Westgate and Garlinge</u></p> <p>Development of the site known as SP17 in the adopted Thanet Local Plan will only be supported by the Town Council, if it meets all the requirements set out in this Plan.</p>

		<p>In furtherance to this, development should be high-quality, well-designed and respond to the Westgate-on-Sea town development boundary, ensuring a complementary and considerate boundary transition between the existing and new development. Specifically, the siting and design of new-build development should not impact on the residential amenity of existing residents.</p> <p>To promote a cohesive town, the Town Council will support designs that will facilitate social interaction, healthy inclusive communities and promote green links and infrastructure through and out of the development to the existing built environs of the Westgate-on-Sea community.”</p> <p>Delete the text of the second and fifth bullet points listed on page 49, as I recommend the deletion of Policies WSNP22 and WSNP13 respectively in this report.</p> <p>Delete the reference to Policy WSPN13 (sic) in the first bullet point listed on page 48.</p>
PM26	Page 51	<p><u>Policy WSNP22 - Protection of residents abutting the new development</u></p> <p>Delete this policy and sub-section 17.1 in full.</p> <p>Amend Contents Page, Schedule of Planning Policies and all relevant cross-references, e.g. within Sections 8 and 20, accordingly.</p>
PM27	Pages 60 and 61	<p>Section 20 – Monitoring and reviewing</p> <p>Add new second sentence to the first paragraph of text to read as follows:</p> <p>“Future reviews of the Plan will take account of the emerging review of the Thanet Local Plan which will cover the period from 2031 up to 2040.”</p> <p>Amend the Schedule of Policies on pages 60 and 61 to delete references to Policies WSNP13, WSNP20 and WSNP22 and to amend the titles of other Policies in accordance with the relevant recommended modifications contained in this report. The Contents Pages should be similarly amended and including the deletion or re-numbering of sub-sections, as set out in this report.</p>
PM28	Page 62	<p>Section 21 – Appendices</p> <p>Delete the words “CIL and” in the title of Appendix 1.</p>

Amendment to Air Quality Management Area

Cabinet	15th June 2023
Report Author	Morgan Sproates (Regulatory Services Manager)
Portfolio Holder	Cllr Heather Keen, Portfolio Holder for Neighbourhoods
Status	For Decision
Classification:	Unrestricted
Key Decision	Yes
Reasons for Key	Significant effect on communities
Ward:	Newington, Nethercourt, Central Harbour and Eastcliff

Executive Summary:

The Environment Act requires the Council to review and assess air quality. Where air pollution exceeds or is at risk of exceeding health objectives, an Air Quality Management Area (AQMA) must be declared and an Air Quality Action Plan developed within 18 months to reduce pollution.

The report seeks Cabinet approval to revoke the urban AQMA, which is no longer appropriate as measured levels of nitrogen dioxide (NO₂) are well below nationally set health based Air Quality Objective (AQO) levels, and declare a smaller area from St Lawrence to Shah Place, Ramsgate where pollution levels are at risk of exceeding health based objectives for NO₂ due to the area being heavily trafficked.

Recommendation(s):

Members are requested to approve the revocation of the Urban AQMA Order (Annex 3) and approve the declaration of a smaller defined St Lawrence AQMA (Annex 4) and authorise the application of the Common Seal to the Order.

Corporate Implications

Financial and Value for Money

There are no financial implications arising directly from this report. The Council already has to annually report on air quality across Thanet and there is a current requirement to update the Air Quality Action Plan, revoking one large AQMA and replacing with a smaller defined AQMA will not have additional financial implications and provide a better focus on the exceedance area.

Over the next 18 months a draft Air Quality Action Plan will be produced with key stakeholders which will include projects that may require extensive further research and funding. In these cases where there are significant cost implications the projects will be accompanied by fully detailed costing and subject to separate reporting to Cabinet for approval. Some actions may only be possible if external funding can be secured.

Legal

Every Local Authority that has an Air Quality Management Area (AQMA) is required under Part IV of the Environment Act 1995 to provide an Air Quality Action Plan (AQAP) to address the identified areas of poor air quality in the District.

Air quality standards and objectives are set out in the Air Quality (England) Regulations 2000. The Council has a duty to review the quality of air within their area under Part IV of the Environment Act 1995 as well as the Environment Act 2021 - Schedule 11.

In addition the Department for Environment, Food and Rural Affairs in conjunction with the Department for Energy Security and Net Zero, Department for Transport, Department of Health and Social Care have published the Clean Air Strategy 2019 which the council are required to endorse.

Accepting the recommendations will fulfil the Council's duties under the local air quality management regime. Failure to accept the recommendations may place the Council in breach of the Environment Act 1995. Acting on the recommendations is within the Council's powers as set out in the Environment Act 1995. There are no consequences arising from the recommendation that adversely affect or interfere with individuals' rights and freedoms as set out in the Human Rights Act 1998.

Risk Management

It is a legal requirement to declare an area at risk of exceeding the AQOs so that all efforts are focussed on reducing pollution levels below guideline levels to protect health of those living within the area and to raise awareness to those living within the exceedance area. Equally it is important that where there is no likely exceedance of air quality national objective levels that AQMAs are not left in place.

Poor Air Quality Impacts on People's Health and Wellbeing. The Council could miss out on significant funding to deliver a project. e.g. DEFRA/DfT/OLEV grant funding opportunities.

Corporate

The decision to take a more defined approach will enable the Council and relevant partners to focus resources on the area at risk of exceeding health objectives.

Resultant measures to improve air quality will have co benefits with climate change and support a reduction in greenhouse gases. Equally, the actions to reduce NO₂ will also benefit biodiversity by decreasing the deposition of NO₂ in special habitats.

Improving air quality has a critical role to play in protecting communities and the Council will continue to work with relevant stakeholders to consider how this is best achieved. The new AQMA will enable the Council to develop an Action Plan with stakeholders to tackle a multitude of public health goals—such as improving lung health, increasing physical activity, reducing obesity and addressing health inequalities across the district but with specific focus on an area which is likely to exceed health objectives.

Equality Act 2010 & Public Sector Equality Duty

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

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

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

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

Poor air quality can affect younger and older age groups, and people with disabilities, who are more vulnerable from the effects of poor air quality. The new AQMA will have a positive impact on people's health, including those with protected characteristics. The consultation on the proposed AQMA boundary has not raised any issues with regards to the protected characteristics.

Corporate Priorities

This report relates to the following corporate priorities: -

- *Environment*
- *Communities*

1.0 Introduction and Background

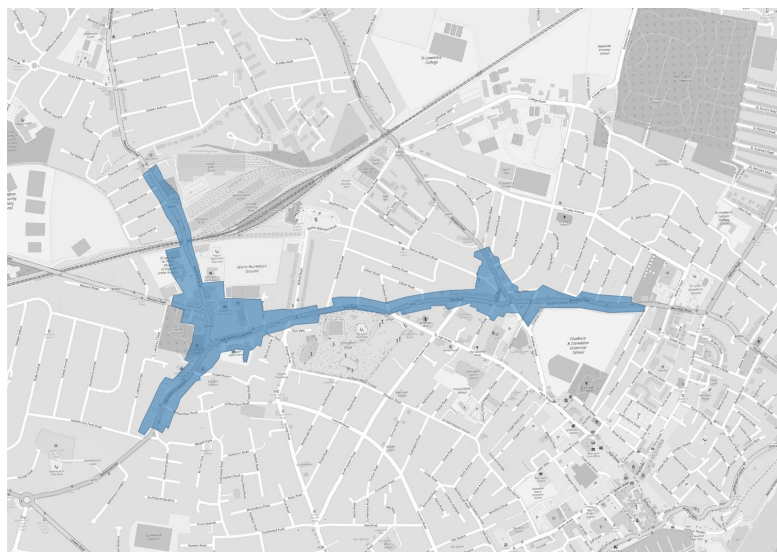
1.1 Part IV of the Environment Act 1995 introduced a requirement on all local authorities to carry out duties in relation to local air quality management. All local authorities are obliged to regularly review and assess air quality in their areas, and to determine whether or not the air quality objectives for key pollutants are likely to be achieved. Where it is likely that air quality levels are such that certain pollutants are above specified levels the Local Authority must declare an Air Quality Management Area (AQMA) and prepare an Air Quality Action Plan (AQAP) setting out the measures it

intends to put in place to improve air quality and reduce pollutant concentrations to a level that is below the objective limit.

- 1.2 The Council monitors air quality at 40 locations across the district using diffusion tubes and results have shown that during the last 5 years the nitrogen dioxide levels have now fallen well below the Air Quality Standard of 40 µg/m³ at all residential receptors. The levels in all but one area have fallen consistently below 36 µg/m³ a level that provides a 10% margin of error and therefore gives surety to compliance.
- 1.3 Each year the Council submits an Annual Status Report on Air Quality within the district to DEFRA. In the Annual Status Report 2021 DEFRA recommended TDC proceed with the revocation of the urban AQMA.

2.0 The Current Situation

- 2.1 The trend observed at all 40 Thanet monitoring sites over the past 5 years indicate that annual mean NO₂ concentrations have been decreasing year-on-year. The reduction in nitrogen dioxide level is likely from improvements in vehicle emissions driven by the UK Government. The Air Quality Strategy 2019 and the Road to Net Zero 2018 all support measures to lower harmful emissions. The Government has also phased-out the sale of new petrol and diesel cars and vans to 2030 and that all new cars and vans must be fully zero emission at the tailpipe from 2035. If these ambitions are realised then road traffic-related NO_x emissions can be expected to reduce significantly over the coming decades.
- 2.2 Although monitoring data has consistently shown no exceedance across Thanet for 5 years, a Detailed Assessment (Appendix 1) was undertaken at 2 key areas previously exceeding objectives at The Square, Birchington and St Lawrence Ramsgate - both heavily trafficked pollution hot spots with residential properties close by.
- 2.3 The Detailed Assessment indicated a risk of exceeding the nitrogen dioxide annual mean from St Lawrence to Shah Place Ramsgate. Environmental Health has increased monitoring in this area to ascertain if the modelled exceedance are reflective of real world emissions.
- 2.4 Proposed AQMA - St Lawrence to Shah Place Ramsgate



Although the Council is under a duty to designate the AQMA, a letter inviting comments was sent to all properties within the area to raise awareness and invite comments with a view to further engagement during the next Action Planning stage.

- 600 properties within the proposed new AQMA and 2 nearby schools
- Kent County Council (In their Public Health & Highways Capacities)
- Dover and Canterbury Council's (Neighbouring Authorities)

Consultation responses are in Annex 2.

3.0 Options

- 3.1 Members are requested to approve the revocation of the Urban AQMA Order (Annex 3) and approve the declaration of a smaller defined St Lawrence AQMA (Annex 4) and authorise the application of the Common Seal to the Order.
- 3.2 Not to approve - this is not an option, the revocation after 5 yrs in areas where there are no exceedances and declaration of a minimum AQMA where there are potential exceedances is a statutory requirement.

Contact Officer: *Morgan Sproates (Regulatory Services Manager)*
Reporting to: *Penny Button (Head of Neighbourhoods)*

Annex List

Annex 1 - Detailed Assessment
Annex 2 - Consultation Responses
Annex 3 - Revocation Order
Annex 4 - New St Lawrence AQMA Order

Background Papers

DEFRA: Local Air Quality Management Technical Guidance TG22
<https://laqm.defra.gov.uk/wp-content/uploads/2022/08/LAQM-TG22-August-22-v1.0.pdf>

DEFRA: Local Air Quality Management Policy Guidance TG22 PG22
<https://laqm.defra.gov.uk/wp-content/uploads/2022/08/LAQM-Policy-Guidance-2022.pdf>

Corporate Consultation

Finance - Matt Sanham (Head of Finance, Procurement and Risk)
Legal - Sameera Khan (Interim Head of Legal and Monitoring Officer)

Equality - Catherine Curtis (Information Governance and Equalities Manager)



Thanet District Council

Detailed Assessment of the Existing AQMA

November 2022

Move Forward with Confidence



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Document Control Sheet

Identification	
Client	Thanet District Council
Document Title	Detailed Assessment of the AQMA
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Contact Details		
Company Name	Bureau Veritas UK Limited	Thanet District Council
Contact Name	Hannah Pearson	Amanda Berry
Position	Senior Consultant	Senior Environmental Health Practitioner
Address	2 nd Floor Atlantic House Simonsway Manchester M22 5PR	Cecil Street Margate CT9 1XZ
Telephone	07890 909227	01843 577 422
e-mail	hannah.pearson@bureauveritas.com	amanda.berry@thanet.gov.uk
Websites	https://www.bureauveritas.co.uk/	https://www.thanet.gov.uk

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Prepared By	H Pearson	Senior Consultant	<i>H. PEARSON</i>
Approved By	D Clampin	Senior Consultant	<i>D Clampin</i>

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Executive Summary

Bureau Veritas have been commissioned by Thanet District Council to complete a review of the Council's existing Air Quality Management Area (AQMA). The Council currently has one AQMA which is declared for exceedences of the NO₂ annual mean Air Quality Strategy objective with the source identified as road transport.

A dispersion modelling assessment has been completed whereby NO₂ concentrations have been predicted across two areas of concern within the district at both specific receptor locations, and across a number of gridded areas to allow the production of concentration isopleths. This has been used to supplement local monitoring data to provide a clear picture of the pollutant conditions within the borough.

Following the completion of the analysis of both monitoring data and modelled concentrations across all of the assessed areas a number of recommendations have been made in terms of the AQMA study areas within the Thanet Urban AQMA:

- The Square, Birchington – Following completion of the detailed dispersion modelling based on 2019 data, there are no predicted exceedences of the annual mean NO₂ objective at any receptor locations within this area of the AQMA.
- St Lawrence, High Street - As a consequence of the modelling results, additional monitoring is recommended to be carried out in the area of the roundabout connecting the A255 and B2014, and the junction of the A255 with Margate Road. Monitoring locations along the B2014 are required to confirm if the trends seen in the modelling results reflect the area due to exceedences of the annual average NO₂ objective in the modelled data.

The next steps upon completion of this assessment are to develop, through consideration of merit, a defined set of achievable measures to be drawn forward into the revised action plan document.

1 Introduction

Bureau Veritas have been commissioned by Thanet District Council (the Council) to complete a detailed assessment of areas of the existing Thanet Urban Air Quality Management Area (AQMA).

The Council currently has one AQMA, the Thanet Urban AQMA which spans along the eastern coastal area and majority of urban areas throughout the borough of Thanet District Council. The AQMA is mainly characterised by urban and suburban areas. The AQMA area in Thanet is shown in Figure 1.1. This AQMA is declared for exceedences of the NO₂ annual mean Air Quality Strategy (AQS) objective with NO₂ source emissions identified as road transport.

Two areas within the AQMA were identified as ‘hot spots’ for assessment, these are further referred to in this report as The Square, Birchington and St Lawrence High Street. These areas historically have been reported by the Council as areas of concern due to exceedences of the NO₂ annual mean AQS objective. Other areas in the AQMA have not been considered due to monitored annual mean NO₂ concentrations well below the AQS objective.

Details of the areas included within this assessment of the Thanet Urban AQMA are as follows, and maps detailing the locations of these areas are presented in Figure 1.2 and Figure 1.3:

- The Square, Birchington – an area to the northwest of the Thanet Urban AQMA; and,
- St Lawrence High Street – an area to the southeast of the Thanet Urban AQMA where elevated NO₂ concentrations were noted in previous years.

1.1 Scope of Report

The assessment seeks, with reasonable certainty, to predict the magnitude and geographical extent of any exceedences of the Air Quality Strategy (AQS) objectives, providing the Council with updated modelling data that can be used to help inform decision making with regard to the AQMA.

The areas considered as part of this study are illustrated in the figures shown under each assessment area heading within this report. The following are the main objectives of this report:

- To assess the air quality at selected locations (receptors) at the façades of locations of relevant exposure, representative of worst-case exposure within the existing AQMA boundaries, based on modelling of emissions from road traffic on the local road network;
- To determine the geographical extent of any potential exceedence of the annual mean AQS objective for NO₂; and,
- To put forward recommendations as to the extent of any changes to the current AQMA boundary and any changes to the declaration of the specific AQMAs.

The approach adopted in this assessment to assess the impact of road traffic emissions on air quality utilised the atmospheric dispersion model ADMS-Roads, focusing on emissions of oxides of nitrogen (NO_x), which comprise of nitric oxide (NO) and NO₂.

The guiding principles for air quality assessments as set out in the latest guidance and tools provided by Defra for air quality assessment (LAQM.TG(22)¹) have been utilised.

¹ Local Air Quality Management Technical Guidance LAQM.TG(22), August 2022, published by Defra in partnership with the Scottish Government, Welsh Assembly Government and Department of the Environment Northern Ireland

Figure 1.1 – Map of The Thanet Urban AQMA



Figure 1.2 – Map of The Square, Birchington Study Area

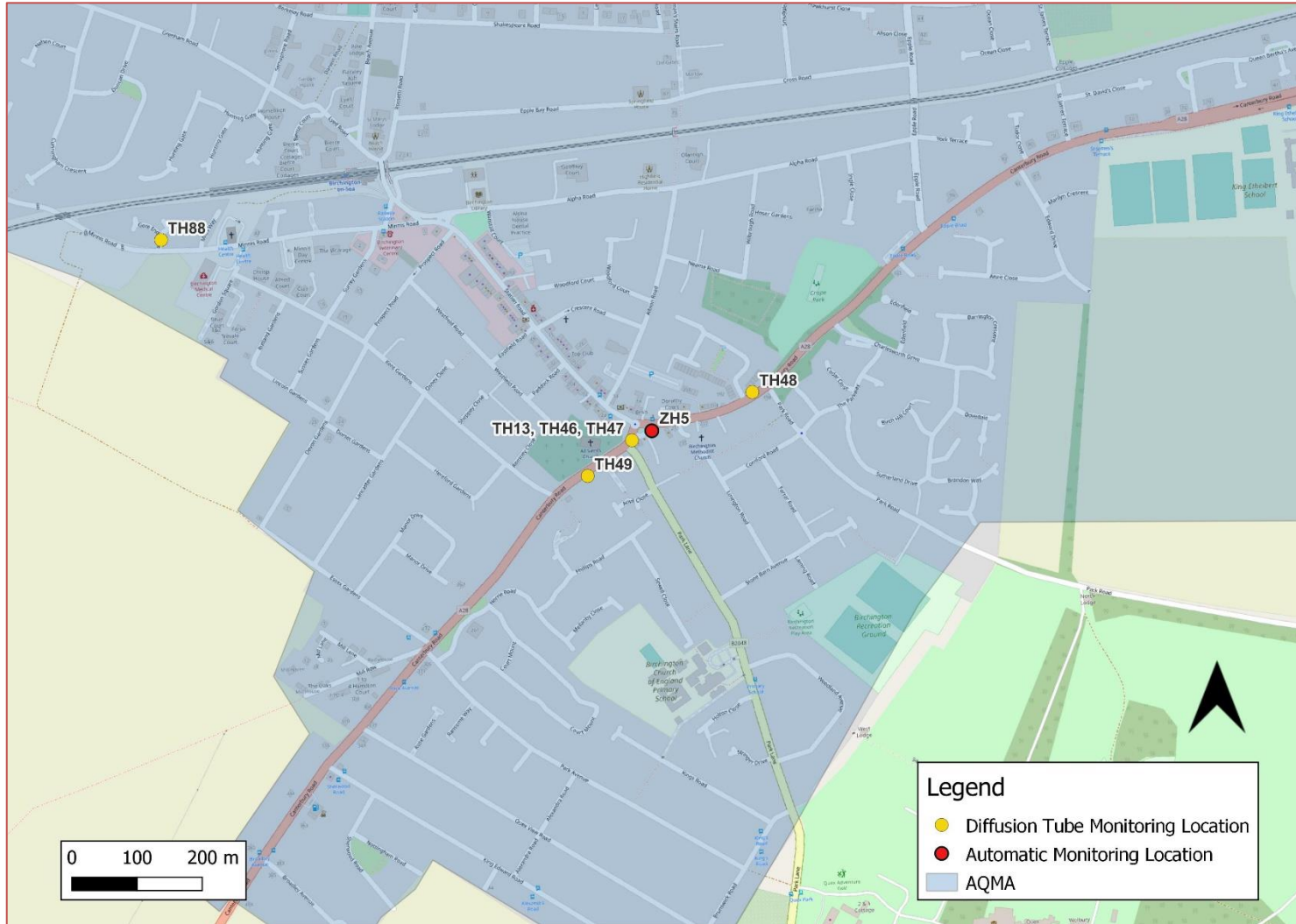
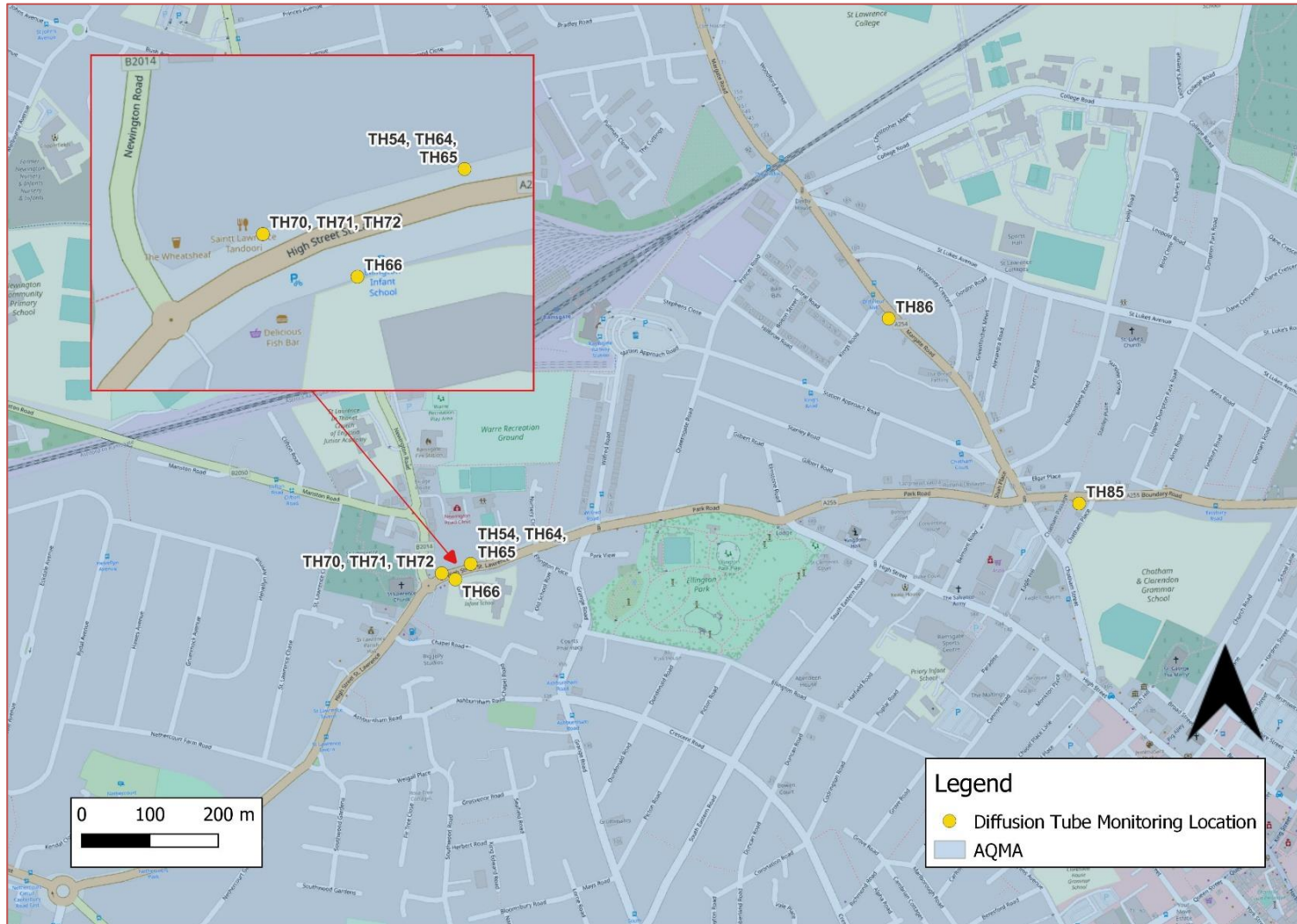


Figure 1.3 – Map of St Lawrence High Street Study Area



2 Assessment Methodology

Atmospheric modelling to predict the pollutant concentrations emitted from road traffic sources was carried out using ADMS Roads version 5.0.0.1, developed by Cambridge Environmental Research Consultants (CERC). The approach used was based upon the following:

- Prediction of NO₂ concentrations to which existing receptors may be exposed to, and a comparison with the relevant AQS objectives; and,
- Determination of the geographical extent of any potential exceedences with regard to the existing AQMA boundaries and proposed boundary changes stated in the previous assessment.

Pollutant concentrations have been predicted within a base year of 2019, with model inputs relevant to the assessment based upon the same year.

2.1 Traffic Inputs

Traffic flows for the road links included within the model have been sourced from the appointed transport consultant (Intelligent Data Collection) and from the DfT traffic count online resource².

Data from the traffic consultant was provided in 12hr turning counts for six road links. To convert these traffic counts to 24hr Annual Average Daily Traffic (AADT), a factor was determined based on the same methodology in which DfT count data had been converted in each area from 12hr flows to 24hr flows.

In the area of 'The Square', the 2017 DfT 2-way manual count for A28 Canterbury Road provided a 12hr total of 14,515 vehicles. This count point reported a 24hr flow of 16,504 vehicles for 2017. Based on this data, a factor of 1.1370 was applied to the provided traffic counts in this area to estimate 24hr AADT.

In the area of 'St Lawrence, High Street', the 2015 DfT 2-way manual count for A255 High Street provided a 12hr total of 10,557 vehicles. This count point reported a 24hr flow of 11,462 vehicles for 2015. Based on this data, a factor of 1.0857 was applied to the provided traffic counts in this area to estimate 24hr AADT.

The additional data which was sourced from the DfT counts provides an AADT flow for the relevant road link in terms of a number of vehicle types; cars, LGVs (light goods vehicles), HGVs (heavy goods vehicles), buses and coaches, and motorcycles. It is important to note that some of the traffic data used from the DfT is based on estimates either from nearby links or estimated from the most recent manual counts. Traffic data, which has been estimated from manual counts that were carried out over 3 years ago, have been highlighted in Appendix A.

The traffic data utilised within the dispersion modelling are presented in Appendix A.

Traffic speeds were modelled at the relevant speed limit for each road. However, in accordance with LAQM.TG(22), where appropriate, traffic speeds have been reduced to simulate queues at junctions, traffic lights and other locations where queues or slower traffic are known to occur.

The Emissions Factors Toolkit (EFT) version 11.0³ has been used to determine vehicle emission factors for input into the ADMS-Roads model. The emission factors are based upon the traffic data inputs used within the assessment, with total vehicle flows and proportion of vehicle types taken from the provided traffic counts and existing DfT data. The pre-set national values for vehicle fleet in terms of vehicle Euro Class has been utilised in the absence of a vehicle fleet specific information for the area.

2.2 General Model Inputs

A site surface roughness value of 0.5m was entered into the ADMS-roads model, consistent with the suburban nature of the modelled domain. In accordance with CERC's ADMS Roads user guide⁴, a minimum Monin-

² Department for Transport, traffic count data for available road links (2022), available at <https://www.gov.uk/government/collections/road-traffic-statistics>

³ Defra, Emissions Factors Toolkit (2021), available at <http://laqm.defra.gov.uk/review-and-assessment/tools/emissions-factors-toolkit.html>

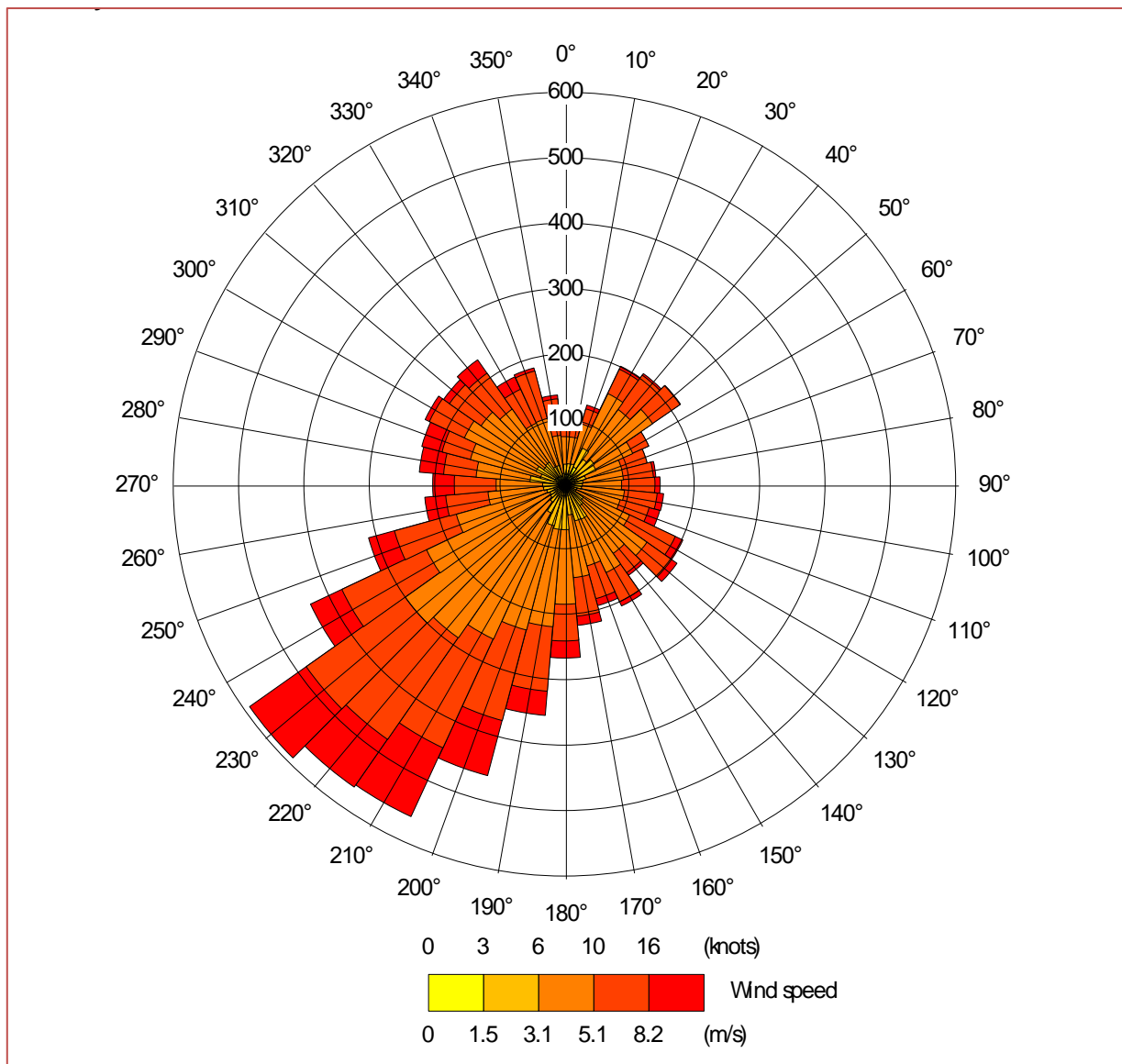
⁴ CERC, ADMS-Roads User Guide Version 5 (2022)

Obukhov Length of 30m has been used for the ADMS Roads model to reflect the urban topography of the model domain.

One year of hourly sequential meteorological data from a representative synoptic station is required by the dispersion model. For the completion of the modelling, 2019 meteorological data from the Manston meteorological station has been used within this assessment. This particular site has been chosen due to it being the nearest site with a complete data set for 2019, and is representative of a parkland/suburban area and is at a similar elevation to the Thanet District Council area.

A wind rose for this site for the year 2019 is presented in Figure 2.1.

Figure 2.1 – Wind Rose for Manston 2019 Meteorological Data



2.3 Emission Sources

In 'The Square' area, a total of eight road sources were included throughout the model domain. In the 'St Lawrence, Birchington' area, a total of 14 road sources were included throughout the model domain.

Point sources have been accounted for within the model through the use of background maps. Road traffic is considered to be the primary source of the NO₂ emissions. The road links drawn are presented in Figure 2.2.

A 5m street canyons was also included along a short stretch of B2050 Park Lane in the 'The Square' study area where the roads were surrounded by buildings/walls on both sides. No variation in the gradient of the road sources was included, and remained at the default 0%, assuming the area is flat.

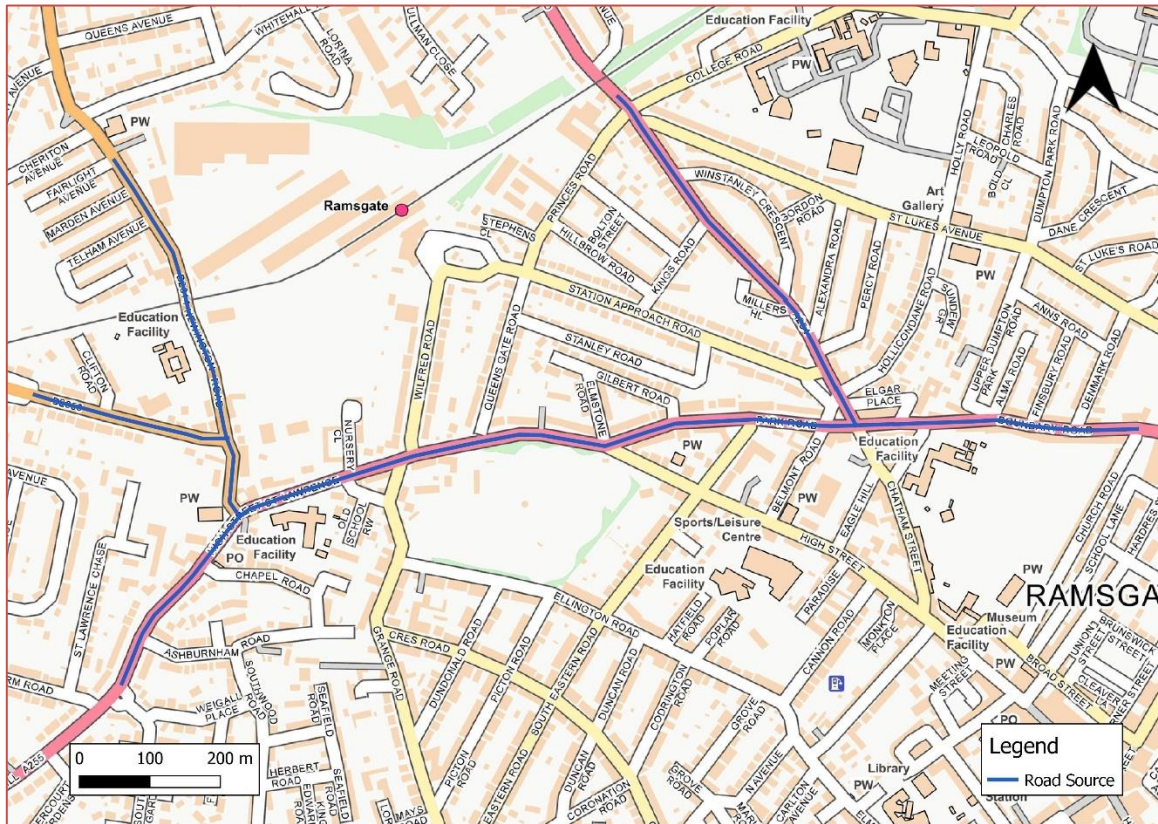
Whilst it is acknowledged that both study areas are located nearby to Manston Airport, it is not the dominant emissions source in the area. Review of the supporting ES chapter for the redevelopment of Manston Airport suggests that even during peak airport activity, impacts on NO_x emissions are insignificant. emissions from aviation from across the UK are included within the Background concentrations used in the modelling.

The roads were drawn along the primary and main roads throughout Thanet District Council. These were restricted due to where traffic data was available.

Figure 2.2 – Modelled Road Sources, The Square, Birchington



Figure 2.3 – Modelled Road Sources, St Lawrence High Street



2.4 Sensitive Receptors

Within 'The Square', eight discrete receptors were modelled, and within the 'St Lawrence, High Street' area 23 discrete receptors were modelled to represent locations of relevant exposure. The locations were identified through the completion of a desktop study. In addition, concentrations were also modelled across regular gridded areas set across the AQMAs, with a spatial resolution between the receptors of 10m x 10m. A receptor height of 1.5m was used for all gridded receptors modelled. The gridded receptor model was split into two areas to represent the 'The Square' study area and the 'St Lawrence, High Street' area. These were supplemented with additional receptor points added close to the modelled road links, using the intelligent gridding tool in ADMS-Roads.

The majority of the discrete receptors (31) were included at a height of 1.5m to represent ground level exposure, whereas one receptor within the 'The Square' area was included at an increased height of 4m to represent exposure at buildings with residential usage on the first storey.

2.5 Model Outputs

Background pollutant values for 2019 derived from the Defra background maps database⁵ have been used in conjunction with the concentrations predicted by the ADMS-Roads model to calculate predicted total annual mean concentrations of NO_x.

To avoid duplication of the road source contribution from any 'Primary A Roads' in the modelling and assessment process, these source sectors have been removed from the overall background concentrations reported. This has been completed using the Defra NO_x Sector Removal Tool⁶ v8.0.

Thanet District Council carries out monitoring of NO₂ at a number of background monitoring sites using both an automatic monitor and diffusion tubes. For modelling purposes, the Defra Background maps have been

⁵ Defra Background Maps (2022), <http://laqm.defra.gov.uk/review-and-assessment/tools/background-maps.html>

⁶ Defra NO₂ Adjustment for NO_x Sector Removal Tool (2020), available at <https://laqm.defra.gov.uk/air-quality/air-quality-assessment/no2-adjustment-for-nox-sector-removal-tool/>

used as opposed to the available background monitoring data due to there not being sufficient monitoring sites to have a representative cover of the modelling domain. The background concentrations used within this assessment are presented in Appendix C.

For the prediction of annual mean NO₂ concentrations for the modelled scenarios, the output of the ADMS-Roads model for road NO_x contributions has been converted to total NO₂ following the methodology in LAQM.TG(22), using the NO_x to NO₂ conversion tool developed on behalf of Defra. This assessment has utilised the current version of the NO_x to NO₂ conversion tool, version 8.1⁷. The road contribution is then added to the appropriate NO₂ background concentration value to obtain an overall total NO₂ concentration.

2.5.1 Verification

Verification of the model has been carried out using a number of local authority NO₂ passive monitoring locations, in accordance with the methodology detailed within LAQM.TG(22). A verification exercise was undertaken for each study area to most accurately represent the air quality conditions locally. Details of the diffusion tube locations within Thanet District Council are presented in Table B.1. The locations and heights of these tubes have been adjusted and validated where required via a desktop study based on Google StreetView.

An initial verification was carried out for each study area, with the results presented in Appendix B. A separate verification factor was utilised for each study area to reflect the unique air quality conditions in each location. The models were adjusted accordingly in each area to represent traffic queueing, road widths, canyons and junctions. Details of these verifications are provided in Appendix B. The final verification factors applied are:

- The Square Verification – 4.167
- St Lawrence, High Street Verification – 6.547

Full details of the model verification completed can be found in Appendix B.

⁷ Defra NO_x to NO₂ Calculator (2020), available at <https://laqm.defra.gov.uk/review-and-assessment/tools/background-maps.html#NOxNO2calc>



3 Assessment Results

The following section provides a detailed assessment for each study area within the Thanet Urban AQMA, comparing both the monitoring completed within the study area over a five-year period with the modelled concentrations of annual mean NO₂. Details of each monitoring location and the monitoring results have been taken from the 2022 Annual Status Report⁸ completed by the Council.

In line with the standardised LAQM reporting, the tabulated results present any exceedences of the annual mean AQS objective of 40µg/m³ in bold, and any predicted concentrations in exceedence of 60µg/m³ have been underlined. Additionally, annual mean concentrations that are within 10% of the objective have been presented in italics in order to ensure that any uncertainty in relation to the predicted modelling concentrations is taken into consideration for any recommendations made in terms of AQMA designation, amendment or revocation.

Contour results have also been produced for each designation within the AQMAs, with concentration isopleths presented at both 40µg/m³ and 36µg/m³ (within 10% of the 40µg/m³ objective). These have been produced from a gridded results layer covering the model domain. In addition, ADMS-roads automatically places a high number of additional receptors close to each modelled road link to increase the spatial resolution of the receptors.

3.1 The Square, Birchington

3.1.1 Council Monitoring Data

The Square, Birchington is an area located to the northwest of the Thanet Urban AQMA. The junction around The Square has been identified as an area where the NO₂ annual average AQS objective was exceeded. The current western boundary of the AQMA is approximately 534m from The Square roundabout at its closest point. Currently there are four diffusion tube monitoring locations for annual mean NO₂ concentrations in this area. Monitoring location TH13/46/47 is a location with monitoring in triplicate. A continuous NO₂ monitor is also located to the southeast of The Square roundabout at location ZH5. The current diffusion tube monitoring results for the previous five years are detailed in Table 3.1.

With the exception of monitoring location TH13/46/47, it can be seen that there have consistently been no exceedences of the annual mean NO₂ objective over the last five years. Monitoring location TH13/46/47 however has reported an exceedence of the annual average NO₂ AQS objective in 2017. Over the last five years, the annual mean NO₂ concentration at TH13/46/47 has fallen by over 10µg/m³ to most recently in 2021 monitor an annual average NO₂ concentration of 30.3µg/m³.

⁸ Thanet District Council (2022), 2022 Air Quality Annual Status Report

Table 3.1 – Current NO₂ Monitoring Within, or in Close Proximity to The Square, Birchington

Site	Site Type	OS Grid Ref X	OS Grid Ref Y	Distance to Relevant Exposure (m)	Height (m)	Annual Mean NO ₂ Concentration (µg/m ³)				
						2017	2018	2019	2020	2021
ZH5*	R	630284	169052	16	2.0	32.4	31.0	29.3	24.3	24.7
TH13/46/47	K	630253	169037	2	2.5	40.6	37.3	35.9	31.7	30.3
TH48	K	630438	169111	1	2.0	27.9	29.9	25.5	23.4	21.5
TH49	R	630185	168982	3	2.5	22.0	20.8	19.5	16.6	15.5
TH88	K	329531	169345	10	2.5	-	-	-	-	12.3

In **bold**, exceedence of the annual mean NO₂ AQS objective of 40µg/m³.
When **underlined**, NO₂ annual mean exceeds 60µg/m³, indicating a potential exceedence of the NO₂ 1-hour mean objective
R= Roadside
K= Kerbside
* Automatic Monitoring Station

3.1.2 Modelled Receptors, Annual Mean NO₂

Table 3.2 provides the modelled annual mean NO₂ concentrations predicted at existing residential receptor locations in 2019. All eight discrete receptor locations are positioned within the boundary of the modelled study area. . None of these locations have predicted exceedences of the annual mean NO₂ objective, and they all have a concentration predicted to be below 10% of the AQS objective.

Figure 3.1 presents the modelled receptor locations alongside their predicted annual mean NO₂ concentrations. From this, it can be seen that all receptors have a predicted concentration of less than 36µg/m³. The maximum reported concentration out of these receptors is at receptor R4, with a predicted concentration of 34.5µg/m³. The nearest diffusion tube monitoring location to this is TH13/46/47, which reported an annual mean NO₂ concentration in 2019 of 35.9µg/m³. The model is under predicting concentrations at this location by 0.74%. When taking into account the level of uncertainty in the area, it is possible to confirm that there are no modelled results which exceed 36 µg/m³.

From the annual mean NO₂ concentration contour plots presented in

Figure 3.2, it can be seen that the extent of NO₂ emissions follow the modelled road sources with no receptors representative of relative exposure located in areas where the NO₂ AQS objective is exceeded.

Table 3.2 – The Square, Birchington, Summary of Modelled Receptor Results (NO₂)

Receptor ID	OS Grid X	OS Grid Y	Height (m)	In AQMA?	AQS objective (µg/m ³)	2019 Annual Mean NO ₂ (µg/m ³)	% of AQS objective
R1	629663	168330	1.5	Y	40	18.4	46.1
R2	630077	168884	1.5	Y	40	30.5	76.2
R3	630186	168980	1.5	Y	40	27.4	68.5
R4	630257	169036	1.5	Y	40	34.5	86.2
R5	630262	169012	1.5	Y	40	26.7	66.7
R6	630393	169090	1.5	Y	40	31.3	78.3
R7	630435	169116	1.5	Y	40	23.8	59.6
R8	630200	169117	4.0	Y	40	15.8	39.5

Figure 3.1 – The Square, Birchington, Modelled Receptor NO₂ Concentrations



Figure 3.2 – The Square, Birchington, Modelled NO₂ Concentration Isoleths



3.2 St Lawrence High Street

3.2.1 Monitoring Data

The St Lawrence High Street area has been identified as an area for detailed assessment as monitoring within the area has exceeded the annual average AQS within the past five years. Currently there are five diffusion tube monitoring locations, monitoring annual mean NO₂. Monitoring locations TH54/64/65 and TH70/71/2 both have co-located triplicate diffusion tubes instead of a singular tube at each location. The current diffusion tube monitoring results for the previous five years are detailed in Table 3.3.

Across the last three years (2019 – 2022), monitoring locations TH54/64/65, TH66, and TH86 have monitored annual average NO₂ concentrations well below the annual average NO₂ objective.

Diffusion tube location TH85 monitored an annual average NO₂ concentration of 41.8µg/m³ in 2018 which was in exceedence of the annual average NO₂ AQS objective during 2018. The following year in 2019, this reduced to an annual average concentration of 29.2µg/m³. There are no air quality specific measures outlined within Thanet District Council's annual status report or air quality action plan which are aimed specifically at this area to directly reduce NO₂ concentrations. Traffic emissions have been identified as the main NO₂ source in this area, however the traffic data in the area remains relatively similar between 2018 and 2019. It is unknown why there is such a significant decrease in NO₂ concentrations between 2018 and 2019, however it is noted that the decreasing trend continued during 2020 and 2021.

Triplicate diffusion tube location TH70/71/72 has reported annual average NO₂ concentrations within 10% of the AQS objective within the past 3 years. During 2019, an annual average NO₂ concentration of 37.6µg/m³ was monitored, this reduced to 30.7µg/m³ and 30.8µg/m³ in 2020 and 2021 respectively. Although the monitoring results during 2020 and 2021 are below the AQS objective, these should be treated with caution due to the COVID-19 pandemic.

Table 3.3 – Current NO₂ Monitoring Within St Lawrence High Street

Site	Site Type	OS Grid Ref X	OS Grid Ref Y	Distance to Relevant Exposure (m)	Height (m)	Annual Mean NO ₂ Concentration (µg/m ³)				
						2017	2018	2019	2020	2021
TH54/64/65	R	637134	165353	7	2.5	38.0	32.7	33.7	28.9	27.8
TH66	R	637111	165330	3	2.5	26.3	24.7	24.0	21.3	19.6
TH70/71/72	R	637091	165339	0	2.5	41.6	38.6	37.6	30.7	30.8
TH85	R	638026	165442	0	3.0	-	41.8	29.2	25.4	23.6
TH86	R	637747	165713	2	3.0	-	36.7	23.4	20.9	21.0

In **bold**, exceedence of the annual mean NO₂ AQS objective of 40µg/m³.
When **underlined**, NO₂ annual mean exceeds 60µg/m³, indicating a potential exceedence of the NO₂ 1-hour mean objective
R= Roadside

3.2.2 Modelled Receptors, Annual Mean NO₂

Table 3.4 provides the modelled annual mean NO₂ concentrations predicted at existing sensitive receptor locations of relative exposure in 2019, as well as sensitive receptors of nearby schools (Ellington Infant School). 23 discrete receptor locations are positioned within the study area, all of which are within the Thanet Urban AQMA. Three receptors predicted an exceedence of the annual mean NO₂ objective with the maximum predicted NO₂ concentration located at R19. Two areas were identified where the annual average NO₂ concentrations were predicted to be exceeded in 2019: the A255/B2014 roundabout and the A255 junction with A254 Margate Road. All other receptor locations are predicted to be well below the objective limit value.

Within the area of the A255/B2014 roundabout, modelled receptors R3 and R4 exceeded the annual average NO₂ objective, whilst modelled receptors R5 and R6 were within 10% of the annual average NO₂ objective. Receptor R3 is close to diffusion tube monitoring location TH70/71/72, but closer to the roundabout and

queueing traffic and therefore is likely to experience a higher annual average NO₂ concentrations due to its closer proximity to emission sources. Modelled receptors R4, R5 and R6 are all located along the B2014 which is north of existing monitoring locations. All monitoring locations within the area are only along the A255 High Street, therefore the predicted concentrations of NO₂ along the B2014 are not able to be verified if they reflect the real-time environment. Further diffusion tube monitoring within this area would assist in determining if the modelled worst-case scenario is representative.

The other area which predicted an exceedence of the annual average NO₂ AQS objective was at R19, located at the junction of the A255 with Margate Road. Receptors were included within the modelling to the north, east and west of this junction which predicted NO₂ concentrations below 90% of the annual average NO₂ AQS in 2019. This suggests that the affected area may be small, however due to the presence of residential receptors surrounding this junction further consideration is required. There is limited diffusion tube monitoring surrounding this junction, so it is recommended that further monitoring is undertaken surrounding this junction to ascertain the extent of any exceedences of the annual average NO₂ objective.

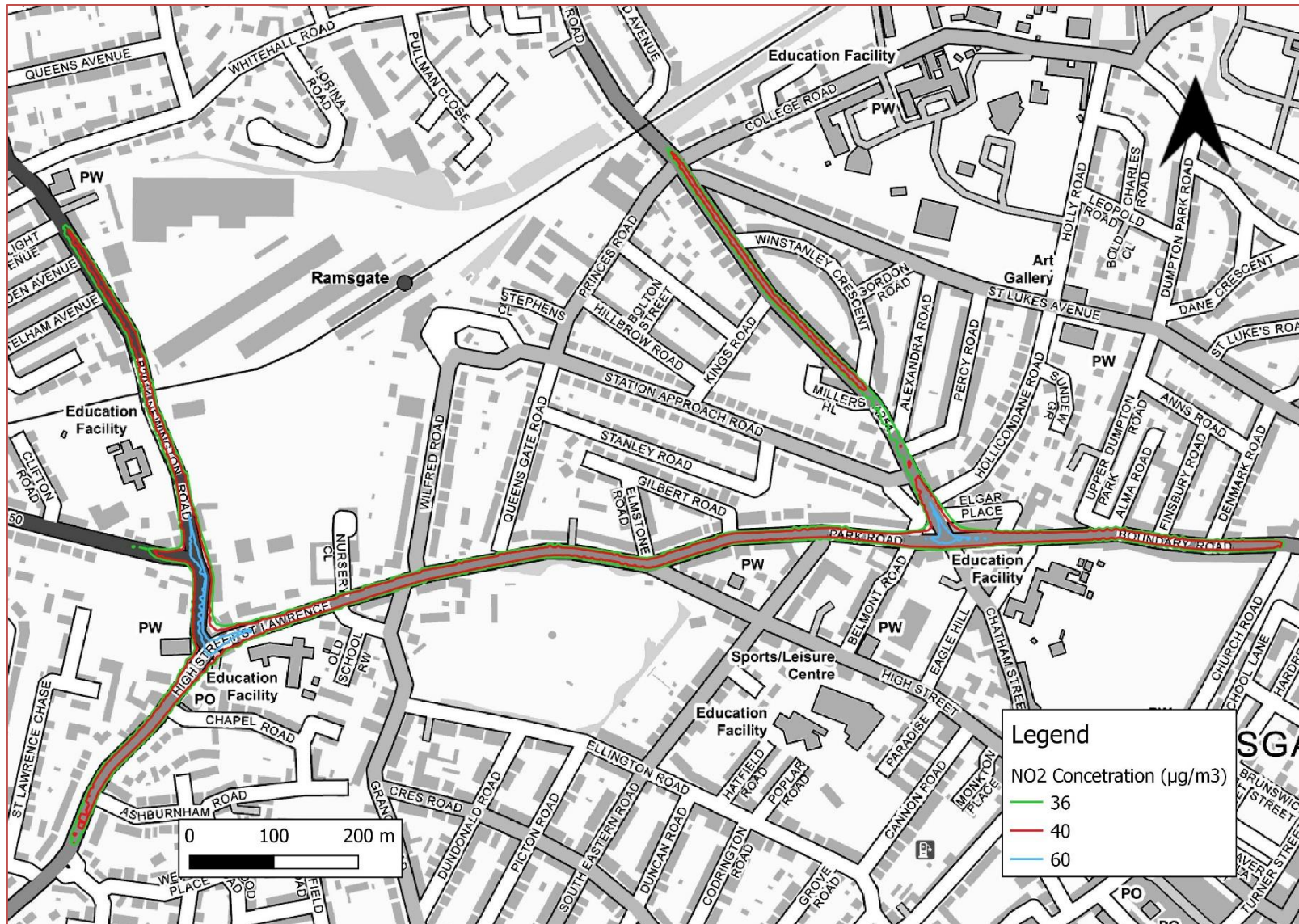
Figure 3.3 presents the modelled receptor locations alongside their predicted annual mean NO₂ concentrations.

From the annual mean NO₂ concentration contour plots presented in Figure 3.4, it can be seen that the extent of the predicted exceedences of the annual mean objective are constrained to the two identified areas surrounding the A255/B2014 roundabout and the A255 junction with Margate Road. The contour lines follow the geometry of the road and the gridded receptors have only been modelled at 1.5m heights from the modelled sources to best simulate human exposure.

Table 3.4 – St Lawrence High Street, Summary of Modelled Receptor Results (NO₂)

Receptor ID	OS Grid X	OS Grid Y	Height (m)	Inside AQMA?	AQS objective (µg/m ³)	2019 Annual Mean NO ₂ (µg/m ³)	% of AQS objective
R1	637134.0	165362.0	1.5	Y	40	29.1	72.9
R2	637117.0	165323.0	1.5	Y	40	28.3	70.8
R3	637089.6	165337.3	1.5	Y	40	47.9	119.8
R4	637070.6	165376.9	1.5	Y	40	40.4	101.1
R5	637055.2	165401.0	1.5	Y	40	38.2	95.5
R6	637038.0	165440.0	1.5	Y	40	37.4	93.6
R7	637005.0	165528.0	1.5	Y	40	20.1	50.1
R8	636939.0	165435.0	1.5	Y	40	19.2	48.0
R9	636995.0	165443.0	1.5	Y	40	28.3	70.9
R10	637013.0	165258.0	1.5	Y	40	31.8	79.4
R11	637063.0	165279.0	1.5	Y	40	26.6	66.4
R12	637204.0	165356.0	1.5	Y	40	26.8	67.1
R13	637250.4	165376.7	1.5	Y	40	34.7	86.9
R14	637263.0	165406.0	1.5	Y	40	24.5	61.3
R15	637488.0	165449.0	1.5	Y	40	26.4	65.9
R16	637623.0	165443.0	1.5	Y	40	27.2	68.1
R17	637719.4	165442.8	1.5	Y	40	28.0	70.1
R18	637885.8	165441.8	1.5	Y	40	34.2	85.5
R19	637943.8	165461.7	1.5	Y	40	56.8	141.9
R20	638026.0	165443.0	1.5	Y	40	31.2	78.1
R21	637875.0	165567.0	1.5	Y	40	28.3	70.7
R22	637749.0	165715.0	1.5	Y	40	26.2	65.4
R23	637716.0	165782.0	1.5	Y	40	28.3	70.8

Figure 3.4 – St Lawrence, High Street, Modelled NO₂ Concentration Isoleths



4 Conclusions and Recommendations

Following the completion of the analysis of both monitoring data and modelled concentrations across the assessed areas, a number of recommendations have been made in terms of the current designation and boundary of the Thanet Urban AQMA.

4.1 The Square, Birchington

The 'The Square, Birchington' study area of the Thanet Urban AQMA is currently designated for exceedences of the annual mean NO₂ AQS objective. The area contains one automatic monitoring location and four diffusion tube monitoring locations within the study area. In the most recently available years of monitoring (2018 – 2021) there have been no exceedences within the area. In addition, all monitored annual average NO₂ concentrations have been below 90% of the AQS (36 µg/m³) since 2019.

The detailed dispersion modelling of the study area indicated no exceedences of the AQS objective or any areas of relative exposure above 90% of the AQS objective. When accounting for model uncertainty, there were still no modelled receptors or locations of relative exposure in exceedence of 36µg/m³.

4.2 St Lawrence High Street

The 'St Lawrence, High Street' study area of the Thanet Urban AQMA is currently designated for exceedences of the annual mean NO₂ AQS objective. The study area contains five diffusion tube monitoring locations with data available at all locations for at least the last 4 years (2018 – 2021).

This area of the Thanet Urban AQMA is currently designated for exceedences of the annual mean. Diffusion tube monitoring within the area has indicated area-wide compliance with the annual average NO₂ AQS objective during the latest three years data is available (2019 – 2021). Triplicate diffusion tube location TH70/71/72 has reported annual average NO₂ concentrations within 10% of the AQS objective within the past 3 years. During 2019, an annual average NO₂ concentration of 37.6µg/m³ was monitored, this reduced to 30.7µg/m³ and 30.8µg/m³ in 2020 and 2021 respectively. Although the monitoring results during 2020 and 2021 are below the AQS objective, these should be treated with caution due to the COVID-19 pandemic.

The modelling results show that at relevant points of exposure, most sites have a predicted concentration well below the AQS objective, however three receptors (R3, R4 and R19) predicted a concentration in exceedence of this, with an additional two receptors (R5 and R6) predicted concentrations within 10% of the AQS objective. Two areas of concern were identified where exceedences of the AQS objective were predicted, the roundabout connecting the A255 and B2014, and the junction of the A255 with Margate Road.



Appendices



Appendix A – Traffic Data

Table A.1 – Traffic Data Inputs – The Square, Birchington

Source ID	Description	2019 Traffic Flow (AADT)	% Car	% LGV	% HGV	% Bus/Coach	% Motorcycle
L1*	A28 Canterbury Rd East	16765	78.58	17.37	1.93	1.34	0.79
L2*	A28 Canterbury Rd South	18896	79.46	16.97	1.83	0.85	0.88
L3*	The Square	8853	82.32	14.94	1.05	0.98	0.71
L4	B2050 Park Lane	5873	86.14	12.77	0.58	0.09	0.43
Notes: * = Factor of 1.1370 applied to estimate 24hr AADT							

Table A.2 – Traffic Data Inputs – St Lawrence High Street

Source ID	Description	2019 Traffic Flow (AADT)	% Car	% LGV	% HGV	% Bus/Coach	% Motorcycle
L1*	B2014 Newington Road	15712	82.24	14.88	1.18	0.61	1.08
L2*	A255 High Street	16565	82.24	14.94	1.35	0.52	0.94
L3*	A255 High Street (SW)	15596	80.01	17.03	2.01	0.10	0.84
L4	B2050 Manston Rd	9544	85.41	12.38	0.75	0.36	1.09
L5	A254 Margate Rd	13996	86.27	10.67	0.48	1.49	1.09
Notes: * = Factor of 1.0857 applied to estimate 24hr AADT							



Appendix B – Verification

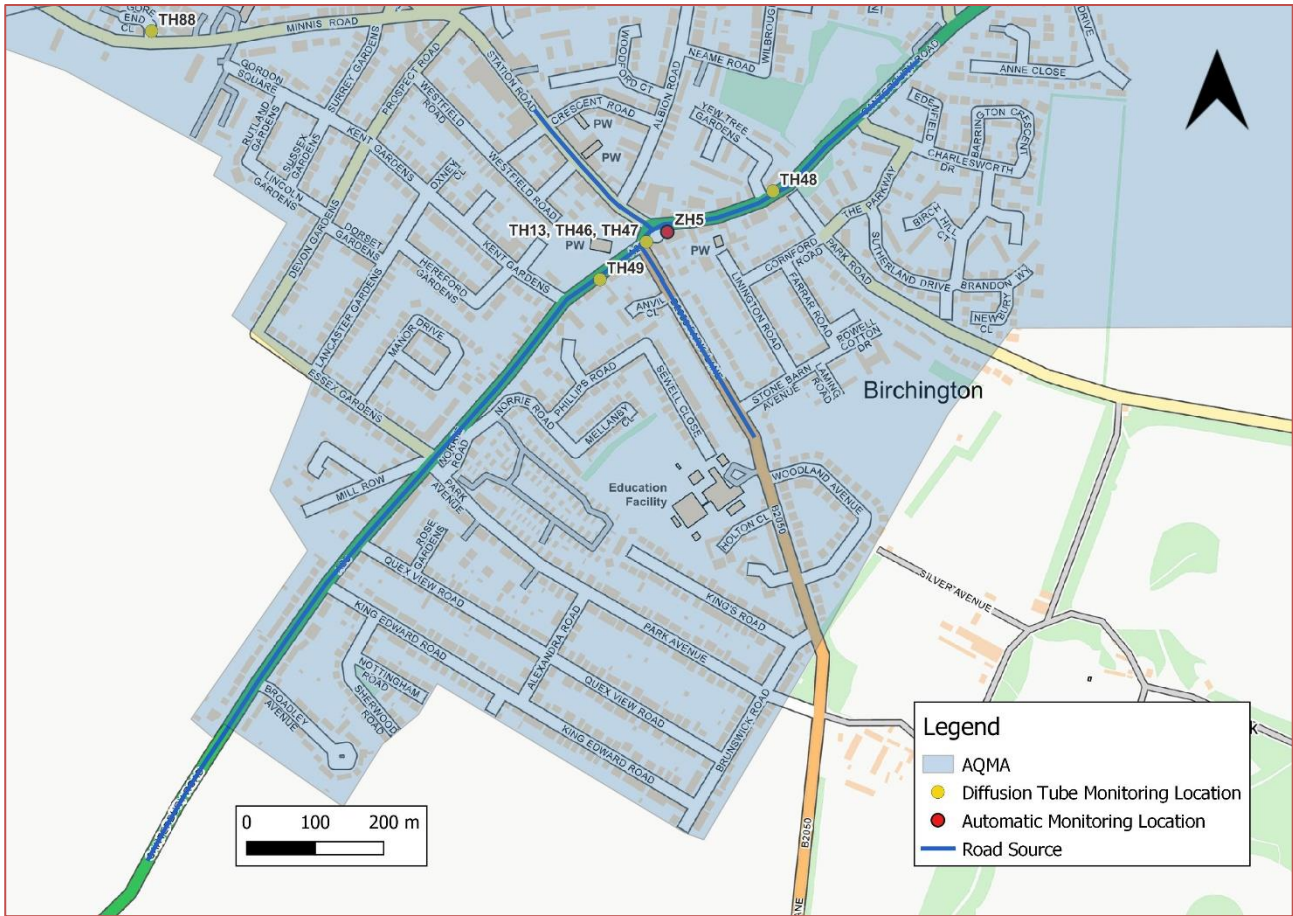
Table B.1 – Details of All Passive NO₂ Monitoring Locations within Thanet District Council

Site ID	X Coordinate	Y Coordinate	Site Type	Height (m)
TH05	639020	167982	Kerbside	2.5
TH10	635539	169840	Kerbside	2.5
TH13/46/47	630254	169037	Kerbside	2.5
TH16	630254	169037	Urban Background	2.5
TH26	630254	169037	Kerbside	2.5
TH27	634445	164416	Urban Background	2.5
TH31	638492	165410	Urban Background	2.5
TH32	639097	165971	Urban Background	2.5
TH33	634662	166026	Urban Background	2.5
TH34	632994	166428	Roadside	2.5
TH36	631161	165486	Kerbside	2.5
TH37	636570	167894	Suburban	2.5
TH48	636405	168227	Kerbside	2.0
TH49	635932	165333	Roadside	2.5
TH51/52/53	630438	169111	Roadside	2.5
TH54/64/65	630186	168983	Roadside	2.5
TH55	638472	165432	Roadside	2.0
TH59	638472	165432	Kerbside	2.5
TH66	638472	165432	Roadside	2.5
TH67/68/69	637135	165354	Kerbside	2.5
TH70/71/72	637135	165354	Roadside	2.5
TH76	637135	165354	Roadside	2.0
TH77	636815	167297	Kerbside	1.5
TH78	638220	168614	Roadside	2.0
TH79	637112	165331	Roadside	2.5
TH81	638536	165465	Roadside	2.5
TH82	638536	165465	Roadside	2.5
TH83	638536	165465	Roadside	2.5
TH84	637092	165340	Kerbside	3.0
TH85	637092	165340	Roadside	3.0
TH86	637092	165340	Roadside	3.0
TH88	634752	170679	Kerbside	2.5
TH89	630972	164708	Kerbside	2.5
TH90	636014	167851	Roadside	2.5
TH87	625641	165002	Roadside	2.5

The Square, Birchington Verification

The 'The Square' verification factor includes diffusion tubes TH13/46/47, TH48, TH49 and ZH5, as these were all located within the study area and likely to be more representative of the pollutant emissions here. These are presented, alongside the verification domain, in Figure B.1. The results of this initial study area verification is presented in Table B.2, and it can be seen that TH49 is overpredicting, whilst the other monitoring locations are under predicting. The over prediction at location TH49 was due to the diffusion tube location distance to the road being incorrect in the ASR. All tubes were modified to the correct distance from the road source for further verification.

Figure B.1 – The Square Verification Domain and Diffusion Tubes used for Verification



The results of the final ‘The Square’ verification factor is presented in Table B.3 and Figure B.3. Although TH13/46/47, TH48 and ZH5 are still under predicting and TH49 is over-predicting they are within the $\pm 25\%$ acceptance level. Alongside this, the RMSE for this verification is $2.1\mu\text{g}/\text{m}^3$, and the R^2 value is 1, indicating that this finalised verification is performing accurately. It is important to note that the R^2 value is influenced by the number of data points used to produce a line, and in this case, there are only 4. The verification factor used for any receptors located within the ‘The Square’ study area is 4.167.

Table B.2 – Initial The Square Model Outputs

Site ID	Background NO ₂ ($\mu\text{g}/\text{m}^3$)	Modelled total NO ₂ ($\mu\text{g}/\text{m}^3$)	Modelled total NO ₂ ($\mu\text{g}/\text{m}^3$)	% Difference (modelled NO ₂ vs. monitored NO ₂)
TH13/46/47	9.6	35.9	16.2	-54.8
TH48	9.6	29.9	14.6	-51.2
TH49	9.5	19.5	13.0	-33.5
ZH5	9.6	29.3	14.4	-51.0

Figure B.2 – Initial The Square Monitored NO₂ Concentrations vs. Modelled NO₂

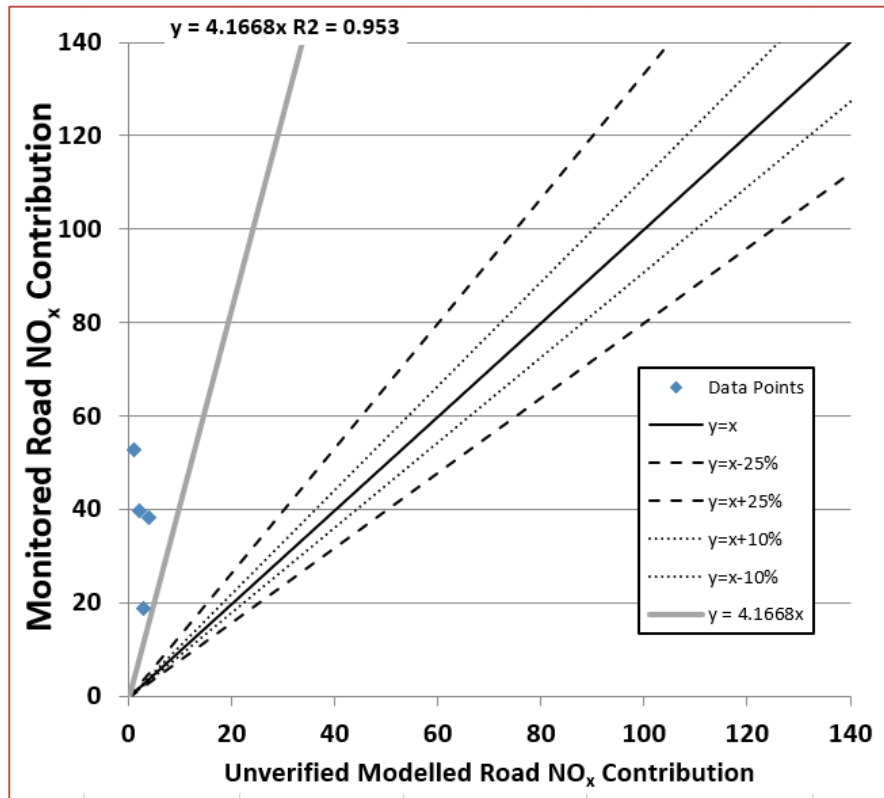
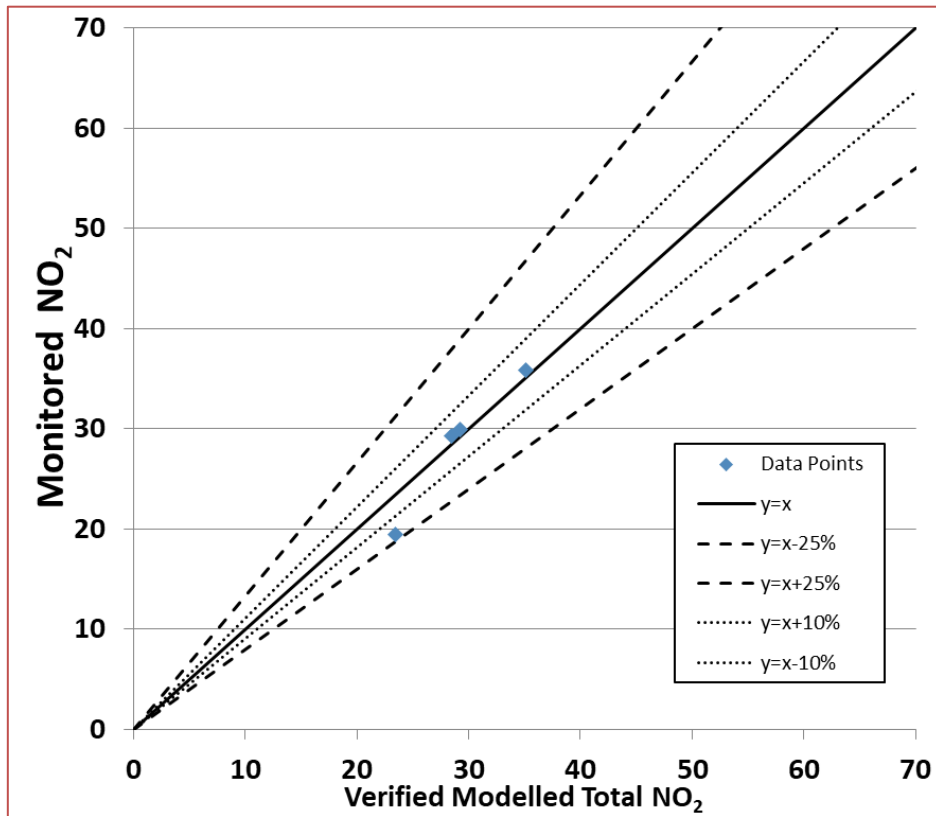


Table B.3 – Final The Square Verification

Site ID	Ratio of monitored road contribution NO _x / modelled road contribution NO _x	Adjustment factor for modelled road contribution NO _x	Adjusted modelled road contribution NO _x (µg/m ³)	Adjusted modelled total NO _x (including background NO _x) (µg/m ³)	Modelled total NO ₂ (based upon empirical NO _x / NO ₂ relationship) (µg/m ³)	Monitored total NO ₂ (µg/m ³)	% Difference (adjusted modelled NO ₂ vs. monitored NO ₂)
TH13/46/47	4.30	4.167	51.25	63.82	35.16	35.90	-0.74
TH48	4.32		38.35	50.92	29.24	29.90	-0.66
TH49	2.94		26.54	38.96	23.44	19.50	3.94
ZH5	4.38		36.62	49.19	28.43	29.30	-0.87



Figure B.3 – Final The Square Adjusted Verification Monitored NO₂ Concentrations vs. Verified Modelled NO₂

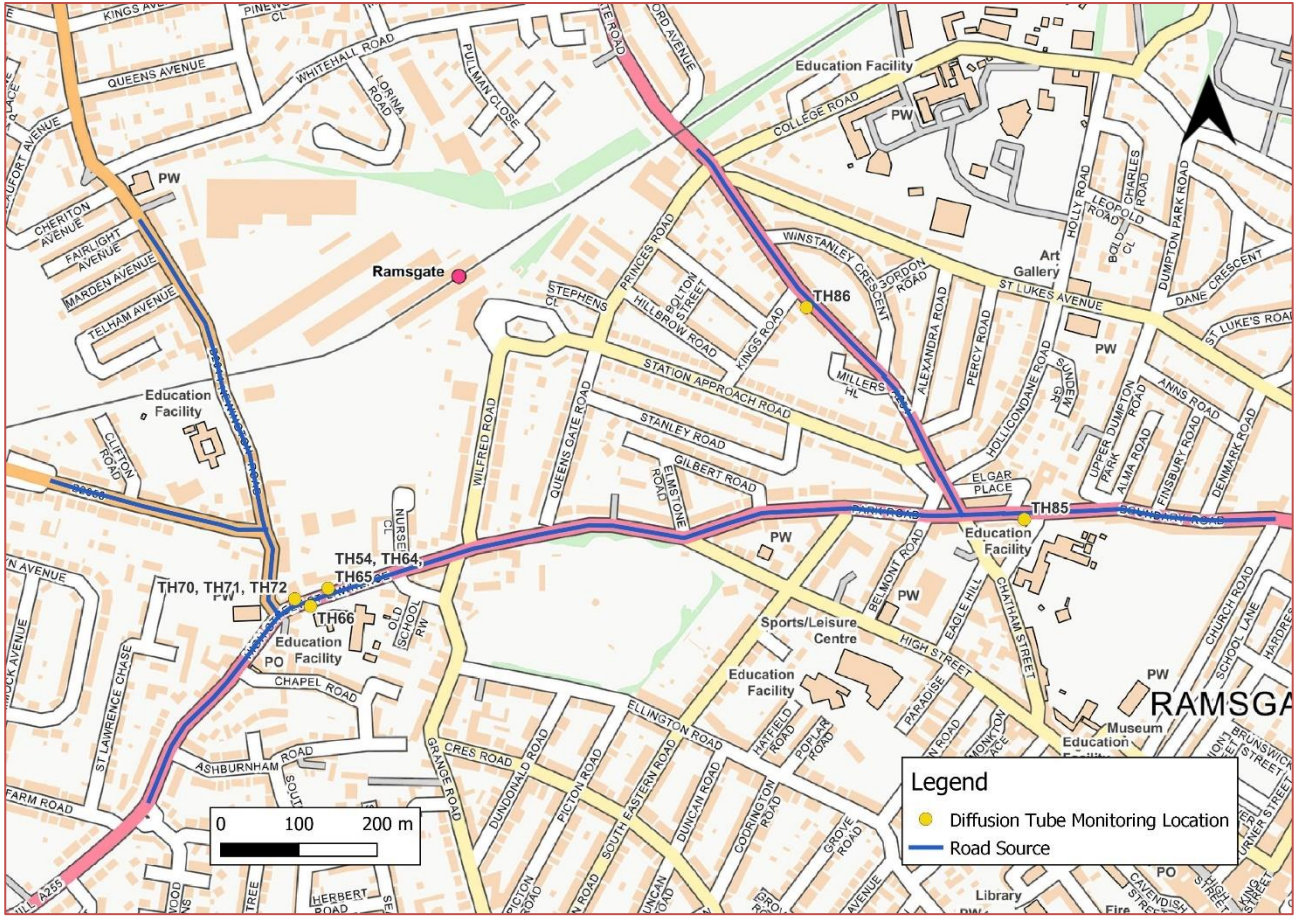


St Lawrence High Street Verification

Using the monitoring sites located within the St Lawrence High Street study area, an initial verification was carried out. Diffusion tubes TH54/64/65, TH66, TH70/71/72, TH85 and TH86 were utilised within the verification exercise. The verification domain and monitoring site locations can be seen in Figure B.4. The results of this are shown in Table B.4. Although all modelled diffusions tubes were within 10% of the monitored concentrations, adjustments to correct the distances of the monitoring locations to the modelled road sources was undertaken. Diffusion tube TH66 was located at a bus stop and parking bay outside a school and therefore was omitted from the verification process. Diffusion tube TH85 was under predicting and is located close to a junction susceptible to queueing traffic and a parking area on the road it is located on, therefore TH85 was also omitted from the verification process.



Figure B.4 – St Lawrence High Street Verification Domain and Diffusion Tubes used for Verification



The final verification for the St Lawrence High Street area is presented in Table B.5 and



Figure B.6. Although two monitoring locations are under predicting, and one is over predicting, no further adjustments could be carried out to the model in this area to improve on the 1% margins. This verification has an RMSE of 1.1µg/m³, and an R² value of 1. The verification factor is 6.574, and has been used for all receptors located in the St Lawrence High Street study area.

Table B.4 – Initial St Lawrence High Street Area Model Outputs

Site ID	Background NO ₂ (µg/m ³)	Modelled total NO ₂ (µg/m ³)	Modelled total NO ₂ (µg/m ³)	% Difference (modelled NO ₂ vs. monitored NO ₂)
TH54/64/65	11.3	33.7	14.8	-56.1
TH70/71/72	11.3	37.6	15.9	-57.7
TH86	11.3	23.4	13.0	-44.4

Figure B.5 – Initial St Lawrence High Street Monitored NO₂ Concentrations vs. Modelled NO₂

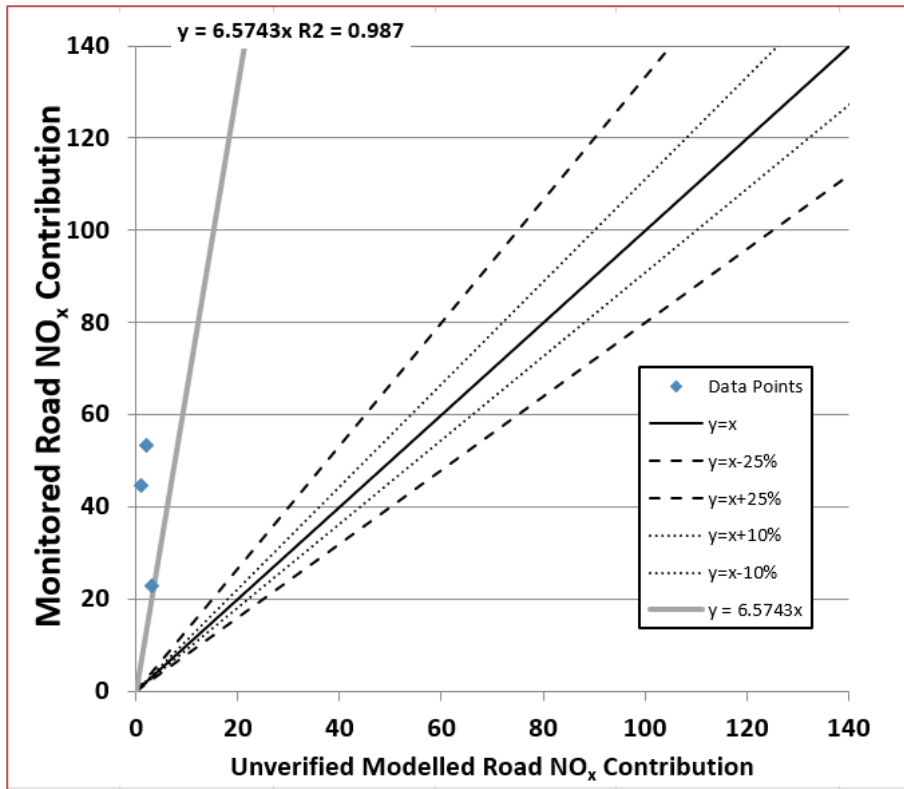
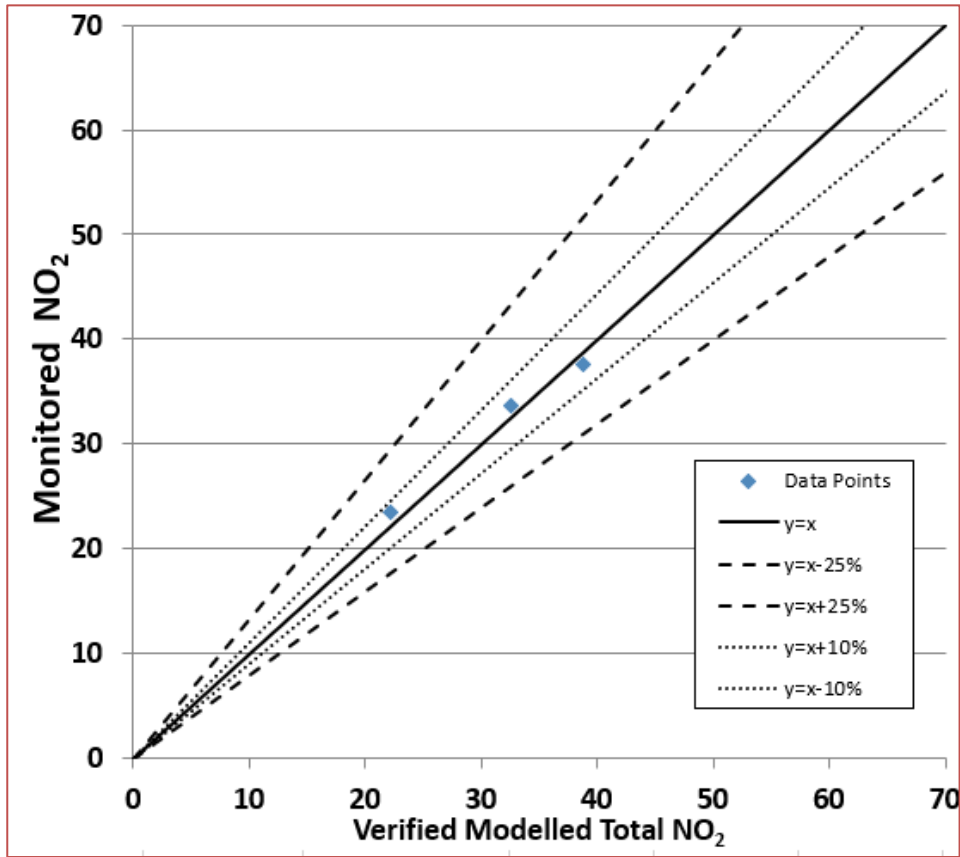


Table B.5 – Final St Lawrence High Street Area Verification

Site ID	Ratio of monitored road contribution NO _x / modelled road contribution NO _x	Adjustment factor for modelled road contribution NO _x	Adjusted modelled road contribution NO _x (µg/m ³)	Adjusted modelled total NO _x (including background NO _x) (µg/m ³)	Modelled total NO ₂ (based upon empirical NO _x / NO ₂ relationship) (µg/m ³)	Monitored total NO ₂ (µg/m ³)	% Difference (adjusted modelled NO ₂ vs. monitored NO ₂)
TH54/64/65	6.94	6.574	42.22	57.27	32.62	33.70	-1.08
TH70/71/72	6.26		55.95	71.00	38.75	37.60	1.15
TH86	7.30		20.73	35.79	22.25	23.40	-1.15



Figure B.6 – Final St Lawrence High Street Area Adjusted Verification Monitored NO₂ Concentrations vs. Verified Modelled NO₂





Appendix C – Background Concentrations

Table C.1 – Background Concentrations in Thanet

Grid Square (X, Y)	NO ₂	NO _x	PM ₁₀
637500, 165500	11.3	15.1	15.6
636500, 165500	10.9	14.4	15.3
638500, 165500	11.8	15.8	15.7
629500, 168500	8.9	11.6	15.4
630500, 168500	9.5	12.4	15.0
630500, 169500	9.6	12.6	14.5

Background locations have been taken from the Defra Background Mapping resource for Thanet District Council.

Agenda Item 6

Annex 2

Timestamp	What is your connection to the existing AQMA?	Please include your address and postcode	1) To what extent do you agree with the proposed new minimum boundary for the AQMA?	2) Do you feel that the boundary, shown here, should be extended to include other properties or roads?	3) If yes, please tell us which properties or roads should be included.	4) Please give reasons for your answers to question three.	5) Thanet District Council, in partnership with Kent county Council Highways and other stakeholders, will be putting together an action plan to reduce pollution in this area. Are there any measures you would like to see included?
06/03/2023 16:59:16	Resident	Chapel Road CT110BW	Strongly agree	Yes	Surrounding roads	Air pollution moves with the wind	Congestion charge, update taxi private hire vehicle licencing conditions to ban 20 year old diesel vehicles with no emission reduction systems fitted
07/03/2023 15:00:58	Resident	Chapel road CT11 OBS	Strongly agree	No			Reduce traffic by removing access to newton road from roundabout add a slip road at top of mansion road to allow better flow of traffic or no access for passing through
07/03/2023 16:35:34	Resident	High Street St Lawrence , Ramsgate CT11 0QG	Neither agree nor disagree	No			reduction of commuter traffic along St Lawrence high street , but leave allowance for residents
07/03/2023 17:49:03	Resident	High Street St Lawrence Ramsgate CT11 0QR	Disagree	No			No Airport which will increase air pollution substantially, you will be held to account.
08/03/2023 11:01:45	Resident	High Street, St Lawrence, CT11 0QH	Agree	No			Stop lorries and the most polluting vehicles from using this route; if your business requires such vehicles it should be out of town and this should not be used as a through route. Install proper, safe cycle lanes. Keep the £2 cap on bus fares permanently.
08/03/2023 14:05:01	Neighbouring Authority		Strongly agree	No			Increase in electric vehicle infrastructure to encourage uptake of electric cars
08/03/2023 15:57:02	Resident	High Street, St Lawrence, CT110QR	Strongly agree	No			To include alternative routes or road improvements for traffic along the route through St Lawrence High Street. This area is already very congested during morning and evening rush hours and is likely to be impacted even more in the very near future by the new building taking place along Manston Road and Haine Road which result in even more traffic seeking alternative routes into and out of Ramsgate. This building work appears to have been given the go ahead with no consideration given to road improvements or the added strain on existing infrastructure.
09/03/2023 15:39:13	Resident	Nursery close Ct117qt	Strongly agree	No			Stop parents parking in and around schools especially leaving there engines running
10/03/2023 18:18:29	Resident	Belmont road ramsgate	Agree	No			make the problem areas one way and redirect traffic away from bottle neck areas, such as boundry road traffic lights and make park road one way (away from ramsgate) and station road for opposit direct towards margate. make chatham street one way and use high street the opposit, restrict access of vechiels over 7.5 ton to certain times of the day for delivery to restaurants and school
12/03/2023 10:34:42	Resident	Southwood gdns, Ct110bq	Strongly agree	Yes	The whole of ST lawrence	1) heavy traffic flow from canterbury rd east right down the high street to the roundabout and beyond. 2) we now have more shops and businesses in this small area attracting more traffic. 3) We have had a lot of buses and heavy goods vehicles using the route above due to problems with different local roads constantly being closed for roadworks, plus we have the tunnel to the harbour with heavy goods vehicles using it very close by. 4) if the airport reopens it will likely make emissions far worse.	Less traffic in the area.
15/03/2023 16:34:11	Resident	CT11 7NR	Strongly agree	Yes	All Roads with in The Ramsgate Town area should be included	The Area around Shah Place, Chatham Street, Boundary Road, has been heavily developed Bread Factory for Residential ASDA , NEW ALDI and the redevelopment of the old ALDI store these attracts cars as well as large commercial supply vehicles with what seems no consideration of the current road infrastructure. We cannot open any windows in 98 AND 100 Boundary Road the current Road and Traffic Light Systems stops all Traffic out side these premises (Day and Night) 100 Boundary Road taking in heavy traffic fumes if you have the windows open. Most of the residential housing was built in 1910 when limited Road traffic was about.	Adjustment and movement of the Traffic light system around Shah Place to stop traffic stopping so close out side of residential housing that have narrow pedestrian pavements along with limiting the size and weight restriction timings of commercial vehicle's entering the area .
16/03/2023 12:33:35	Resident	Hollicondane Rd Ramsgate CT117PJ	Strongly agree	No			One Way traffic Chatham St widen pavement at Chatham St, move traffic ligts back further, re route heavy vehicles, more parking enforcement for vehicles that park on pavements adjacent to double yellow lines
31/03/2023 14:29:07	Resident	High Street, St. Lawrence CT11 0QH	Agree	No			Clearly a reduction in traffic is required and is difficult to make happen without it becoming impracticable e.g. low emission zones etc. The recent cap on single bus journeys would help reduce traffic so hopefully they will be extended or remain permanent.

Agenda Item 6

Annex 2

Timestamp	What is your connection to the existing AQMA?	Please include your address and postcode	1) To what extent do you agree with the proposed new minimum boundary for the AQMA?	2) Do you feel that the boundary, shown here, should be extended to include other properties or roads?	3) If yes, please tell us which properties or roads should be included.	4) Please give reasons for your answers to question three.	5) Thanet District Council, in partnership with Kent county Council Highways and other stakeholders, will be putting together an action plan to reduce pollution in this area. Are there any measures you would like to see included?
01/04/2023 17:00:39	Resident	Kentmere Avenue Ramsgate CT11 0QF	Disagree	Yes	TDC state there are 43 Air testing stations across Thanet. The proposals suggest restricting these to cover a very small area of St Lawrence. The proposal appear to ignore the prospect of Manston Airport reopening as a freight hub with many more planes which would cause a major impact on air quality. The attached reports mention only two testing sites at Birchington and St Lawrence. It is desirable, if not legally necessary, to monitor Air Quality throughout the council area. With many more houses being built and with the likelihood of many more vehicles using our roads TDC need to be able to monitor changes to air quality over the full area they are responsible for.	Thanet District Council published a Net Zero Strategy document in Autumn 2022. While most relates to council action on their responsibilities within their own remit it includes a pledge to include all emissions. Without measuring emissions across the whole area this commitment cannot be fulfilled. The updated pledge includes the term 'net zero' to make it a stronger pledge and clarify that our 2030 pledge is for emissions we have direct control over. It adds a new sentence which addresses emissions that we only have partial control over e.g. consumption. Emissions from projects, procurement and social housing have been included here to ensure all emissions are addressed.	There are Air Quality Testing Stations throughout the Thanet area. It appears many are not being monitored. Without the data on air quality being measured they cannot respond to increases in pollution should they take place. This lack of oversight may render the council open to charges of negligence should deaths occur traceable to air pollution. The combined effects of ambient air pollution and household air pollution are associated with 6.7 million premature deaths annually. Household air pollution exposure leads to noncommunicable diseases including stroke, ischaemic heart disease, chronic obstructive pulmonary disease (COPD) and lung cancer.
01/04/2023 17:17:21	Resident	Thirmer Avenue CT11 0PH	Strongly disagree	Yes	I think from Canterbury Road East all the way to end of Boundary Road	From Lord of the Manor roundabout there are various times when queues form therefore pollution will be quite high	
01/04/2023 17:31:03	Resident	Pegwell Road, Ramsgate CT11 0jb	Neither agree nor disagree	Yes	The whole of the Westwood cross area especially near to St George's Primary School.	I pick up my grandsons from St George's primary a few times a week, accompanied by our 2 year old granddaughter. There is heavy traffic every day with car fumes polluting the area. This is unacceptable for our children to be exposed to such high levels and there should be an immediate solution to this problem. Our grandson is asthmatic as I am and only aggravates the problem. There are cars parked on yellow lines outside the school with their engines running.	Pedestrian routes around the St George's primary school, better parking for parents, better and safer crossings, wheelchair and pram access around Westwood cross in general, better traffic management of Haine road, which is always blocked around 4.30-5.00pm every day. It is only going to get worse with the new build houses currently in progress.
01/04/2023 19:54:36	Resident	Grange road CT11 9PX	Strongly disagree	Yes	Grange road CT11	It is a very busy main road with lots of traffic	Place an air quality monitor here, in Grange rd if there isn't one already, also continue to monitor all of the 43 air quality monitors that are already in situ. Do not restrict monitoring in Ramsgate to just from St Lawrence to Shah place.
03/04/2023 08:49:36	Regular visitor, resident elsewhere in Thanet.		Strongly disagree	Yes	I don't have the data to answer this question	Reducing the area in this way is contrary to established best-practice in other UK urban areas. Negative effects on resident's health and well being will be experienced over a much larger area, and any effective solutions will involve changes impacting a much larger area. These issues will not be resolved by larger numbers of more efficient or electric vehicles. All effective solutions involve large increases in use of public transport, walking and cycling.	Improved public transport. Infrastructure to encourage walking and cycling.
10/04/2023 15:08:35	Resident	Park Road, CT11 9TL	Strongly agree	No			Possible restrictions on times that the lorries can use these residential streets. The traffic lights cause such a traffic queue along Park Road/High Street so a review of the light timings for improved traffic flow
12/04/2023 15:33:00	Ward Councillor		Strongly agree	Yes	All of Thanet should be included	Given the poor health outcomes in Thanet clean air for all is a key priority for all	20mph zones, better site monitoring of all industrial sites including the port as well as greater pedestrianisation of our town centres.
12/04/2023 16:34:47	Resident	Effingham Street Ramsgate CT11 9AT	Strongly agree	Yes	All local Town centres.	Largest footprint = largest risk	
12/04/2023 17:13:38	Resident	Langmead Park Rd CT11 7QH	Neither agree nor disagree	No			I don't really understand this survey. Any measures to reduce pollution...
12/04/2023 17:56:02	Resident	Y9 ct11 9ta	Disagree	Yes	All ramsgate eso Ellington Road by park	Everyone needs to breathe	20 miles an hour. cycle lanes. No cargo hub at manston
12/04/2023 19:48:54	Live in Thanet		Strongly disagree	Yes	The whole of Thanet	We need a thorough survey	To look at the whole of Thanet
12/04/2023 19:56:31	Resident	Chandos Square Broadstairs CT10 1QW	Strongly agree	No			No burning of waste or rubbish before 18.30
13/04/2023 07:33:54	Resident	Elms Avenue Ramsgate CT11 9	Neither agree nor disagree	Yes	All roads in Thanet	Why exclude? Air quality is key.	Commitment to government climate goals and commitment to no cargo hub on our doorstep.
13/04/2023 15:46:41	Resident	Thirmer Avenue CT11 0PH	Agree	Yes	I think it should be Thanet Wide	Only doing part is a good start but I feel it should be the whole of Thanet	Regular readings being taken of all monitors and the results available to view

Environment Act 1995 Part IV Section 83(2)(b)

THANET DISTRICT COUNCIL

REVOCATION OF URBAN WIDE AIR QUALITY MANAGEMENT AREA ORDER 2023

Thanet District Council ('the Council') of Cecil Street, Margate, Kent CT9 1XZ
in exercise of the powers conferred upon it by Section 83(1) of the Environment Act
1995, hereby makes the following Order.

1. This Order shall revoke the area known as the Thanet Urban Wide AQMA designated
by Order on 17th November 2011 for likely breach of the annual mean nitrogen dioxide
national objective level of 40µg/m³ at relevant receptors. The air quality management
area to be revoked is found attached below.

2. The Order shall come into force on25th June 2023.....

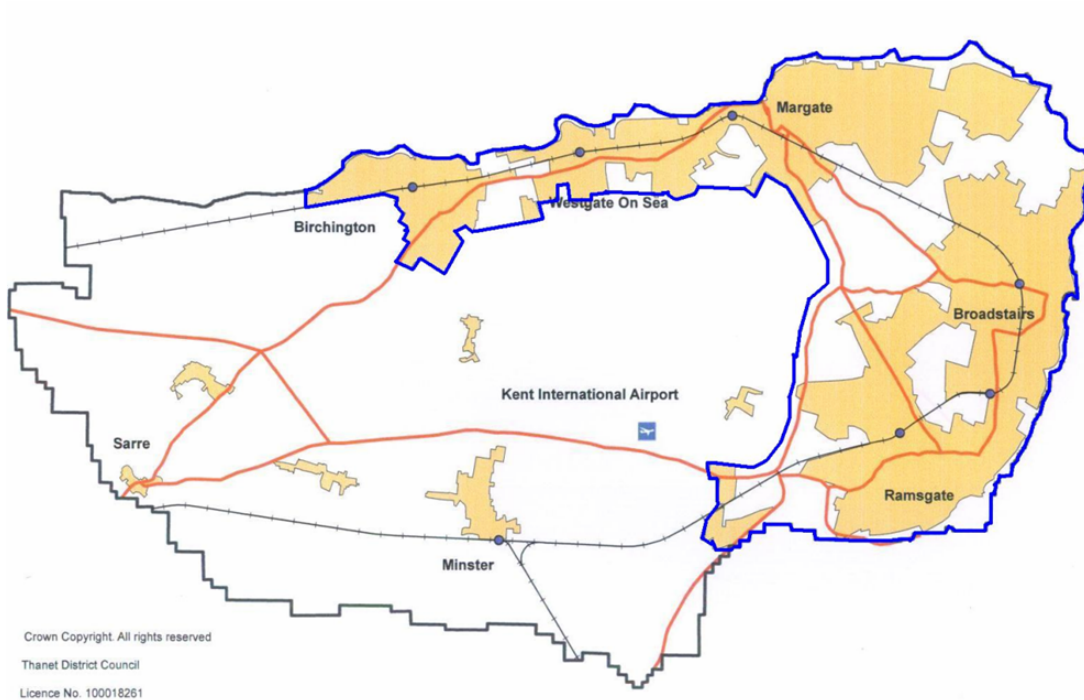
Dated

**The Common Seal
of Thanet District Council
was hereunto affixed
In the presence of :**

Member

Solicitor

Thanet Urban Air Quality Management Area



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Environment Act 1995 Part IV Section 83(1)

THANET DISTRICT COUNCIL

**AIR QUALITY MANAGEMENT AREA (HIGH STREET, ST LAWRENCE TO SHAH
PLACE RAMSGATE) ORDER 2023**

Thanet District Council ('the Council') of Cecil Street, Margate, Kent CT9 1XZ
in exercise of the powers conferred upon it by Section 83(1) of the Environment Act
1995, hereby makes the following Order.

1. This Order may be cited as the Thanet District Council Air Quality Management Area (St Lawrence) Order 2023 and shall come into effect on 25th June 2023
2. The area shown on the attached map and edged in blue is to be designated as an air quality management area (the 'designated area'). The designated area incorporates all 648 properties within the designated area. This area is designated in relation to a likely breach of the nitrogen dioxide (annual mean) objective as specified in the Air Quality regulations as specified in the Air Quality Regulations (England) 2000 (as amended). The Order and map can be viewed on the Councils web site at www.thanet.gov.uk/airquality
3. This Order shall remain in force until it is varied or revoked by a subsequent order.

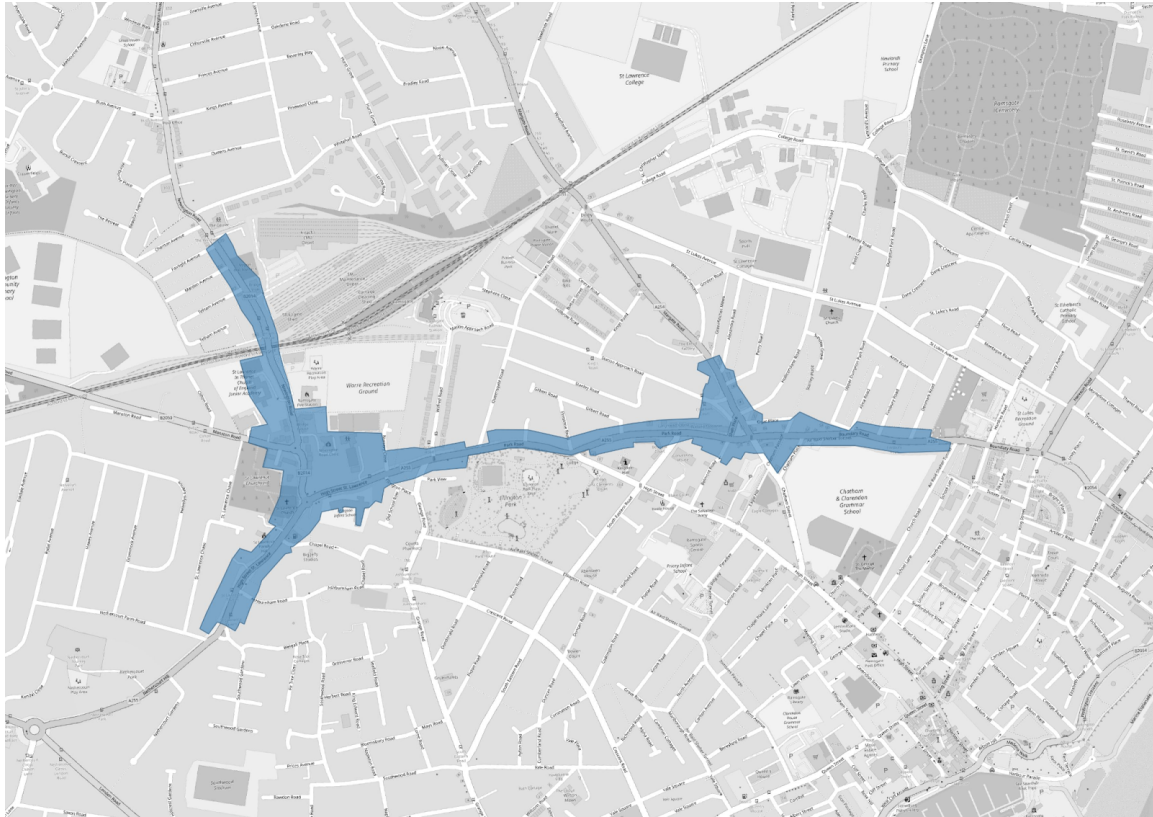
Dated

**The Common Seal
of Thanet District Council
was hereunto affixed
In the presence of :**

Member

Solicitor

Air Quality Management Area: St Lawrence, Ramsgate



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Building Safety Act 2022

Cabinet	15 June 2023
Report Author	Sally O’Sullivan, Tenant and Leaseholder Services Manager
Portfolio Holder	Cllr Whitehead, Deputy Leader and Cabinet Member for Housing
Status	For Decision
Classification:	Unrestricted
Key Decision	Yes
Reasons for Key	An executive decision that affects roles & responsibilities for officers of the council under new building safety legislation and the approval of the fire risk assessment policy, to be adopted and published by the council’s Tenant and Leaseholder Service.
Previously Considered by	OSP - 30 May 2023
Ward:	Eastcliff Ward, Central Harbour, Newington, Dane Valley

Executive Summary:

The report seeks the authority for the council to delegate new building safety responsibilities as set out in the Building Safety Act 2022 and to adopt a revised fire risk assessment policy that has been affected by the Building Safety Act 2022.

Recommendation(s):

Cabinet is asked to:

1. Approve the recommendation to name Thanet District Council as the Accountable person, as described in the Building Safety Act 2022
2. Approve the recommendation to name the Director of Place as the Principal Accountable Person, as described in the Building Safety Act 2022
3. Approve the adoption of the revised fire risk assessment policy
4. Delegate authority to the Director of Place to approve future minor amendments required to the 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 Juditt 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 Options

5.1 Cabinet is asked to review the building safety report annexed to this report and agree who should fulfil the roles of the AP and PAP. The following is recommended:

- 1) The Accountable Person is Thanet District Council.
- 2) The named Principal Accountable Person is the Director of Place.

5.2 The PAP will delegate their responsibility through the Tenant and Leaseholder Services Manager and the Building Safety and Compliance Manager

5.3 Cabinet is asked to review the fire risk assessment policy annexed to this report and has the following options:

1. Agree the policy as recommended.
2. Amend the document. This option is not recommended as it has been revised by the Tenant and Leaseholder and Services manager and the Building Safety and Compliance manager to ensure compliance with the new legislation.

5.4 Cabinet is asked to delegate authority to the Director of Place to approve future minor amendments required to the fire risk assessment policy.

5.5 This report has also been considered by the council's Overview and Scrutiny Committee at its meeting on 30 May 2023 and any significant observations made by the committee will be shared with members of the cabinet prior to the decision.

6.0 Next Steps

6.1 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.

6.2 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.

6.3 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:

**THANET DISTRICT COUNCIL
RECORD OF DECISION OF CABINET / INDIVIDUAL CABINET
MEMBER**

(Delete the inapplicable)

Name of Cabinet Member:

Relevant Portfolio:

Date of Decision:

Subject:

Key Decision: Yes/No

In the Forward Plan: Yes/No

Brief summary of matter:

(Enter text here)

Decision made:

(Enter text here)

Reasons for decision:

(Enter text here)

Alternatives considered and why rejected:

(Enter text here)

Details of any conflict of interest declared by any executive Member who has been consulted and of any dispensation granted by the Standards Committee:

(Enter text here)

Author and date of officer report:

(Enter text here)

Background papers:

(Enter text here)

Statement if decision is an urgent one and therefore not subject to call-in:

(Enter text here)

Signature:

(Only needed if an individual Cabinet Member Decision - Delete when completing template)

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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

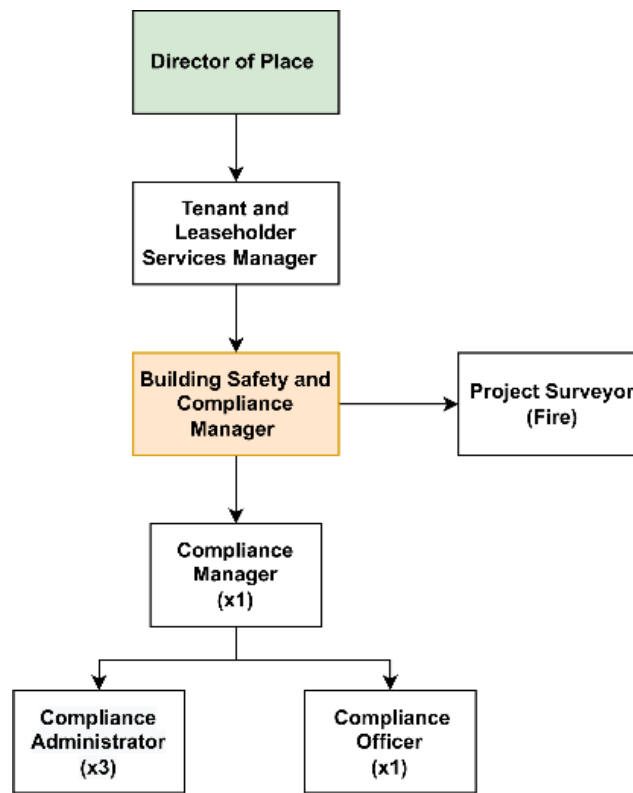


No of floors: 15
No of units: 89
EWI: Yes
FRA Risk Rating:
Moderate

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 7

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>

<p>Information boxes</p>	<p>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</p>	<p>In progress</p>	<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>
<p>Fire fighting equipment</p>	<p>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</p>	<p>Complete</p>	<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
<p>External Wall systems (EWS)</p>	<p>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</p>	<p>Complete</p>	<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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Local Authority Housing Fund

Cabinet	15 June 2023
Report Author	Ashley Jackson, Housing Strategy and Projects Manager
Portfolio Holder	Cllr Helen Whitehead, Deputy Leader and Cabinet Member for Housing
Status	For Decision
Classification:	Unrestricted
Key Decision	Yes
Reasons for Key	Acquisition or disposal of land or property with a value of £750,000 or above
Ward:	All wards

Executive Summary:

The Government allocated £1.19m of Local Authority Housing Fund (LAHF) grant to Thanet. The funding is to facilitate the purchase of nine properties to temporarily accommodate Ukrainian and Afghan refugees.

A Memorandum of Understanding was returned to the Department for Levelling Up, Housing and Communities (DLUHC) in March 2023 which registered the council's interest in the scheme. In order to utilise the grant it will be necessary to match fund the acquisitions with £1.996m of additional borrowing within the HRA capital programme. The properties must be purchased by 30th November 2023.

Recommendation(s):

Cabinet is being asked to:

1. Recommend to the full council that the £1.119m of grant and £1,996m HRA match funding is included in the HRA capital programme;
2. Agree to receive a further report to approve the expenditure and the acquisition of 9 homes.

Corporate Implications

Financial and Value for Money

The Council has considered the financial implications of the purchase of the 9 units. The Council will have on-going borrowing and maintenance costs that will be offset via the rental income generated from the purchased units.

Agenda Item 8

The financial modelling undertaken has demonstrated that the HRA business plan will benefit from the proposed acquisitions.

Legal

The grant provided to the local authority is pursuant to section [31(3) and] 31(4) of the Local Government Act 2003, whereby the Secretary of State has determined that the grant will be paid subject to the condition in Annex B of the schedule.

The main condition of the grant is that it will only be used for the purposes that a capital receipt in accordance with regulations made under section 11 of the Local Government Act 2003.

<https://www.gov.uk/government/publications/local-authority-housing-fund/local-authority-housing-fund-grant-determination-capital-2022-23-316497>

The law states that Provided that the use of the property (or at least, that part of it which will be funded with subsidy) is regarded as the provision of social housing (as defined in s68 onwards of the Housing and Regeneration Act 2008), and expenditure is incurred on or after 15/03/2023, the transaction would be exempt from SDLT under s71 of the Finance Act 2003 which would be advantageous to the authority.

In addition to the above, the Council has a general power under section 1 of the Localism Act 2011 to do anything that an individual may generally do provided it is not prohibited by other legislation and the power is exercised in accordance with the limitations specified in the Act. The council is therefore able to accept and receive the funds and utilise it in line with the government guidelines.

Risk Management

A summary of risks as follows -

Risk	Seriousness	Likelihood	Preventative action
The scheme cannot be delivered within resources available to the Council.	Medium	Low	The proposed resources are set out in section ** of this report. The grant funding from Government will cover 35-40% of the property acquisition costs. Once the final resource allocation has been determined this will need to be approved by council.
The Council is unable to acquire the properties within	Medium	Low	Officers will regularly review the local market to identify

the agreed timeframe.			viable properties.
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Corporate

This proposal supports the Council Corporate Statement 2019-2023 , Communities. Work to prevent homelessness and increase housing options including additional 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: -

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

Corporate Priorities

This report relates to the following corporate priorities: -

- Communities

1.0 Introduction and Background

1.1 The Government has recently announced details of a national £500 million scheme to enable local authorities to purchase properties in their area to accommodate both Ukrainian and Afghan refugee households for an initial period of 3 years. The funding allocation was offered to 182 local authorities in England, who were deemed to have the greatest need for this funding.

1.2 Any properties acquired will form part of the Council's Housing Revenue Account and can subsequently be used to accommodate households from the Council's housing waiting list by providing a new and permanent supply of accommodation which will help to address local housing and homelessness pressures.

Agenda Item 8

- 1.2 The fund is aimed to assist Local Authorities buy housing stock, build new homes, convert existing non-residential properties, refurbish dilapidated housing or empty homes and turn them into accommodation for families.
- 1.3 The Council is expected to match fund the balance of acquisitions costs through its own resources. It is proposed that the Council should utilise additional borrowing to grow the Council's Housing Revenue Account agreed Capital Programme.
- 1.4 Buying section 106 properties with this funding would not provide any net additional affordable housing units and therefore cannot be done as part of the LAHF programme.
- 1.5 Given the objectives of the fund, those eligible for the homes provided will be those who are homeless, at risk of homelessness or who live in unsuitable Temporary Accommodation (including bridging accommodation) and who also meet the below Definition:
- Afghan Citizen Resettlement Scheme (including eligible British Nationals under this scheme) (ACRS),
 - Afghan Relocations and Assistance Policy (ARAP),
 - Ukraine Family Scheme (UFS),
 - Homes for Ukraine (HFU),
 - Ukraine Extension Scheme (UES)
- 1.8 The Council is required to complete all the property purchases by 30th November 2023.

2.0 TDC Allocation

- 2.1 The Council has been allocated a provisional grant sum of £1.19 million to facilitate the purchase of nine homes in the districts. At least two of the homes are required to have 4 bedrooms. The remainder (up to 7 homes) are required to be 2 or 3 bedroom homes.
- 2.2 The council has signed the Memorandum of Understanding which registered our interest in the scheme. This allowed us time to see if there were units available which would be suitable. It would not have been possible to undertake refurbishments on dilapidated properties, purchase empty properties or purchase non-residential properties, due to such a short timescales for the grant funding.
- 2.3 Discussions have taken place with a local developer currently developing the Westwood Cross site to purchase 6 x 3 bed units and 3 x 4 bed units. The units will be an 'off the shelf' purchase with no refurbishments or adaptations needed. They are nearing completion and will be ready by the end of June 2023. The mix of units meets the requirements of the grant, as at least two are four bedroom homes.
- 2.4 Funding these purchases would require match funding from the council's HRA capital programme of £1.996m.
- 2.5 The impact of purchasing these properties has been considered against the HRA business plan taking into account forecast revenue costs of borrowing and other revenue costs against forecast rental income and this demonstrates that the

properties generate a surplus to the business plan by year 23. If borrowing rates fall by the time the Council needs to borrow £1.996m, then the surplus could be generated sooner.

3.0 Options

3.1 To agree to:

1. Recommend to the full council that the £1.119m of grant and £1,996m HRA match funding is included in the HRA capital programme;
2. Agree to receive a further report to approve the expenditure and the acquisition of 9 homes.

These recommendations will enable the council to participate in the Local Authority Housing Fund scheme and purchase 9 units for Affordable Housing, in line with the funding allocation from central government.

- ### 3.2
- Alternatively Cabinet could decide to not participate in the Local Authority Housing Fund. This option is not recommended as it would require the council to advise the central government that we are unable to participate in the scheme and the allocated grant funding will not be taken up.

Contact Officer: Ashley Jackson, Housing Strategy & Projects Manager
Reporting to: *Bob Porter (Director of Place)*

Annex List

None

Background Papers

None

Corporate Consultation

Finance: *Clive Bowen (Finance Manager)*

Legal: Sameera Khan (Interim Head of Legal & Monitoring Officer)

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Vehicle Replacement Programme

Cabinet	15 June 2023
Report Author	Matthew Sanham, Head of Finance and Acting Head of Operations
Portfolio Holder	Cllr Steve Albon, Portfolio Holder for Cleansing and Coastal Services
Status	For Decision
Classification:	Unrestricted
Key Decision	Yes
Reasons for Key:	Decision which involves the incurring of expenditure, or the making of savings, by the Council, which are anticipated to be £250,000 or above.
Ward:	All wards

Executive Summary:

The 2023/24 capital programme includes provision for the replacement of a substantial proportion of the council's vehicle fleet and in line with its Net Zero Strategy, where possible opportunities for diesel alternatives have been budgeted and will be explored. In accordance with section 13.03b of the constitution, this report seeks approval of a key decision to spend against this agreed budget allocation for the purchase of replacement vehicles.

Recommendation(s):

It is recommended that Cabinet approve Option 1 of this report to purchase 4 x 12t vehicles from the allocated £2.155m from this year's approved capital programme budget on the purchase of replacement vehicles.

Corporate Implications

Financial and Value for Money

The 2023/24 capital programme includes a budget of £0.890m for vehicle replacement along with £1.265m of slipped 2022/23 funding. This report requests approval of a key decision for the initial spend on 4 x 12t Vehicles from the allocated £2.155m on agreed replacements in 2023/24.

Legal

The Council will follow the procurements process via an approved framework agreement. The framework call off includes warranty requirements and timescales for delivery of vehicles. No specific legal issues have been identified.

Corporate

The council operates an in-house cleansing service. A comprehensive vehicle replacement programme is necessary in order for the council to meet statutory obligations in terms of the collection of household waste as required by the Environmental Protection Act 1990. The council's vehicles have a finite life beyond which it is uneconomical to continue to maintain and operate them. In accordance with section 13.03b of the constitution, this report seeks approval of a key decision to commit from the £2.155m of the 2023/24 budget allocation for the purchase of 4 x 12t replacement vehicles.

Risk Management

No action on this item would result in the non delivery of the key service objectives for the residents of Thanet, this could result in:

- Loss of confidence
- Reputational damage
- Increased pressure on an already stretched service

Equality Act 2010 & Public Sector Equality Duty

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

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

There are no direct equality implications arising from this report, however the delivery and implementation of and budgetary changes will consider this as part of the budget setting process and be reported to members in due course.

It is 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 the following corporate priorities: -

- Environment
- Communities

1. Introduction and Background

- 1.1 The council runs an in-house cleansing service and operates a large fleet of vehicles of various types and sizes. A vehicle replacement budget appears annually in the capital programme for the replacement of vehicles when they reach an age beyond which they are economical to maintain.

2. Current Situation

- 2.1 This report seeks Cabinet's approval to spend from the agreed £2.115m of the 2023/24 allocated budget on the purchase of 4 x 12t replacement vehicles in the council's fleet that have reached the end of their useful life. These purchases have been considered in line with the council's agreed Net Zero strategy and although where possible and based on advances in technology, we have allowed for EV and the additional associated cost of these, due to constraints around current infrastructure, vehicle range and requirements it will not be possible to purchase these particular vehicles as diesel alternatives.
- 2.2 Moving forward, where practicable and within the agreed budget allocated for vehicle replacements we will be looking at Diesel alternatives and part of the agreed funds identified within this report are for this specific purpose.
- 2.3 A climate change project coordinator has been employed to lead on the EV charging point plan for possible new TDC electric vehicles. The electric supply and position of the chargers are being investigated. Electric panel vans and 3.5 tonne vehicles (e.g. caged tippers) may be suitable for our fleet and will be trialled this summer. If the specifications of the vehicles and the necessary infrastructure are appropriate, these electric versions will be purchased within the 23/24 replacement programme.
- 2.4 Over and above this approved as part of the capital programme, there are funds allocated for infrastructure investment, to include but not be limited to, charging points at the depot and supply upgrades.

3. Options

- 3.1 Option 1 - Approve the key decision to spend from the £2.115m of this year's approved capital programme budget on the purchase of replacement vehicles.
- 3.2 Option 2 - Do not approve this key decision. Note this would ultimately leave the council unable to fulfil statutory obligations with regard to cleansing services.

Contact Officer: Matthew Sanham (Acting Director of Finance and Operations)

Reporting to: Mike Humber (Director of Environment)

Annex List

None

Background Papers

None

Corporate Consultation

Finance: Chris Blundell (Acting Deputy Chief Executive)

Legal: Sameera Khan (Interim Head of Legal & Monitoring Officer)

UK Shared Prosperity Fund update

Cabinet	15 June 2023
Report Author	Louise Askew, Head of Regeneration and Growth
Portfolio Holder	Cllr Ruth Duckworth, Cabinet Member for Regeneration and Property
Status	For Decision
Classification:	Unrestricted
Key Decision	Yes
Ward:	All Thanet

Executive Summary:

This report sets out the request to commence delivery of the UK Shared Prosperity programme as allocated by central government. The council has an approved delivery plan for the programme identified in Section two of this report. Thanet has been awarded £1,153,471 of funding to deliver projects within Community and Place; Support for Business; and People and Skills.

Recommendation(s):

1. Note that the capital programme will need to be amended to include the capital element of the UK Shared Prosperity Fund;
2. Approve the commencement of procurement activities that exceed £250,000 in order to deliver the UK Shared Prosperity Programme as outlined in Section two - Thanet's UK Shared Prosperity Fund programme;
3. The Head of Regeneration and Growth is authorised to agree appropriate contracts and spend in collaboration with the Cabinet Member for Regeneration and Property in order to deliver the projects within the councils processes and procedures.

Corporate Implications

Financial and Value for Money

A Cabinet decision is required for the incurring expenditure by the council, which is anticipated to be in excess of £250,000 for delivery of the UK Shared Prosperity Programme for Thanet. The projects are fully funded from external grant funding allocations, which includes the council accessing funding for programme management.

Up to £215,000 will be required to be added to the capital programme for this project and this will be taken to Council at a later date for formal approval.

The Council is the Accountable Body for Thanet's UK Shared Prosperity Fund allocation. The Council has the below in place to deal with matters relating to the funding, management, and assurance protocols:

- Ensure decisions are made in accordance with good governance principles
- Ensure transparency requirements are met
- Provide a Local Assurance Process
- Receive and account for the funding allocation
- Monitor and evaluate the delivery of individual projects against our Investment Plan
- Submit regular reports to DLUHC

The Council has been awarded the below allocations as part of its UK Shared Prosperity funding:

2022-23 £139,984 (min 10% capital)

2023-24 £279,969 (min 13% capital)

2024-25 £733,518 (min 20% capital)

The 2022-23 funding has been rolled into the second year due to the delays in the Investment Plan approval process.

£20,000 was also provided in addition as capacity funding.

Within the guidance, 4% was allowed for necessary Fund administration - project assessment, contracting, monitoring and evaluation and ongoing stakeholder engagement. However, the council made a case for a 10% allocation in order to recruit an officer to the council, rather than subcontracting some of the management of the scheme out. This was approved by the department.

The UK Shared Prosperity Programme Fund has some specific [procurement requirements](#):

Value of contract	Minimum procedure
£0 - £2,499	Direct award
£2,500 - £24,999	3 written quotes or prices sought from relevant suppliers of goods, works and / or services
Over £25,000	Formal tender process

Legal

There are no legal implications arising directly from this report although some specific procurement requirement will need to be adhered to.

Risk Management

The Council is responsible for ensuring that there are effective and adequate risk management and control systems in place to manage the risks associated with receiving external funding from central government. As part of the development of the Investment Plan for the council's submission for the UK Shared Prosperity Fund the risks to the programme were considered. These are reviewed alongside all of the Regeneration and Growth risks through the monitoring and evaluation processes for the external funding programmes.

Delays to the announcement of the funding meant that year one funding and delivery was rolled into year two. This was identified as a risk, however central government has supported the roll over of the funding for local authorities with spend and activity being reprofiled.

The main risk to the programme will be the voluntary and community sectors' response to the mapping and engagement work in order to understand where there are gaps and challenges for the sector. The council has recruited a dedicated Shared Prosperity Project Coordinator to engage with the sector and deliver the programme of work.

Although the council has been allocated £1,153,471 this is over a two year period and against a number of individual projects. The level of risk against delivery is therefore relatively low.

Corporate

The UK Shared Prosperity Fund outcomes deliver against the Council's corporate priority for Growth and Communities.

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.

Customer Impact Assessments will be completed where proposals include the introduction of new initiatives/schemes for residents/communities.

Corporate Priorities

This report relates to the following corporate priorities: -

- *Growth*
- *Communities*

1.0 Introduction and Background

1.1 In April 2022 central government launched the UK Shared Prosperity Fund with a prospectus outlining the requirements for local authorities. The UK Shared Prosperity Fund (UKSPF) forms a central pillar of the government's Levelling Up agenda providing support for places across the UK. The government identified that the UKSPF seizes the opportunities of leaving the European Union, by investing in domestic priorities and targeting funding where it is needed most. The allocation from the Fund is via a funding formula rather than a competition and Thanet was allocated

£1,153,471 over three financial years, with the programme ending in March 2025. (Due to the delay in announcements year one funding has been rolled into years two and three).

- 1.2 The objectives of the Fund are to:
 - Boost productivity, pay, jobs and living standards by growing the private sector, especially in those places where they are lagging
 - Spread opportunities and improve public services, especially in those places where they are weakest
 - Restore a sense of community, local pride and belonging, especially in those places where they have been lost
 - Empower local leaders and communities, especially in those places lacking local agency
- 1.3 The overarching objective is 'Building pride in place and increasing life chances' with three investment priorities:
 - Community and Place
 - Supporting Local Business; and
 - People and Skills
- 1.4 In order to access Thanet's allocation, the council was required to set out measurable outcomes that reflect the local needs and opportunities. They were required to inform the interventions we aim to deliver. A series of measurable outcomes were provided to choose from across the three investment priorities of communities and place, local business and people and skills. Following the publication of the government's prospectus the council commissioned external support to manage engagement sessions and to draft the application / Investment Plan. The deadline for Investment Plans was 1 August 2022, with central government anticipating awards being made in October, 2022.
- 1.5 In December 2022 the council received notification from central government that our Investment Plan had been successful and without any further clarifications. The council was required to propose a credible plan that outlined how the spend for 2022-23 would be rolled over and delivered as part of the 2023-24 financial year. This was reported in the first monitoring and evaluation return.

2.0 Thanet's UK Shared Prosperity Fund programme

- 2.1 The Investment Plan outlined a series of interventions from those supplied within the guidance from central government. These were allocated within each of the three overarching objectives. Within these, the council identified projects that would deliver the outputs and an outline of this is provided below. The current budget profile is identified with each project, year one funding (2022-23) has been rolled into year two.

2.1.1 **Community and Place**

Intervention E14: Funding to support relevant feasibility studies

Delivery - **Voluntary and Community Sector Mapping**

Budget 2023-24 - **£20,000**

- Commission detailed mapping exercise to identify an accurate understanding of the VCSE sector in Thanet, including an understanding of their needs and challenges to ensure successful targeting of funding,

support and interventions.

Intervention E12: Investment in community engagement schemes to support community engagement in decision making in local regeneration

Delivery - **BIG Ideas Challenge**

Budget 2023-24 - **£50,000**

- Work with local communities to identify projects and investments that would be most effective at delivering positive change and investment from the Fund.
- Engage proactively and positively with local people in focus neighbourhoods through fun interactive activities.

Intervention E9: Funding for impactful volunteering and/or social action projects to develop social and human capital in places

Delivery - **Small Grants programme**

Budget 2023-24 - **£145,965**

Budget 2024-25 - **£100,000**

[It is expected that this budget will be reprofiled to allow the 'Big Ideas Challenge' to inform the Grant Programme].

- Deliver a Small Grants programme to fund local social action projects and activities.
- Support local projects with engagement and local pride.

Intervention E11: Investment in capacity building and infrastructure support for local civil society and community groups

Delivery - **Community Champions programme**

Budget 2023-24 - **£153,988**

Budget 2024-25 - **£78,004**

- Build a Community Champion, and Voluntary and Community Sector network to share knowledge and ideas, provide an opportunity to share experience and best practice, and to create opportunities for collaboration for maximum impact and reduce duplication.
- UK Shared Prosperity Fund Thanet District Council programme management.

Intervention E2: Funding for new, or improvements to existing community and neighbourhood infrastructure

Delivery - **Capital Investment**

Budget 2023-24 - **£50,000**

Budget 2024-25 - **£150,000**

- Engage with community led spaces to support them to enhance their facilities/offer to meet the needs of their neighbourhoods.
- Support community pride, activities and engagement.
- Explore match funding opportunities through local partnerships.

2.1.2 **Support for Business**

Intervention E26: Support for growing the local social economy, including community businesses, co-operatives and social enterprises

Delivery - **Growing Social Economy**

Budget 2024-25 - **£100,000**

- Provide opportunities to work with focus neighbourhoods to reach those most in need of support into employment.
- Support existing social enterprises and community businesses to engage those residents furthest from the labour market into projects, employment or volunteering.

2.1.3 People and Skills

Intervention E33: Support for growing the local social economy, including community businesses, cooperatives and social enterprises

Delivery - **Employment Support for Inactive People**

Budget 2024-25 - **£100,000**

- Create a flow of beneficiaries to link people directly to key employment opportunities including creative and digital in Margate and green and maritime in Ramsgate.
- Develop opportunities to engage and train people to be employed by the visitor and night time economy.

Intervention E35: Supporting people furthest from the labour market through access to basic skills

Delivery - **Enrichment and Volunteering Activities**

Budget 2024-25 - **£105,514**

- Build community capacity to create volunteering opportunities within the most deprived areas.
- Provide engagement opportunities for enrichment, training and volunteering opportunities.

Intervention E39: Skills to progress in work and to fund local skills need

Delivery - **Green Skills**

Budget 2024-25 - **£100,000**

- Provide specific intervention to identify local people who can connect to existing provision including wind farms and to opportunities related to a growing circular economy.
- Work to provide early engagement with Thanet's Levelling Up Funded Green Campus and Green Port projects to support an increase in employment locally.

2.2 The council has completed its first monitoring return for the period of spend with 2022-23 to central government, which outlines the plan to reprofile the funding.

3.0 Options

3.1 Option 1:

- Note that the capital programme will need to be amended to include the capital element of the UK Shared Prosperity Fund.
- Approve the commencement of procurement activities that exceed £250,000 in order to deliver the UK Shared Prosperity Programme as outlined in Section two - Thanet's UK Shared Prosperity Fund programme.
- The Head of Regeneration and Growth is authorised to agree appropriate contracts and spend in collaboration with the Cabinet Member for Regeneration and Property in order to deliver the projects within the councils processes and procedures.

- 3.2 Option 2: Do nothing - hand the funding back and do not provide opportunities for the district that are outlined in the UK Shared Prosperity Investment Plan. This could cause a reputation challenge for the council.

Contact Officer: Louise Askew, Head of Regeneration and Growth
Reporting to: Bob Porter, Director of Place

Background Papers

[UK Shared Prosperity Prospectus](#)

Corporate Consultation

Finance: Matthew Sanham, Head of Finance and Procurement

Legal: Sameera Khan (Interim Head of Legal & Monitoring Officer)

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Procurement of a CCTV Installations, repair and preventative maintenance contract

Cabinet	15 June 2023
Report Author	Eden Geddes, Enforcement & Multi-agency Task Force Manager
Portfolio Holder	Cllr Heather Keen, Cabinet Member for Neighbourhoods
Status	For Decision
Classification:	Unrestricted
Key Decision	Yes
Reasons for Key	Value of contract
Ward:	Thanet Wide

Executive Summary:

The current CCTV contract for Installations and planned and preventative maintenance awarded under a Crown Commercial Service Framework is due to expire.

The council wishes to make Use of Crown Commercial Service Framework (RM3808) LOT 12 as the method to procure services for CCTV in relation to Public Space Surveillance Systems/ housing stock CCTV and corporate asset CCTV inclusive of installations and Repairs/Maintenance.

The value of the contract under the duration of terms is £650,000 It is considered proper that the use CCS Framework RM3808 be utilised.

Recommendation(s):

That the use of Crown Commercial Service Framework (RM3808) LOT 12 be agreed as the method to place a direct award to British Telecommunications plc in relation to CCTV services around Public Space Surveillance Systems/ housing stock CCTV and corporate asset CCTV inclusive of installations and Repairs/Maintenance for a minimum period of 3 years.

Corporate Implications

Financial and Value for Money

The cost of the contract for a 3 year duration (including a provision for x2, 1 year extensions) is estimated at £650,000 in total over the 5 year period.

The contract draws together budgets for Public Space CCTV, Fixed CCTV systems and Housing CCTV systems. It is envisaged that this will reduce cost and improve Response time throughout the duration of the contract.

Legal

The use of Crown Commercial Service (CCS) for framework contracts for common goods and services utilises only pre approved organisations eligible for the award of Call-Off Contracts during the Framework Contract Period. The use of the framework doesn't guarantee the Supplier any exclusivity, quantity or value of work under the Framework Contract. Meaning that changes in the market or use of new technologies are not restricted to a single supplier.

The Council has a public sector equality duty (under the Equality Act 2010 (the Act)). It covers nine protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

In summary, the Council must, in the exercise of its functions, have due regard to the need to: eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act. advance equality of opportunity between people who share a protected characteristic and those who do not. foster good relations between people who share a protected characteristic and those who do not. 7.5 The duty is a "have regard duty", and the weight to be attached to it is a matter for the decision maker, bearing in mind the issues of relevance and proportionality. It is not an absolute requirement to eliminate unlawful discrimination, advance equality of opportunity or foster good relations.

Risk Management

A risk matrix has been developed as a part of this procurement strategy.

Identify

- Key risk identified as follows:
- Challenge to award decision
- Cost exceeds available budget
- Supplier failure
- Subcontractor failure
- Framework not awarded in required timescale
- Regulatory changes

Evaluate

Risk of this procurement approach is scored as low,

Control and Mitigate

Mitigation actions:

- Ensure procurement is carried out in line with regulation and following Crown Commercial Services best practice
- Framework to deliver economies of scale. Continual market testing to check market rates, option to utilise other providers if required.
- Crown commercial Services monitors the financial viability of framework providers
- Proposed provider has over 200 sub contractors available providing mitigation
- Procurement placed on forward plan. Mechanism in place for Regular review of landscape.
- Membership of professional bodies to provide advance notice of additional risk elements.

Corporate

The procurement supports the councils core business objectives in the following areas:

Growth

- Encourage the rejuvenation of our high streets by supporting the growth of our creative industries.

Environment

- Strengthening our already tough response to fly-tipping and maintaining the zero-tolerance policy towards littering.
- Protect and enhance where possible our parks, beaches and open spaces for the benefit of current and future residents.

Communities

- Work with our partners to deliver a range of community safety initiatives across the District, taking tough action to tackle anti-social behaviour.
- Work in partnership with the community and Public Sector Agencies to seek new ways of working to improve or jointly deliver services.

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.

The Public Sector Equality Duty imposed by the Equality Act 2010 states that public authorities must give 'due regard' to the need to eliminate unlawful discrimination, harassment and victimisation as well as to advance equality of opportunity and foster good relations between people who share protected characteristics (including disability) and those who do not. The procurement of this contract is intended to provide benefits to all sections of the community and be broadly reflective of service users, residents, business owners and business users in areas of CCTV coverage.

All areas of Thanet are affected by crime, anti social behaviour and fear of crime but they do not affect everybody equally. CCTV plays a significant role in reducing, deterring and detecting crime and anti-social behaviour in known hotspots: it also increases public reassurance by reducing the fear of crime.

A fully functional CCTV system is necessary to fulfil our statutory obligation arising from S.17 of the Crime and Disorder Act 1998

An impact assessment has been created (appendix 1)

Corporate Priorities

This report relates to the following corporate priorities: -

Growth

- Encourage the rejuvenation of our high streets by supporting the growth of our creative industries.

Environment

- Strengthening our already tough response to fly-tipping and maintaining the zero-tolerance policy towards littering.
- Protect and enhance where possible our parks, beaches and open spaces for the benefit of current and future residents.

Communities

- Work with our partners to deliver a range of community safety initiatives across the District, taking tough action to tackle anti-social behaviour.
- Work in partnership with the community and Public Sector Agencies to seek new ways of working to improve or jointly deliver services.

1.0 Introduction and Background

- 1.1 Delivered under the government's Crown Commercial Services, the council has had a framework agreement via direct award with BT Telecommunications PLC. BT is a market leader in CCTV systems infrastructure. This direct award under a framework is due to expire and the council is required to procure a replacement contract
- 1.2 The most expedient method is to continue to utilise a Crown Commercial Services framework agreement in order to issue a direct award to BT Telecommunications PLC for the installation of new CCTV and the repair and planned preventative maintenance of existing CCTV systems within the district. This equates to approximately 650 CCTV cameras across the district.

2.0 The Current Situation

- 2.1 The current framework agreement for CCTV is due to expire. Housing services which are responsible for CCTV in and around housing stock has utilised the framework to procure a number of new installations but will require an R&M contract at the end of the current warranty period. It is the intention of this new award to cover all existing and new public space CCTV, fixed asset CCTV in car parks and civic sites and CCTV covering housing stock locations.

3.0 Options

- 3.1 **Use of Crown Commercial Services Framework (preferred option)** Due to the size, complexity, widespread geographical locations of assets and evidential requirements of our system, the council's public space CCTV system requires a dedicated specialist supplier for maintenance. The technical requirements of the system and the standard of support, development and maintenance required to deliver

a service fit for purpose means that a conventional security CCTV maintenance provider would be insufficient. As a result, it is important that a specialist CCTV supplier is contracted to provide the specific technical knowledge and expertise required by our system.

- 3.2 Do Nothing:** To not tender a repairs and maintenance service for CCTV would mean that the council would be in breach of the Surveillance Camera Commissioner's Code of Practice, leading to reputational damage. CCTV cameras and systems would not be repaired and would lead to the failure to support key partners in the prevention and detection of Crime and Anti-social behaviour.

- 3.3 In Sourcing:** The CCTV system, cameras and its associated transmission system incorporates a wide range of integrated technologies, which are installed across various different infrastructures principally using Fibre transmission. Currently there is not the expertise within the existing establishment to provide the range of disciplines required for the technical delivery of CCTV systems.

- 3.4 Competitive Tender:** A competitive tendering exercise undertaken. This would involve using the approved list or public advertisement. This would be time and resource intensive. The nature, scope and specialised nature of the services in this contract means the council's approved list is not appropriate.

Contact Officer: (Eden Geddes: Enforcement & MTF Manager)
Reporting to: (Penny Button: Head of Neighbourhoods)

Annex List

Annex 1: Equalities Impact Assessment.
Annex 2: Risk Matrix

Corporate Consultation

Finance: *Greg Dungan (Finance Manager)*

Legal: Sameera Khan (Interim Head of Legal & Monitoring Officer)

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Thanet District Council (TDC) Equality Impact Assessment

Step one: test for relevance

1 Person responsible for this assessment

Name:	Eden Geddes		
Job title:	Enforcement & multi agency task force manager		
Phone:			
Service area:	Community Services	Date of assessment:	14 04 2023

2 Others involved in carrying out the analysis

Name:	
Name:	
Name:	

3. Description of strategy, policy, service, project, activity or decision

Title:	CCTV Installations & Repairs contract Equality Impact Assessment
--------	--

Is it new?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
A review of existing?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>

3.1 Aims and objectives

Consider: what you are doing? why you are doing it? who will benefit?

Thanet District Council is proposing to re-appoint the CCTV installations and planned/ preventative maintenance contract.

The purpose of this contract is to combine and regulate the councils installation and repair of digital image recording systems. For the purpose of this assessment “systems” relate to any form of data captured at a minimum of 24 frames per second which is the minimum speed needed to capture video while still maintaining realistic motion.

The purpose of this assessment is to review impacts upon those with protected characteristics or other strategic equalities considerations, in particular the safeguarding of children and vulnerable adults, mental well-being and community resilience, and disability.

3.2 What outcomes are expected? Who is expected to benefit?

The expected outcome is procurement of a contract for the provision of CCTV installations, repairs and preventative maintenance.

The application of CCTV benefits each individual within communities by providing a mechanism for safety applicable to all.

4 Who is affected?

4.1 Which groups or individuals does the strategy, policy, service, project, activity or decision affect? For example, the Council, employees (including temporary workers), other public authorities, contractors, partner organisations, wider community, others.

Result of contract: Staff, Internal departments, Police County council/ residents/ visitors.

4.2 Does the strategy, policy, service, project, activity or decision relate to a service area with known inequalities? (Give a brief description).

Thanet continues to rank as the most deprived local authority in Kent.

5 Equality Act 2010

How does the strategy, policy, service, project, activity or decision actively meet the public sector equality duties to:

Eliminate unlawful discrimination (including harassment, victimisation and other prohibited conduct)

The council has an Equality and Diversity Policy Statement in place which states:
 TDC will gather information on equalities when making decisions. These are called equality impact assessments. This will make sure no one is missed out when decisions are made.

TDC will use its equality research when arranging and buying services. We will make sure the organisations that give services on our behalf do this in line with our Equality Policy.

TDC will gather knowledge and information on groups of people we provide services to. This will make sure everyone is treated equally and services are improved.

TDC will continue to be an inclusive employer. TDC employs a large and diverse workforce. We need to make sure all personnel are treated with respect. And our workforce represents the community.

TDC will involve everyone when it plans services. Through asking people about services and changes we will make sure everyone is treated fairly.

Annex 1

TDC will put the people they serve at the heart of their work. This is part of the Public Equality Duty. This aims to build a strong community where people are included and feel safe.

Who is responsible for doing this? Everyone at the Council has responsibility for making equality happen. This includes Council members, managers, staff and contractors.

Advance equality of opportunity (between people who share a protected characteristic and people who do not share it)

The subject of the award in relation to this procurement is an inclusive employer

Foster good relations (between people who share a protected characteristic and people who do not share it). Could it have an adverse impact on relations between different diverse groups?

There are no perceived equality impact implications from the procurement of this contract.

6 Priority

The following questions will help you to identify whether this 'service' is a high priority. Please answer all questions with particular reference to the protected characteristics; race, gender, gender reassignment, disability, religion or belief, sexual orientation, age, marriage and civil marriage/partnership and pregnancy and maternity.

Agenda Item 11

Annex 1

Please provide a comment for each answer, providing evidence for your answer, regardless whether you have answered yes or no.

Questions	Yes	No
1. Are there any particular groups who may have trouble accessing the 'service'?		X
Comments: The access to CCTV services is equally applicable to all in the defined geographical location		
2. Does your information suggest that some groups of people are less satisfied than others with this 'service'?		X
Comments: Since the advent of CCTV services in district that have been no equality based complaints of concerns raised.		
3. Will this service have a significant impact on any of our residents?		X
Comments: The application of the contract is not envisaged to have a significant impact upon residents		
4. Do you have any evidence that discrimination, harassment and/or victimisation could occur as part of this service?		X
Comments: There is no evidence that the application of the contract would promote discrimination, harassment and/or victimisation		
5. Do you think the service will hinder communication and negatively impact relations between the organisation and its employees, residents, contractors or anyone else?		X
Comments: The application of the contract is commercial in nature and is not envisaged to hinder or impact upon relationships		
6. Does this service need to improve the way in which it is communicated to people who have literacy, numeracy or any other access needs?		X
Comments: The application of the contract will not impact upon any individual with access needs.		
7. Does consultation need to be carried out?		X
Comments: N/A		

In order to assess the priority of your **'service'** please complete the table below by adding up how many questions you answered yes to and following the appropriate action.

Priority	Number of questions answered 'yes'	Rating	Action
High	3 or more		Continue to section 2
Medium	1 to 2		Please provide evidence to any questions you answered 'yes' to in section 1. Test for relevance complete (sometimes a full assessment may be required).
Low	0	0	Test for relevance complete.

If, following the completion of the test for relevance, a full assessment is not required, go straight to the declaration. If a full assessment is required, go to Step two: full equality impact assessment.

Step two: full equality impact assessment

1 Could the strategy, policy, service, project, activity or decision have a **negative, positive or neutral** effect on groups or individuals?

Consider:

What you are doing?

Why you are doing it?

How you are doing it?

Who can access the service easily and who may not be able to access the service and **why**?

The full analysis explores ways to reduce or eliminate barriers and/or negative impacts.

Protected characteristics	N e g a t i v e	P o s i t i v e	N e u t r a l	Evidence/Reasoning (Consider any barriers which will have negative impact and/or good practices giving positive impact)
<p>Age</p> <p>Consider:</p> <ul style="list-style-type: none"> • The way younger and older people access services may be different • Use of technology • Child care/care of other dependant • Timings/flexibility, such as work patterns • Transport arrangements • Venue location 		X		<p>Recommendations:</p>
<p>Disability (Includes: physical, learning, sensory (deaf/blind), mental health)</p> <p>Consider:</p> <ul style="list-style-type: none"> • Communication methods • Accessibility – venue, location, transport • Range of support needed to participate • Hearing Loops/Interpreters • Disability awareness training for employees 		X		<p>Recommendations:</p>
<p>Race (Includes; gypsy, travelling, refugee and migrant communities)</p> <p>Consider:</p>		X		<p>Recommendations:</p> <p>The PSPO and supporting information aside from a written format has been delivered in the form of a pictogram to every resident/ landlord and business in</p>

<ul style="list-style-type: none"> • The size of the BME communities that your service/project affects. • Language(s) spoken/understood. • Culture, such as hygiene, clothing, physical activities, mixed gender activities. • What access support can you offer? 			recognition of those who may not have an understanding of written English.
<p>Religion, faith or belief</p> <p>Consider:</p> <ul style="list-style-type: none"> • The diversity within the communities that your service/project affect • Prayer times, meal times, food (some religions do not eat meat), cultural habit or belief, religious holidays such as Ramadan • Awareness training for employees 		X	<p>Recommendations:</p>
<p>Pregnancy and maternity</p> <p>Consider:</p> <ul style="list-style-type: none"> • Flexible hours of the service/project • Is there access to private area for breastfeeding mothers? 		X	<p>Recommendations:</p>
<p>Gender</p> <p>Consider:</p> <ul style="list-style-type: none"> • The impact on men and women • Child care/care of other dependant • Mixed/single gender groups/activities • Timing of services/projects 		X	<p>Recommendations:</p>
<p>Sexual orientation (Includes: lesbian, gay, bisexual)</p> <p>Consider:</p> <ul style="list-style-type: none"> • LGB people should feel safe to disclose their sexual orientation without fear of prejudice • Make it clear you recognised civil 		X	<p>Recommendations:</p>

marriage and partnerships <ul style="list-style-type: none"> Awareness training for employees 			
Transgender Consider: <ul style="list-style-type: none"> Trans people should be able to disclose their gender identity without fear of prejudice Making it clear you have a Trans policy and process Awareness training for employees 		X	Recommendations:
Marriage and civil marriage/partnership Consider: <ul style="list-style-type: none"> All couples or partners, regardless of gender, should be able to access services 		X	Recommendations:

Outsourced services	
If your policy/process is partly or wholly provided by external organisations/agencies (such as Civica or Capita), please list any arrangements you plan to ensure that they promote equality and diversity. Include this in your improvement plan	Contract to be delivered via a third party but contract monitoring via the local authority.
Relations between different equality groups	
Does your assessment show that a strategy, policy or process may amount to potential adverse impact between different equality groups? If yes please explain how the improvement plan is going to tackle this issue	Policy and process risk indicates no adverse effect as to equalities. The procurement of the contract does not indicate negative equalities outcomes.
Consultation responses	
Summary of replies from individuals and stakeholders consulted including any previous complaints on equality and diversity issues about the strategy, policy or process	N/A

Summary of recommendations		
Actions	By Who	By When

Declaration

I am satisfied that a Test for Relevance has been carried out on the matter named in this Analysis and conclude that a full Equality Impact Assessment **is not required**.

Yes No

If you do not think that a full Equality Impact Assessment is required – please give your reasons:

The implementation of a Public Spaces Protection Order is related to a geographical area and the impact is equitable across all groups including those with protected characteristics, supporting policies, services and legislation that do not discriminate against anyone and that, where possible, promotes equality of opportunity.

I confirm that a full Equality Impact Assessment has been completed.

Yes No

Signature of Head of Service:	Date:

Recommendations agreed:	Yes <input type="checkbox"/> No <input type="checkbox"/>
-------------------------	--

Signed: (Director):	EIA date:

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Corporate Performance Q4 2022-23

Cabinet	15 June 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 Cabinet 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).

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:

- The net 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	XX	XX A low figure is better
Monthly	Mar-2023 31	Freedom of information Requests	88	74	88		77	XX	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%	XX	XX A high figure is better

3.0 Recommendation

3.1 Cabinet is asked to note the report.

4.0 Next Steps

4.1 An updated report to be shared with the Overview and Scrutiny Panel and then the Cabinet in six months time outlining the corporate performance as at the end of Quarter 2 (September).

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

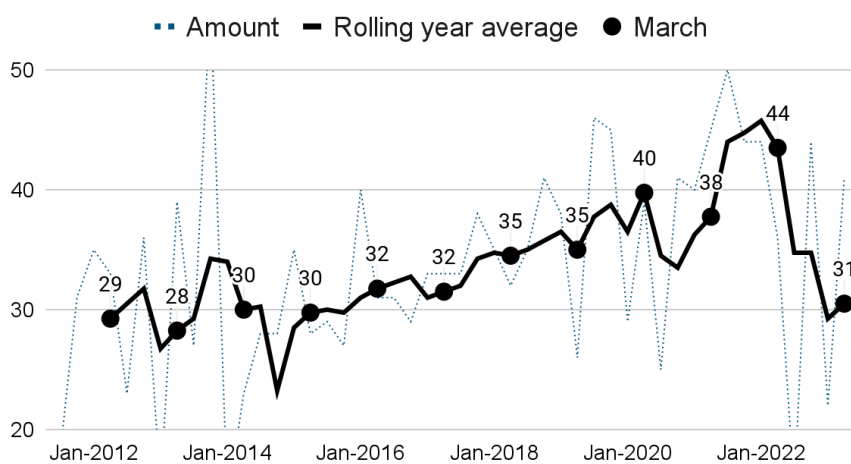
Communities	2
01 Empty homes brought back into use	2
02 Number of homes where action taken to improve living conditions	2
03 Number of empty homes in the district	3
04 Number of homeless cases prevented	3
05 Households in temporary accommodation	3
06 All new homes completed	4
08 Average relet time for council homes	4
09 Rent arrears	5
10 HRA Capital Programme Delivery	5
11 Tenant and Leaseholder Health and Safety Compliance	5
12 Planning Appeals	6
34 Community Services Survey - Daytime	6
40 Community Services Survey - Nighttime	7
20 Percentage of randomly inspected sites which are mainly free from litter or refuseSee annex 1	7
Environment	7
24 Residents Survey - Public opinion of the Street Cleaning Service	7
25 Public opinion of Parks and Open Spaces	8
26 Public opinion of the Recycling Service	8
13 TDC Greenhouse emissions	8
14 Trees	9
15 area of open spaces managed for pollinators	9
22 % response rate within timescale for all enforcement reports (Street Scene Enforcement)	9
23 Enforcement (Street Scene Enforcement)	10
33 Number of Service requests - Environmental protection	10
18 Recycling rate	10
19 % of properties where bins collected successfully	11
Growth	11
29 % Business rates collected	11
35 Food Businesses - renewals and new business	11
36 Licensed Premises renewals and new licensed premises	12
16 Unemployment	12
38 Wages - Earnings by workplace	13
Efficiency	13

30 Complaints	13
37 % of complaints processed in time	14
27 Public opinion of whether the council provides Value for Money	14
28 % Council Tax collected	14
31 Freedom of information Requests	15
39 % of Freedom of information Request processed in time	15

Communities

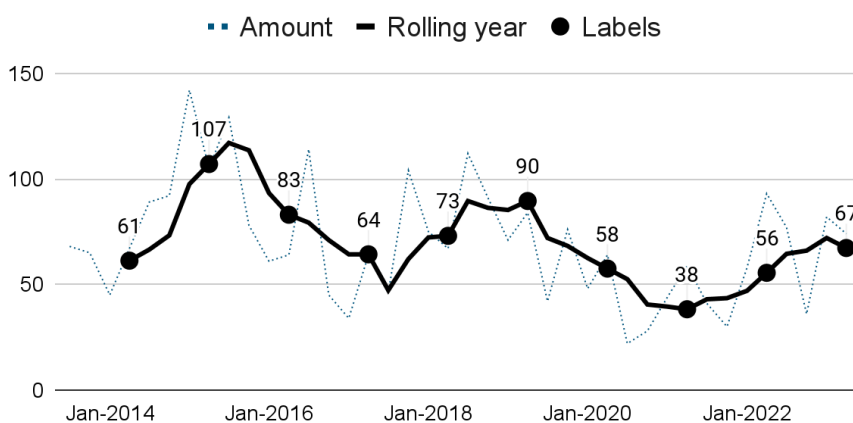
01 Empty homes brought back into use

Empty properties bought back into use



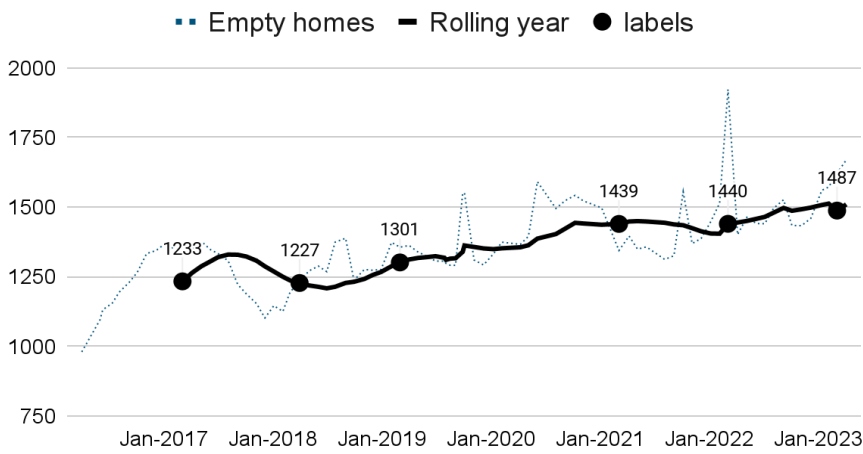
02 Number of homes where action taken to improve living conditions

Number of homes where action taken to improve living conditions



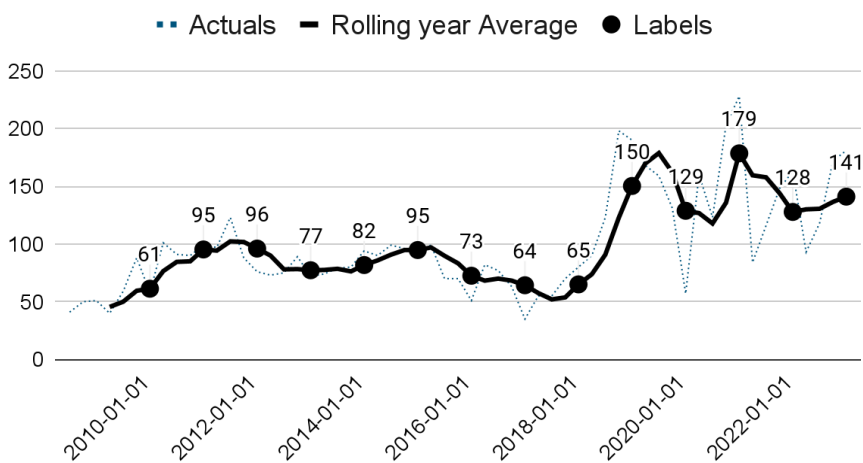
03 Number of empty homes in the district

Number of empty homes in the district



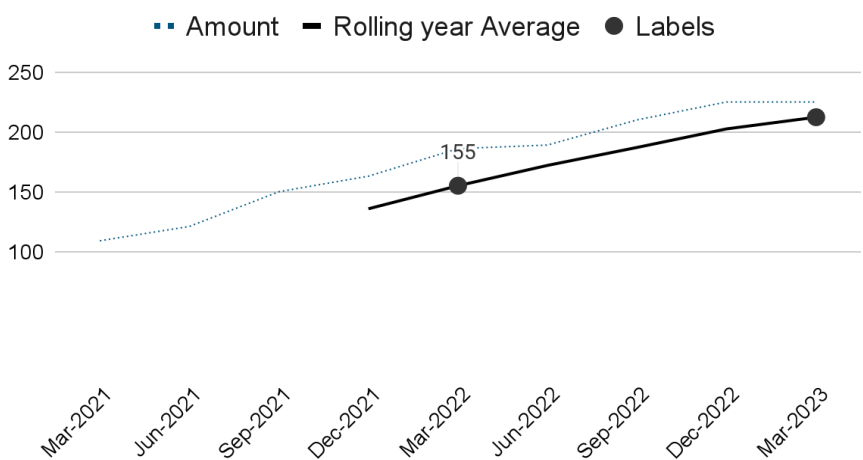
04 Number of homeless cases prevented

Number of homeless cases prevented



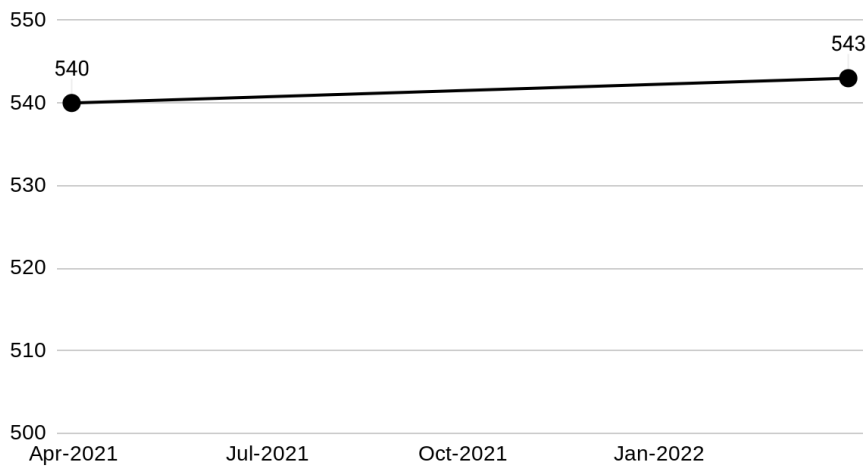
05 Households in temporary accommodation

Households in temporary accommodation



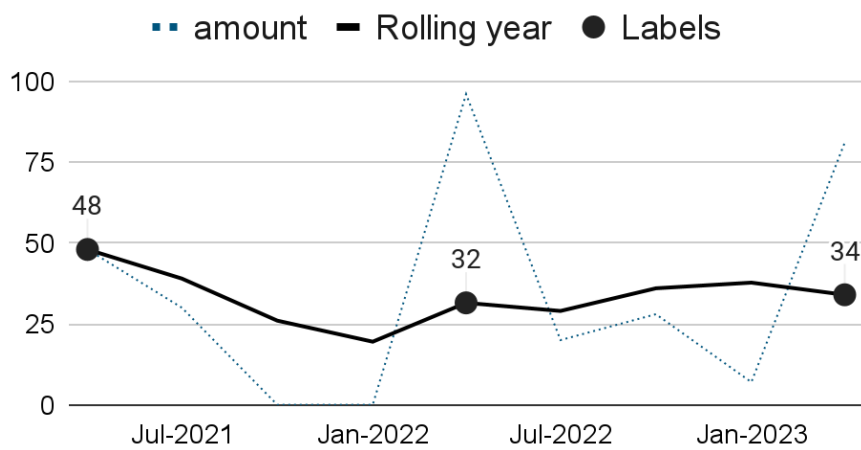
06 All new homes completed

All new homes completed



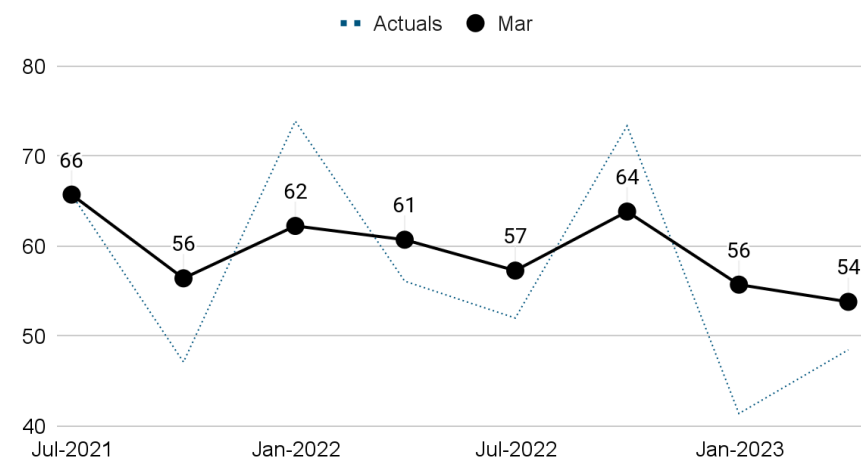
07 Affordable homes completed

Affordable homes completed



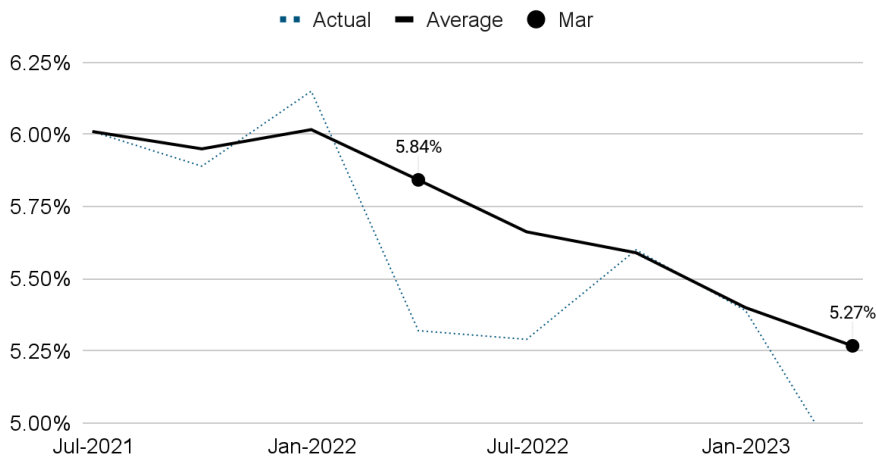
08 Average relet time for council homes

Average relet time for council homes



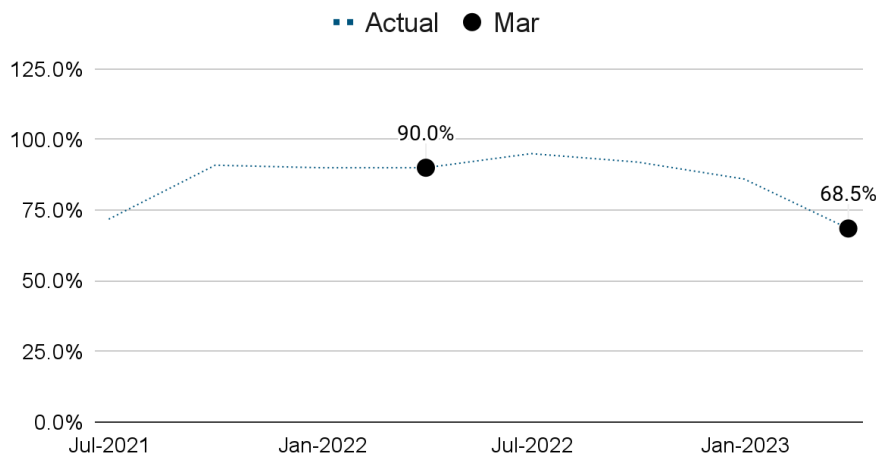
09 Rent arrears

Rent arrears



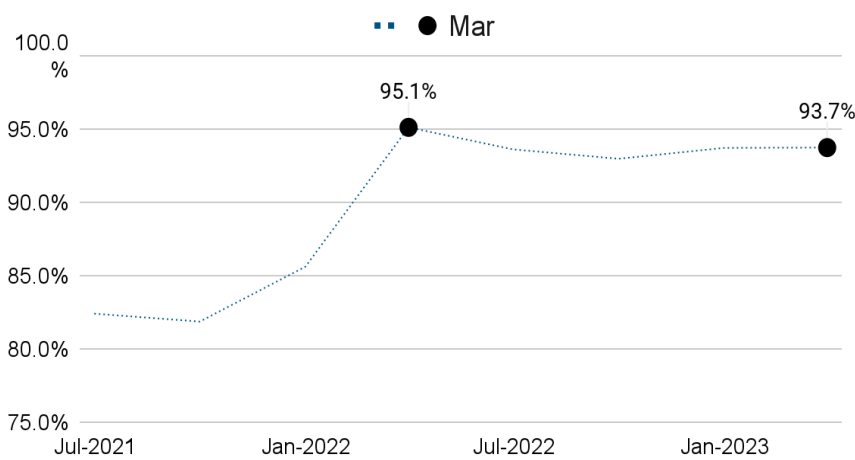
10 HRA Capital Programme Delivery

HRA Capital Programme Delivery



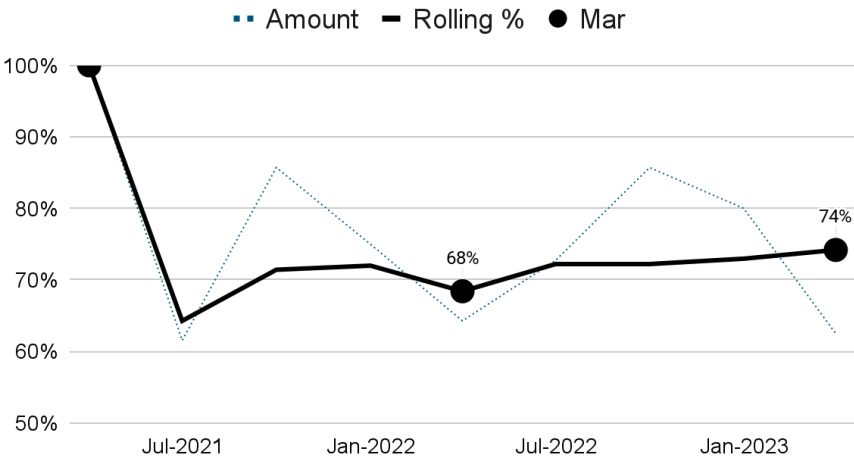
11 Tenant and Leaseholder Health and Safety Compliance

Tenant and Leaseholder Health and Safety Compliance



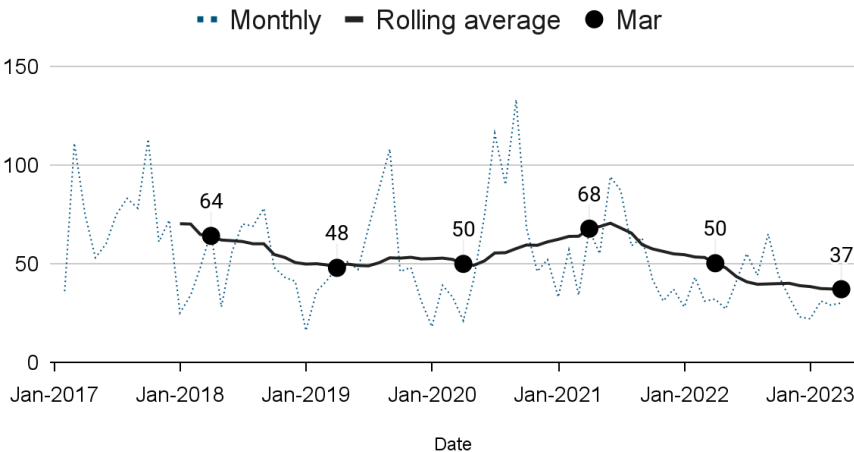
12 Planning Appeals

Planning Appeals



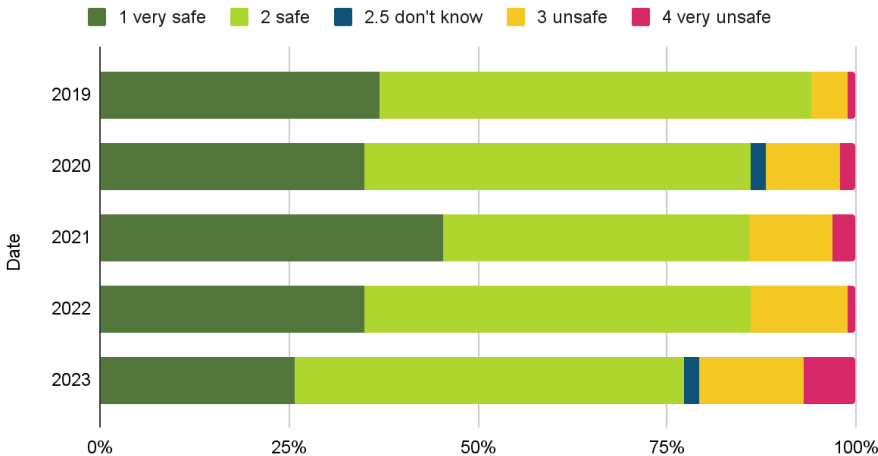
32 Number of Service requests - community Safety

Number of Service requests - community Safety



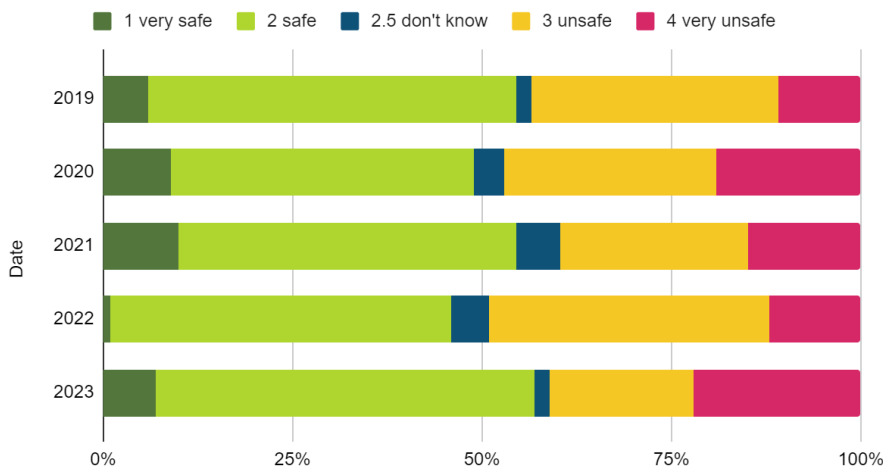
34 Community Services Survey - Daytime

Community Services Survey - Daytime



40 Community Services Survey - Nighttime

Community Services Survey - Nighttime

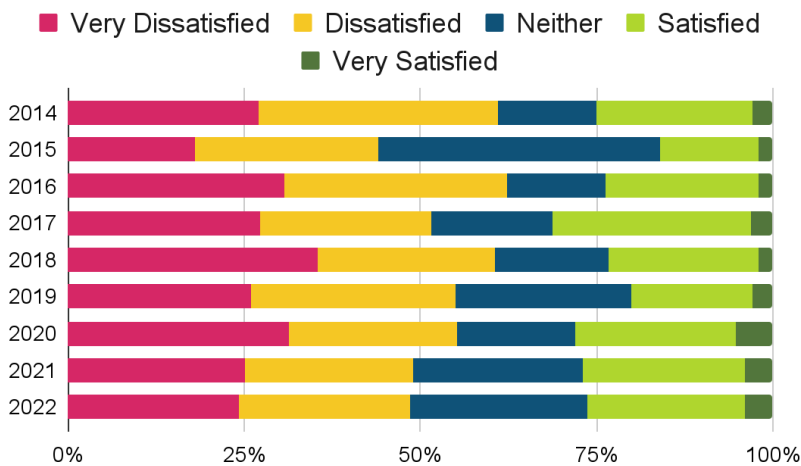


20 Percentage of randomly inspected sites which are mainly free from litter or refuse See annex 1

Environment

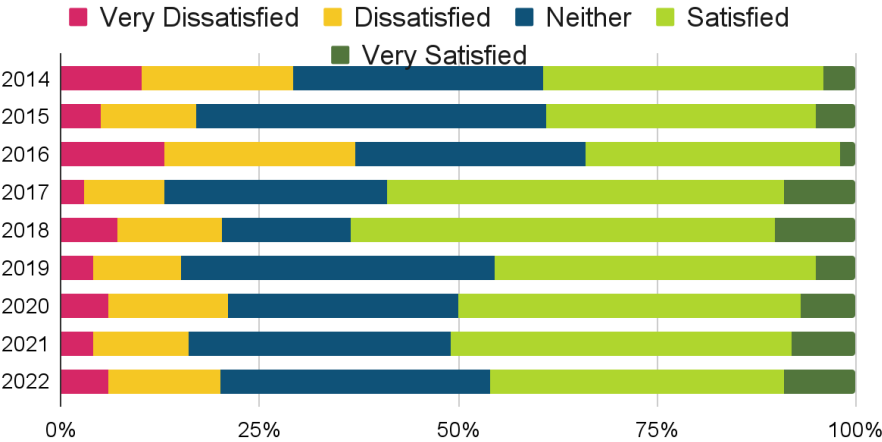
24 Residents Survey - Public opinion of the Street Cleaning Service

Public opinion of the Street Cleaning Service



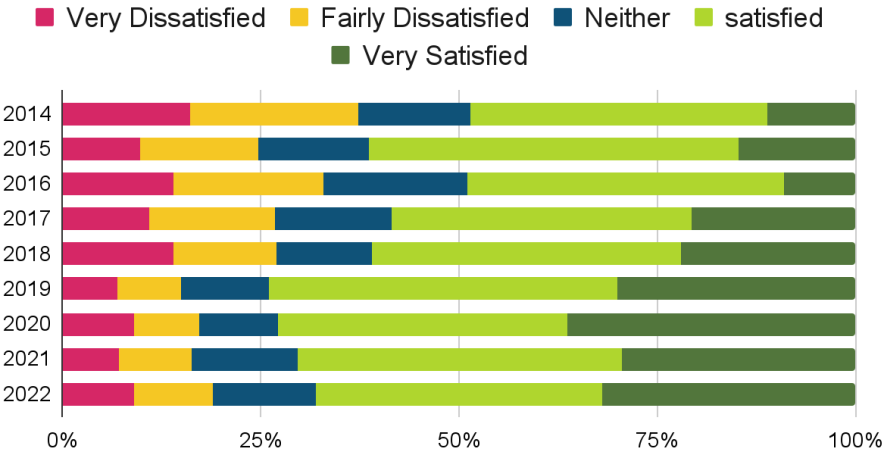
25 Public opinion of Parks and Open Spaces

Public opinion of Parks and Open Spaces



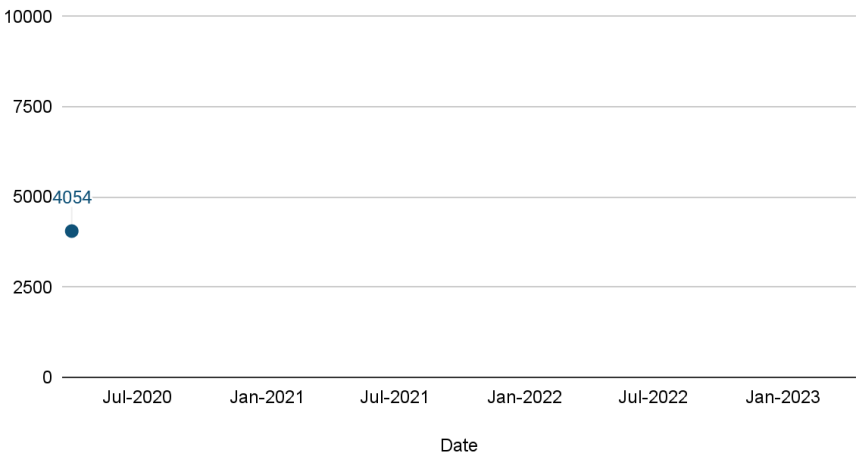
26 Public opinion of the Recycling Service

Public opinion of the Recycling Service

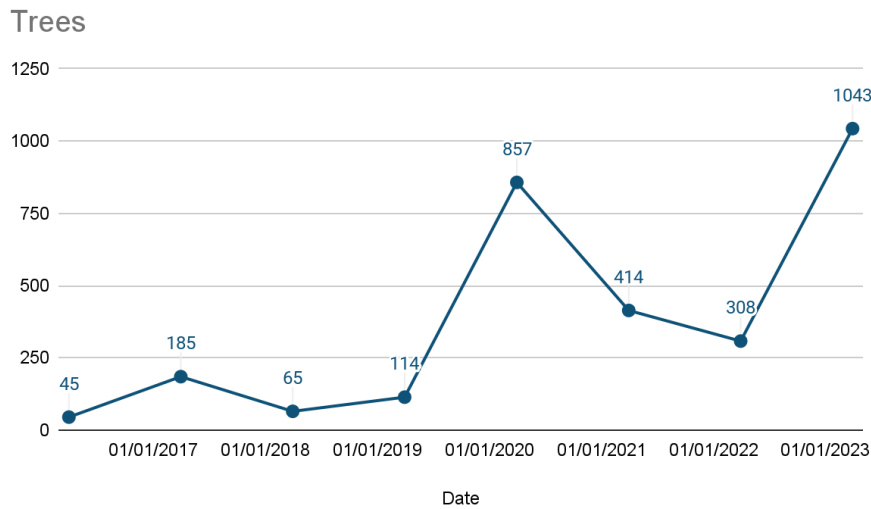


13 TDC Greenhouse emissions

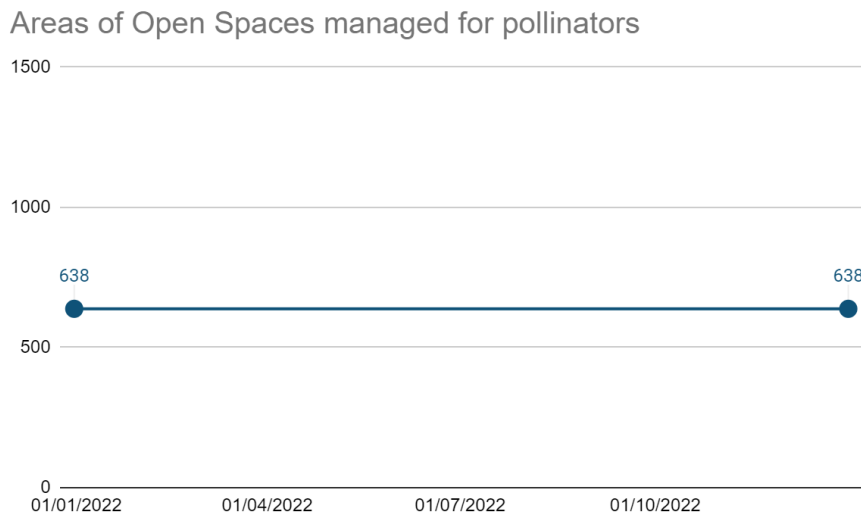
TDC Greenhouse emissions



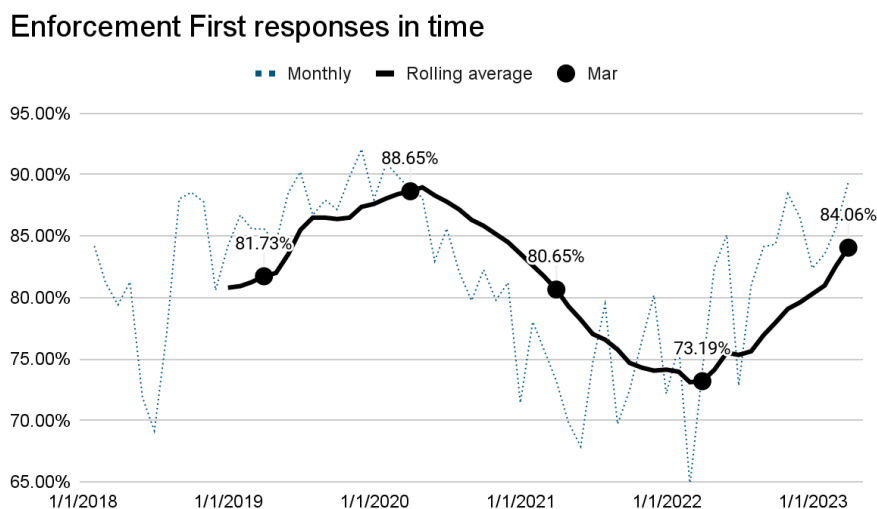
14 Trees



15 area of open spaces managed for pollinators

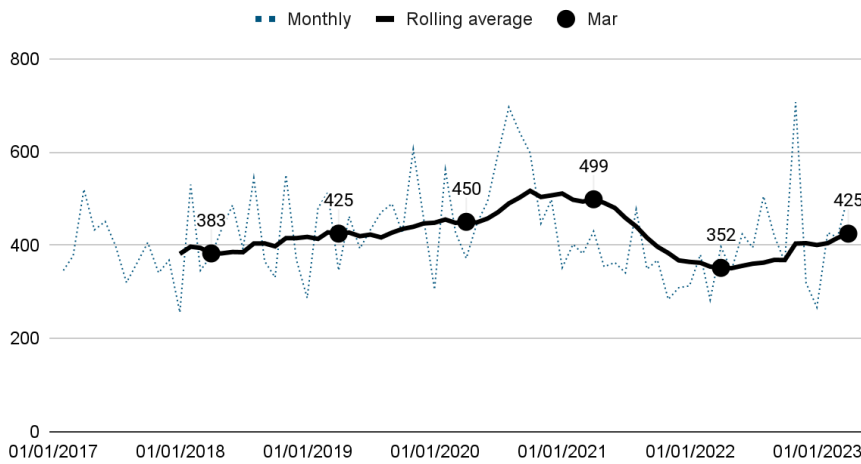


22 % response rate within timescale for all enforcement reports (Street Scene Enforcement)



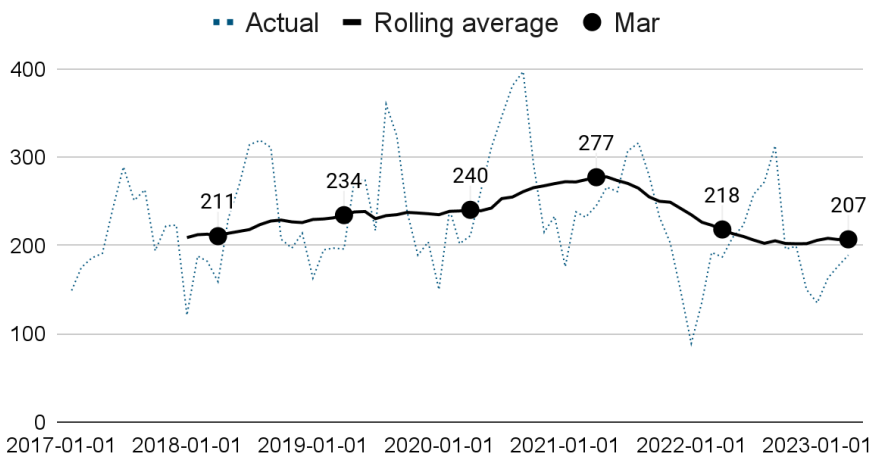
23 Enforcement (Street Scene Enforcement)

Enforcement Actions



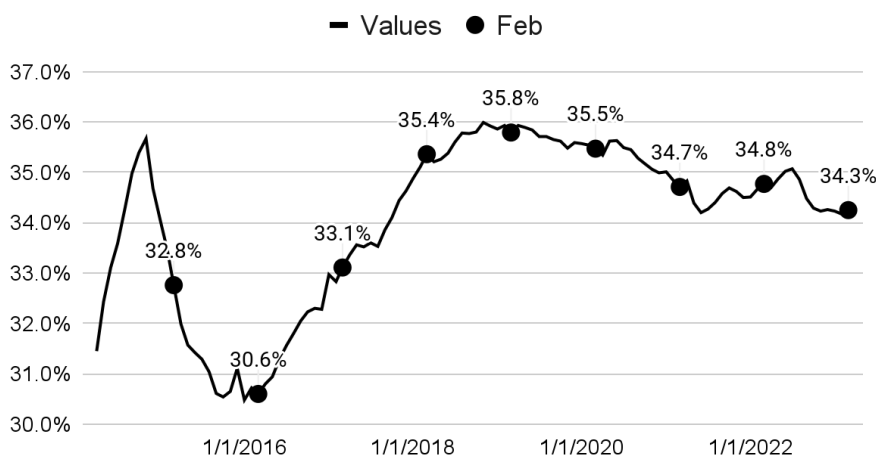
33 Number of Service requests - Environmental protection

Number of Service requests - Environmental protection



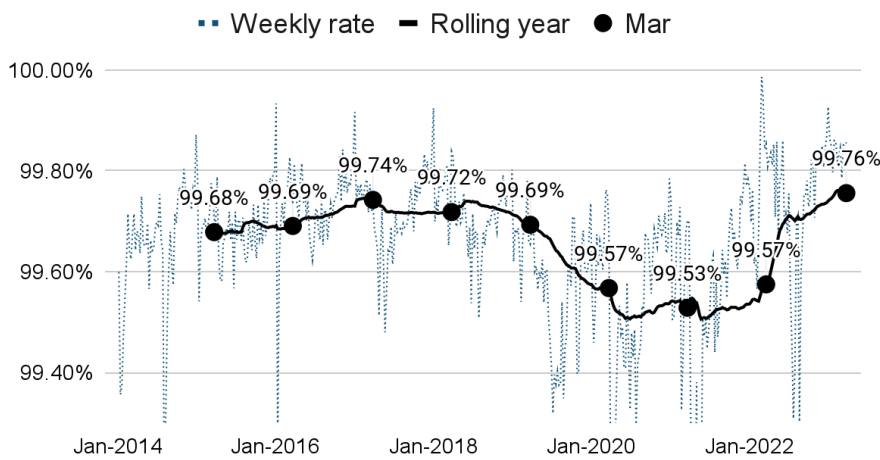
18 Recycling rate

Recycling Rate



19 % of properties where bins collected successfully Annex 1

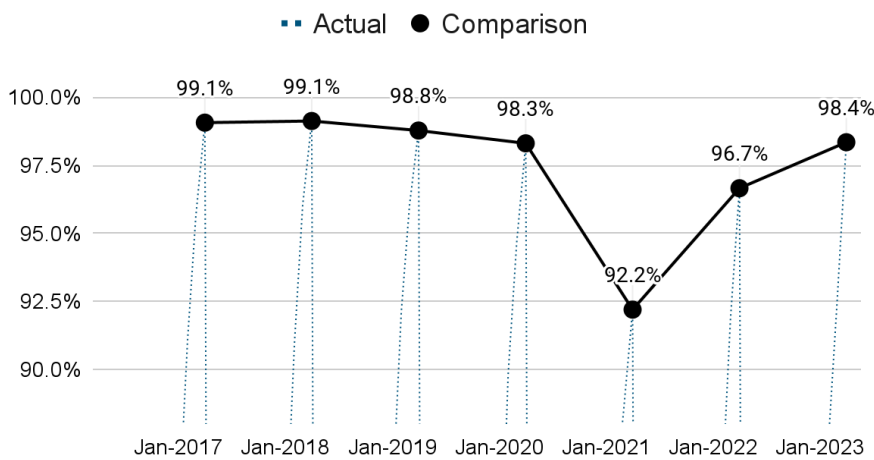
% of bins collected



Growth

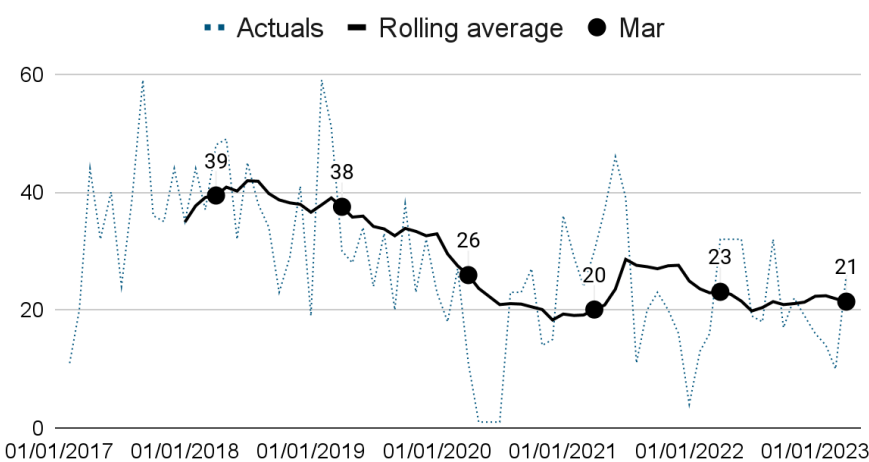
29 % Business rates collected

% Business rates collected



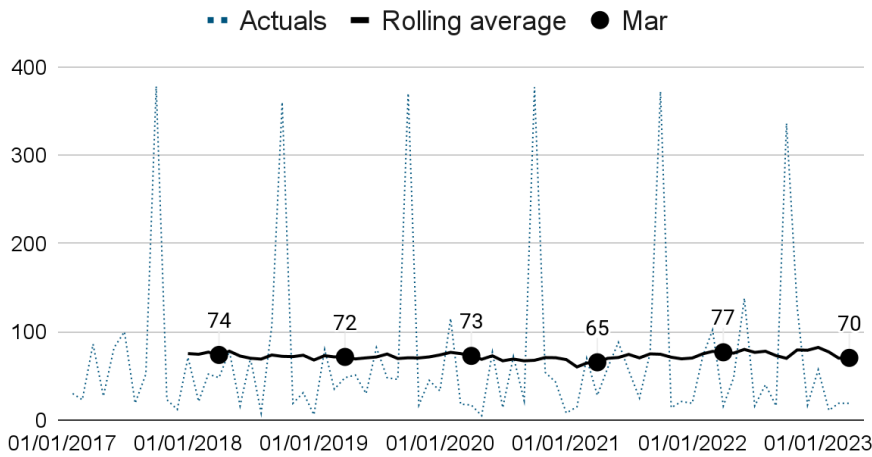
35 Food Businesses - renewals and new business

New Food Businesses



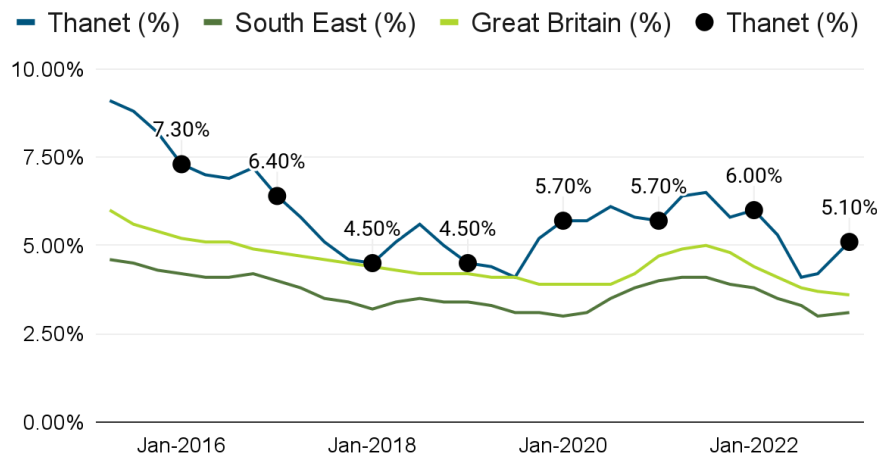
36 Licensed Premises renewals and new licensed premises

New Licensed Premises



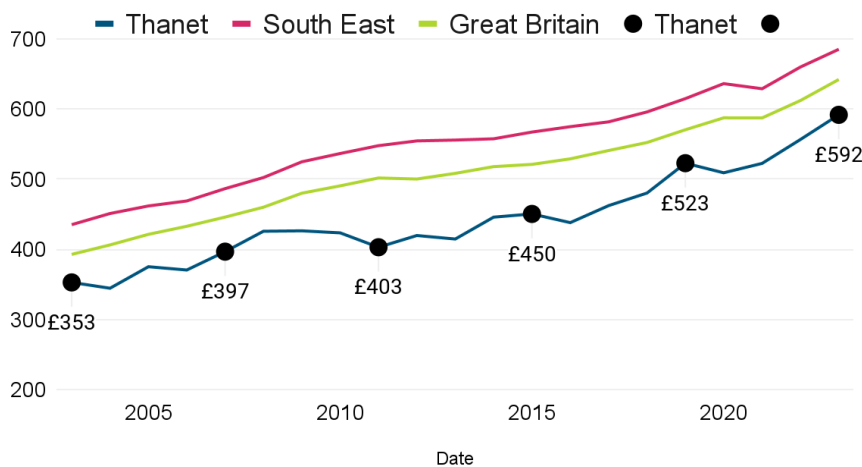
16 Unemployment

Unemployment Rate



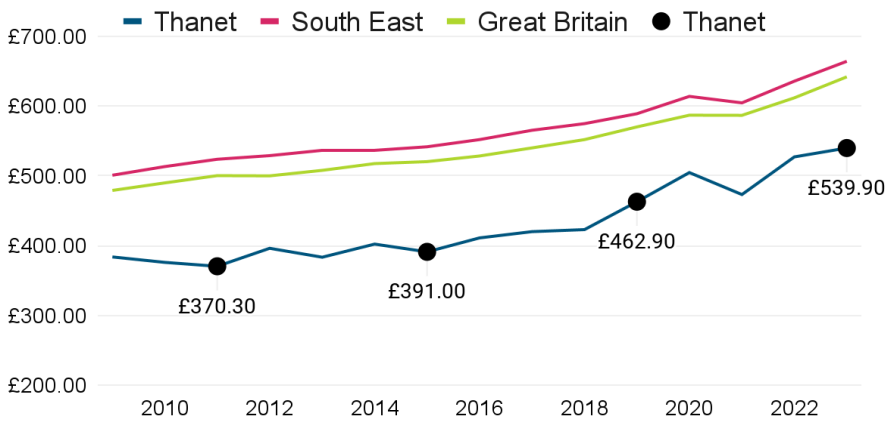
17 Wages - Earnings by place of Residence

Wages - Earnings by place of residence



38 Wages - Earnings by workplace

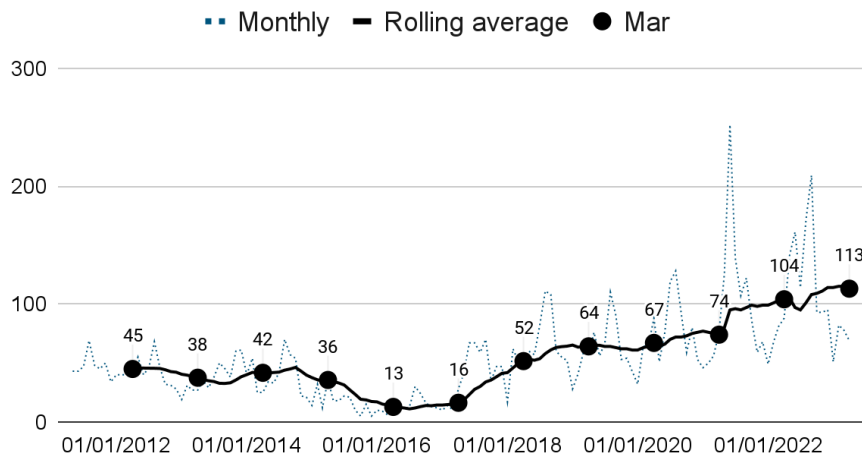
Wages - Earnings by Workplace



Efficiency

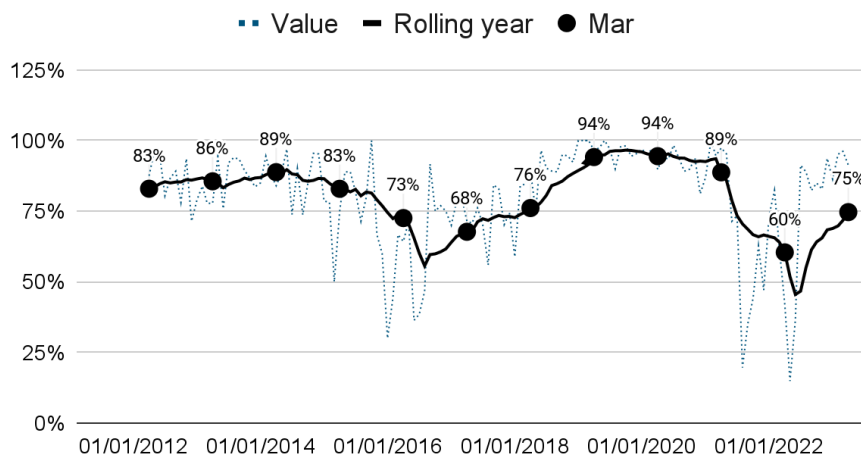
30 Complaints

Complaints



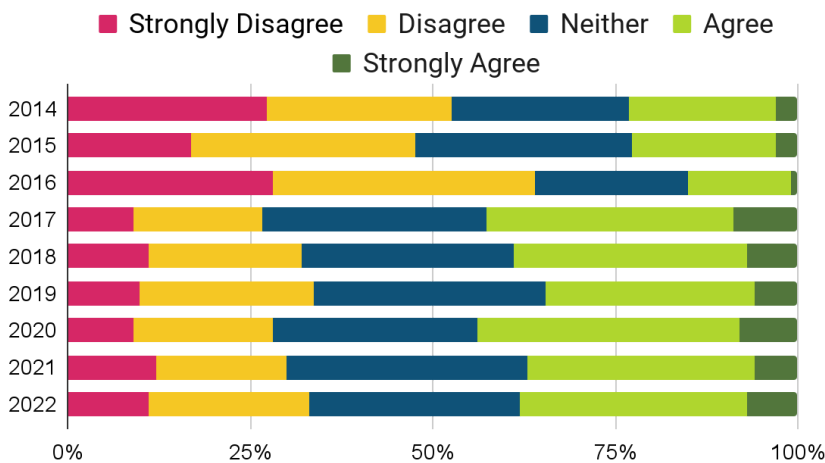
37 % of complaints processed in time

% of complaints processed in time



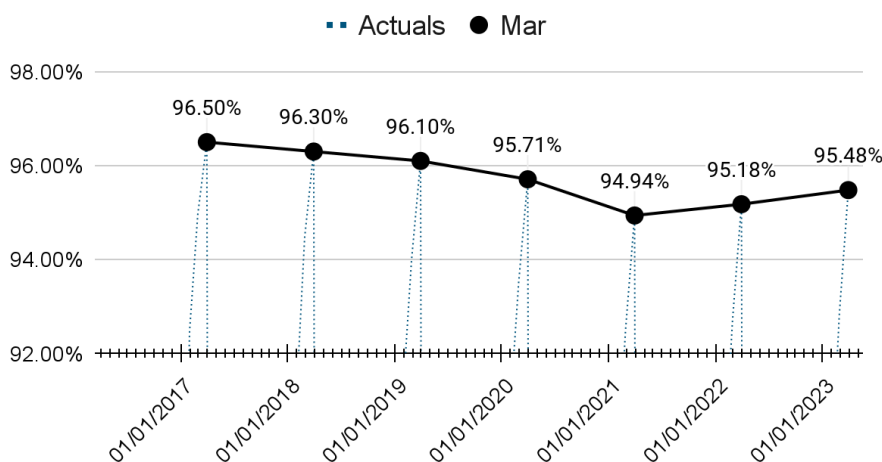
27 Public opinion of whether the council provides Value for Money

Public opinion of whether the council provides value for money



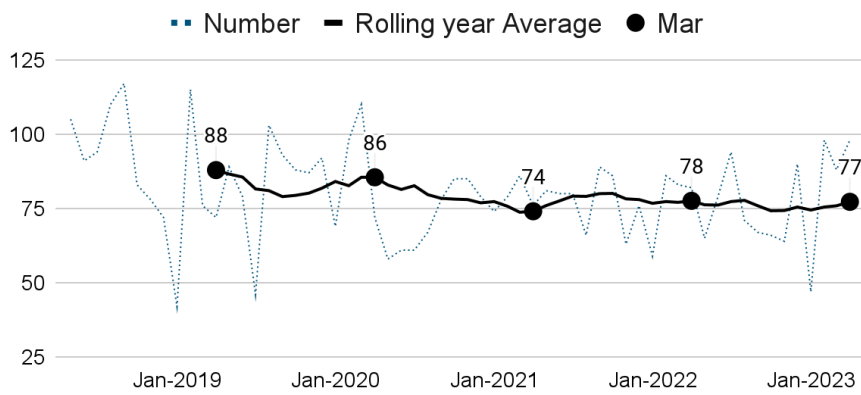
28 % Council Tax collected

% Council Tax collected



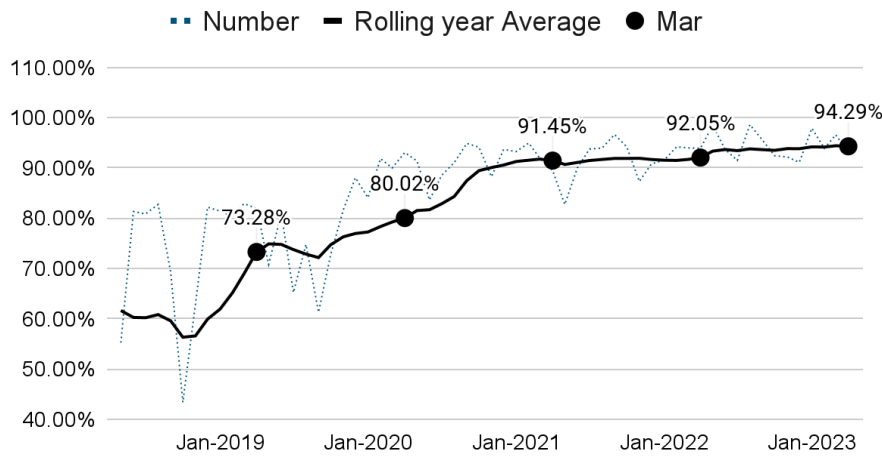
31 Freedom of information Requests

Freedom of information Requests



39 % of Freedom of information Request processed in time

Freedom of information Requests processed in time



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TLS KPI Q3 & Q4 - Housing Performance report

Cabinet:	15 June 2023
Report Author:	Sally O'Sullivan, Tenant and Leaseholder Services Manager
Portfolio Holder:	Cllr Helen Whitehead, Cabinet Member for Housing
Status:	For Information
Classification:	Unrestricted
Key Decision:	No
Reasons for Key:	N/A
Ward:	Thanet wide

Executive Summary:

This report provides members of the Cabinet with a review of the performance of the council's 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):

Cabinet is asked to:

1. Note the contents of the report.

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: -

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

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

CORPORATE PRIORITIES

This report relates to the following corporate priorities:

- *Communities*

1.0 Introduction and Background

- 1.1. The council's 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 tenant and leaseholder 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.

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

N/A

Corporate Consultation

Finance:

Legal:

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**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

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 13

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 13

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>
---	---

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>

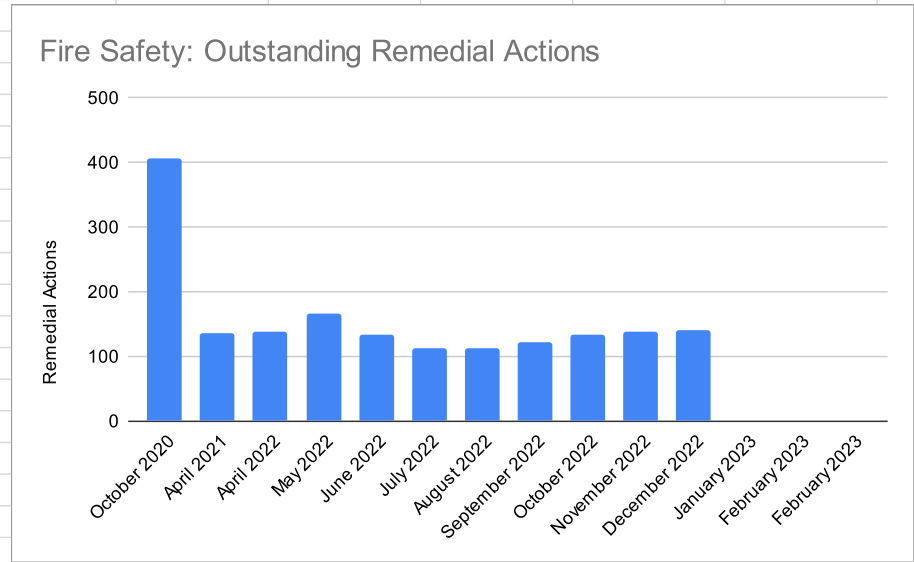
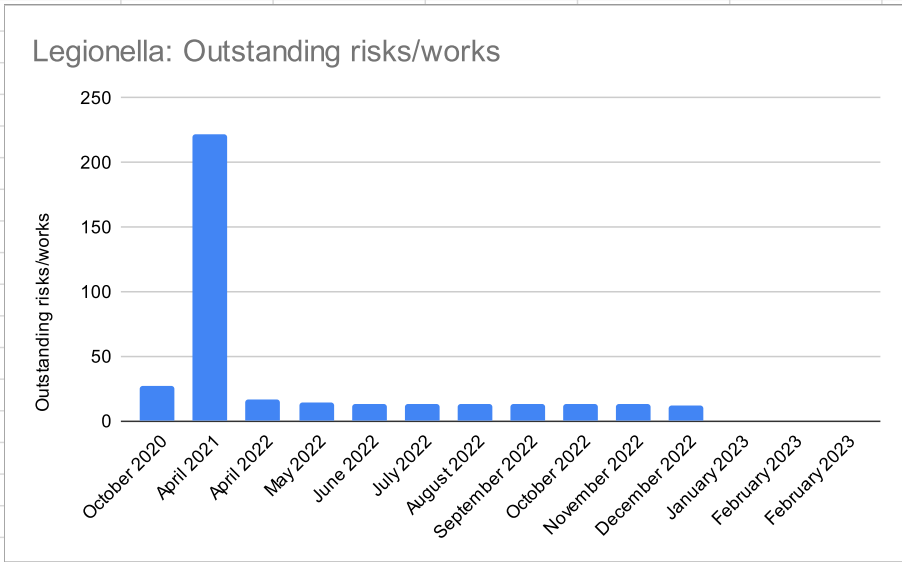
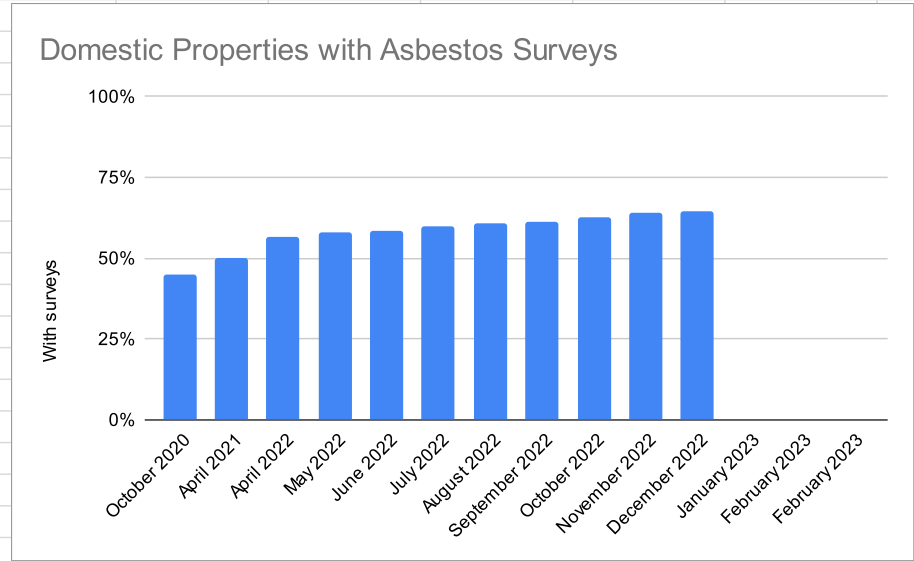
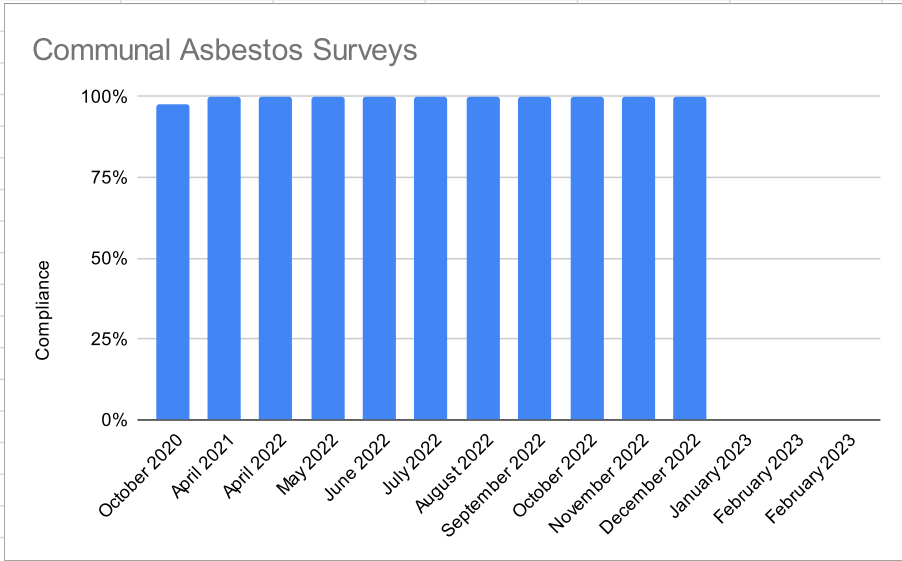
Electrical

<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>

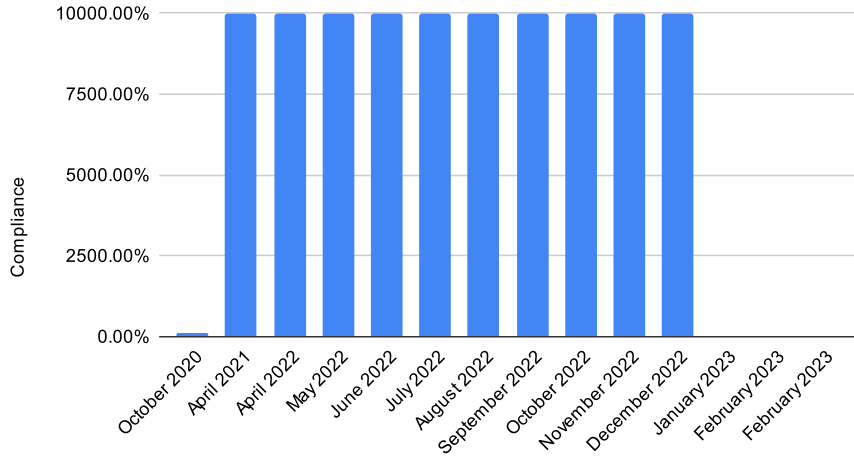
Gas

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.

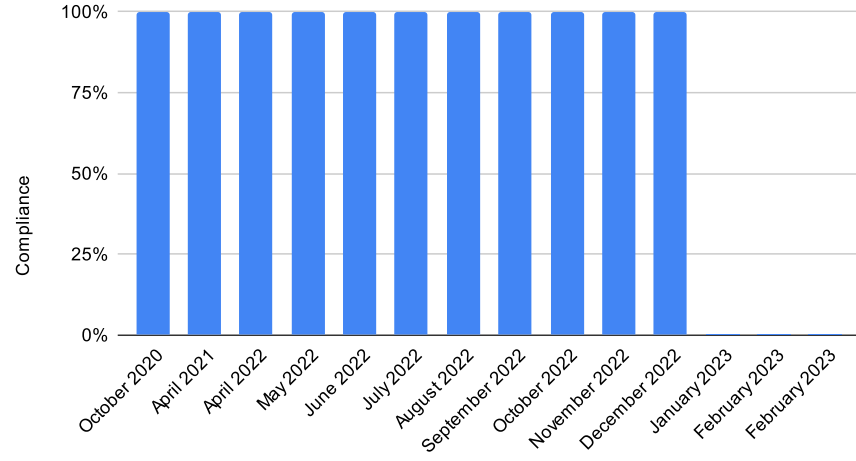
Appendix 2: Charts



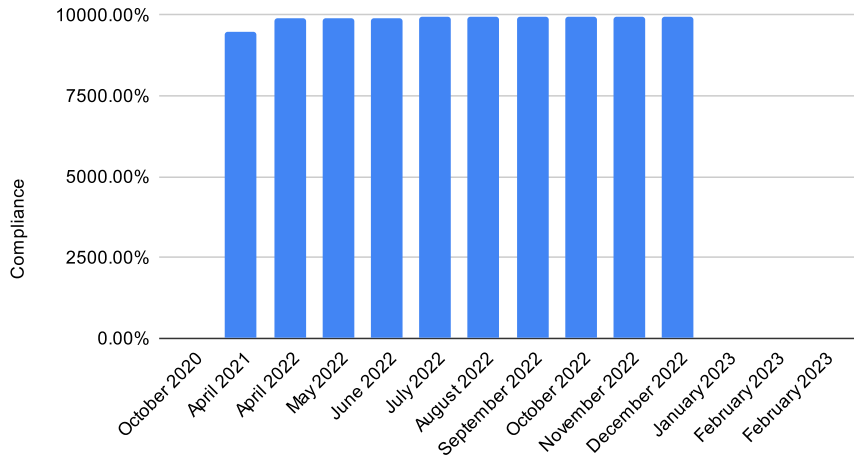
Properties with a valid Landlord Gas Safety



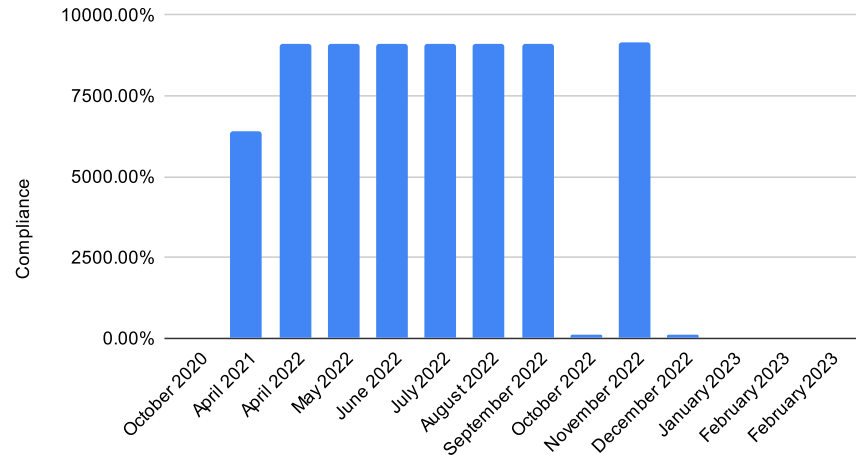
Lifts



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:

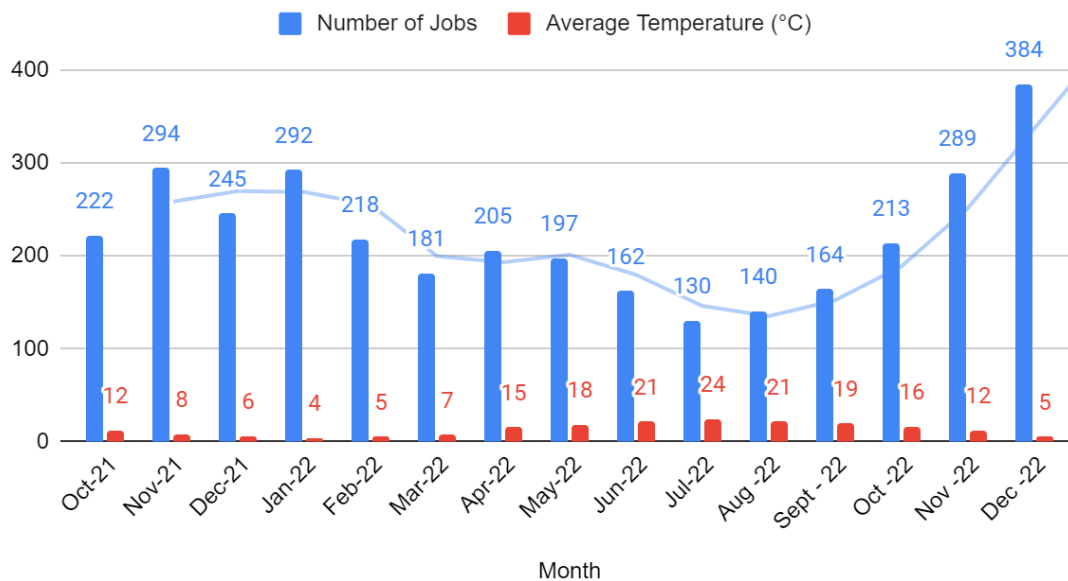
- sharper drop in temperature from Nov to Dec where the lead-up had been pretty mild
- fuel increase where residents had left it later than normal to use their heating
- additional callouts to check boiler thermostats requested by residents due to fuel increases.

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

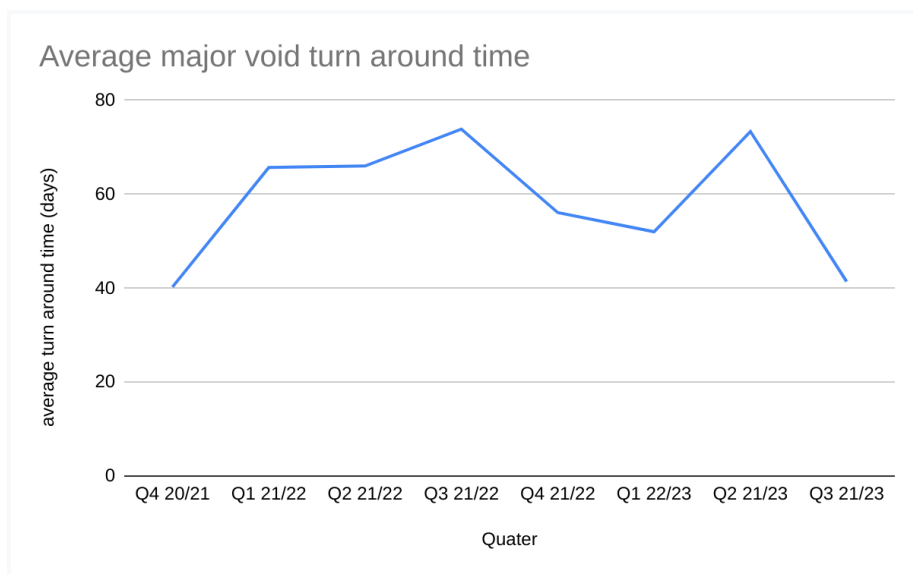
The contract has progressed well with works completed in Q3 as expected

3. Housing Performance Report: Housing Operations

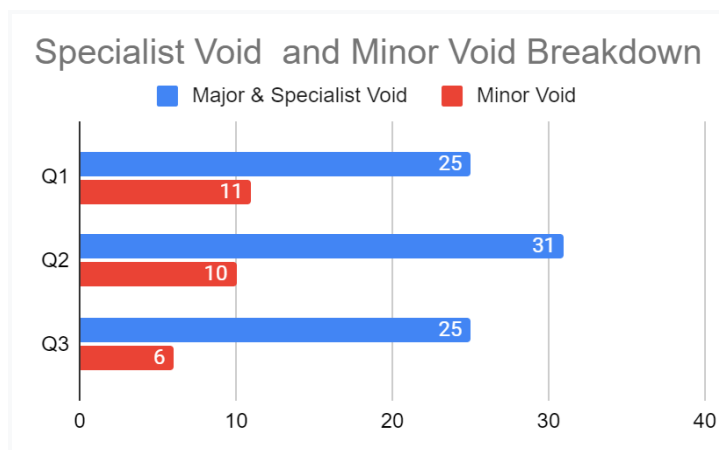
3.1 Voids and re-lets

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

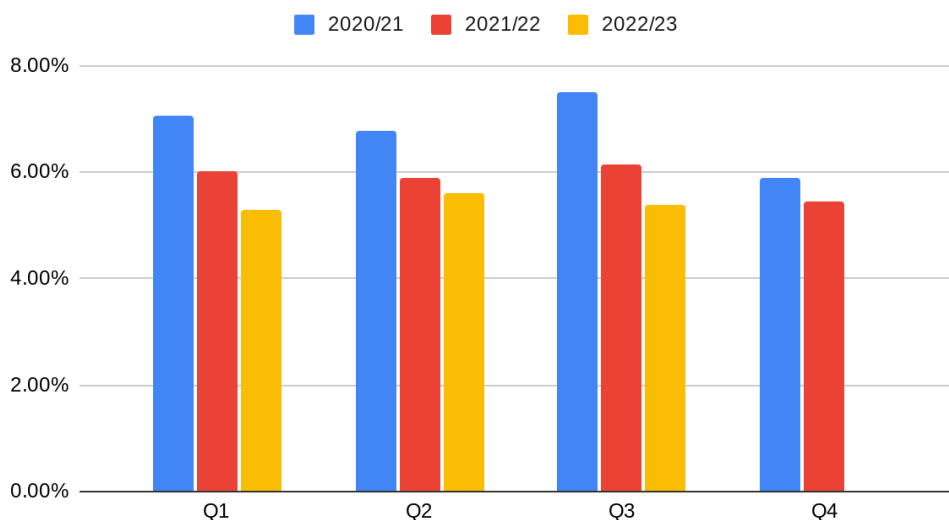
Performance Indicator	Q4	Q1	Q2	Q3
Current tenant arrears as a % of the projected annual rental income	5.46%	5.29%	5.60%	5.39%
Garage arrears as a % of the projected annual rental income	0.10%	0.10%	N/A	N/A
% of rent arrears due to Universal Credit	9.09%	8.95%	9.39%	8.73%
Former tenant arrears	£248,304	£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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Annex 5

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 13

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.

**Repairs Thanet 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

Table of Contents

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

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

<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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Annex 6

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

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

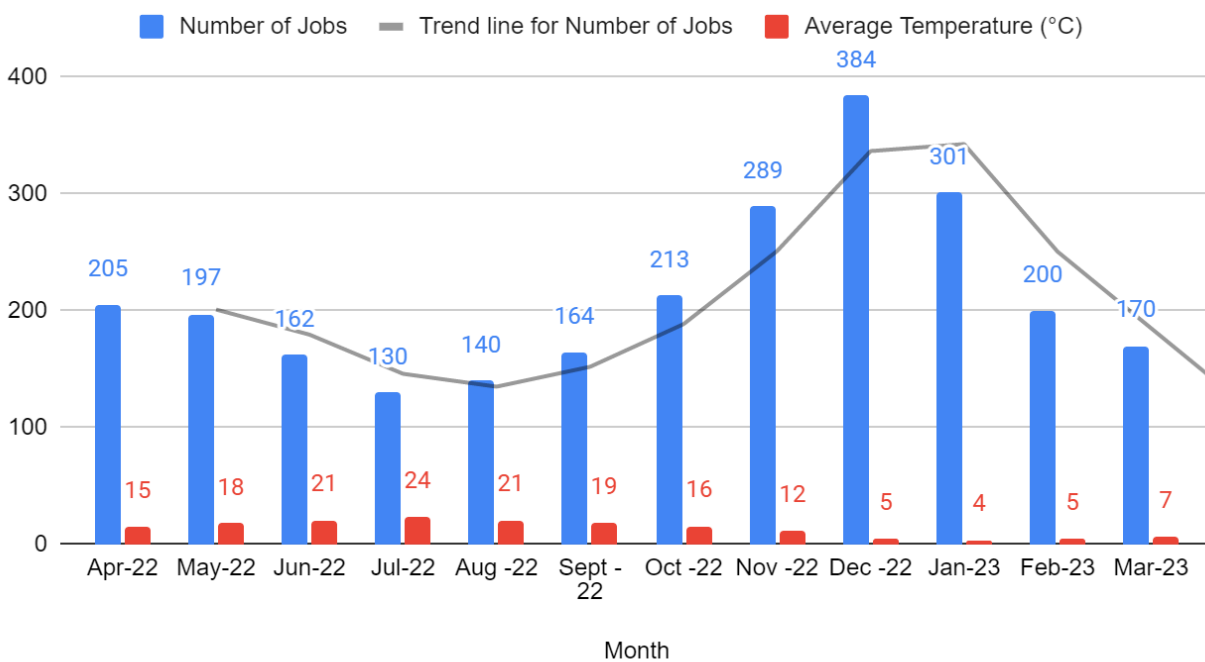
Q4 was the final period of Gas Call's contract for heating repairs and gas servicing. The contract was successfully managed to completion with minimal disruption and loss of performance, despite Gas Call not being able to provide customer satisfaction data for this quarter.

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

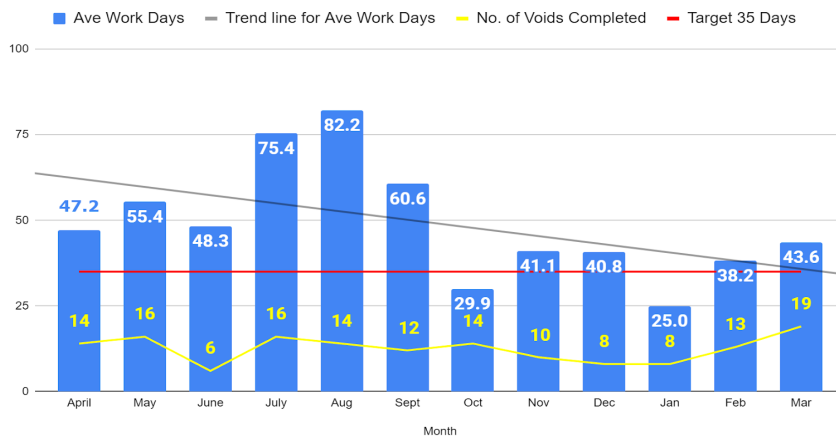
3. Housing Performance Report: Housing Operations

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.

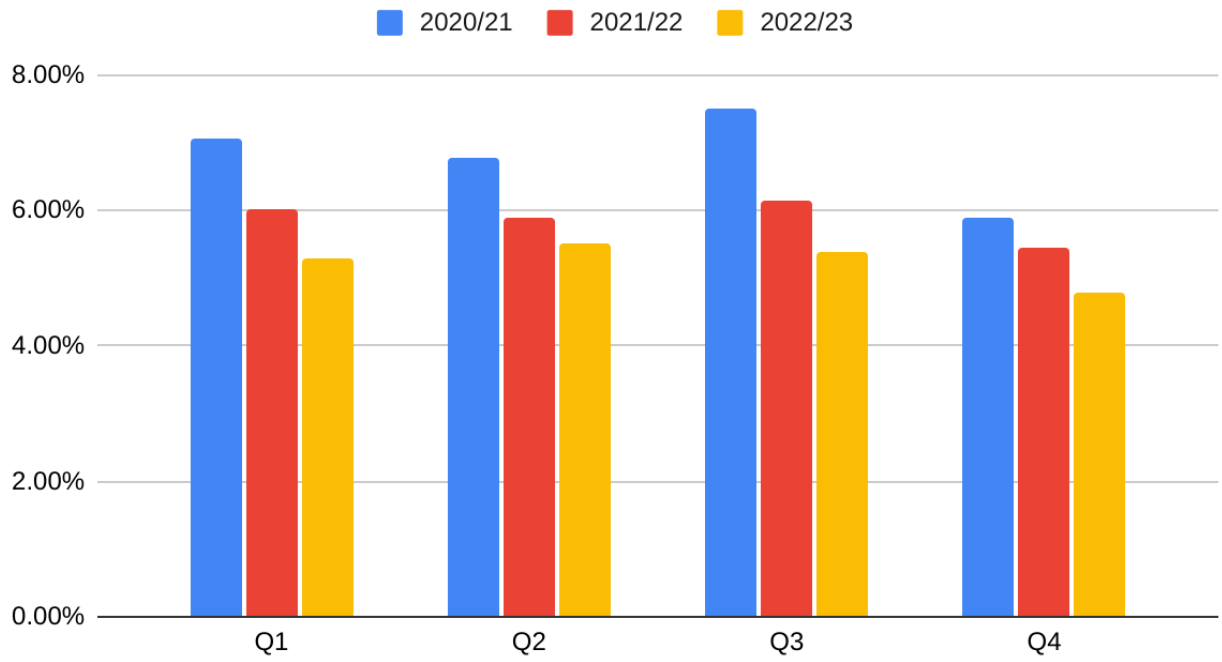
Financial Wellbeing Team

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		

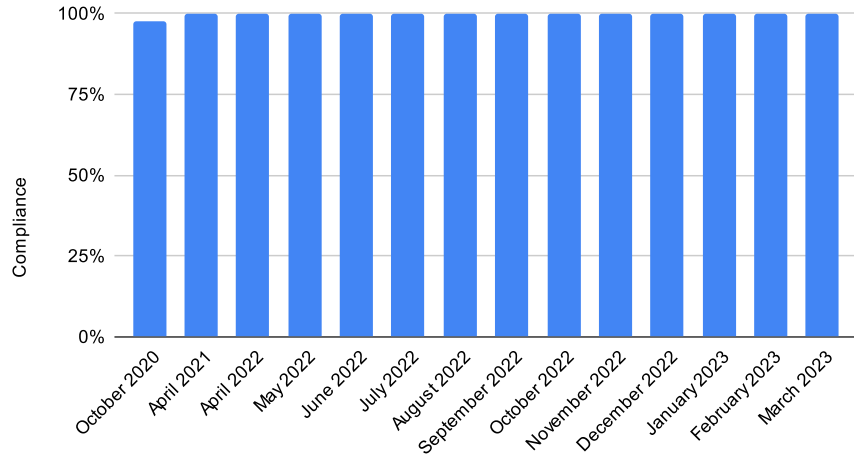
4. Resident Involvement

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

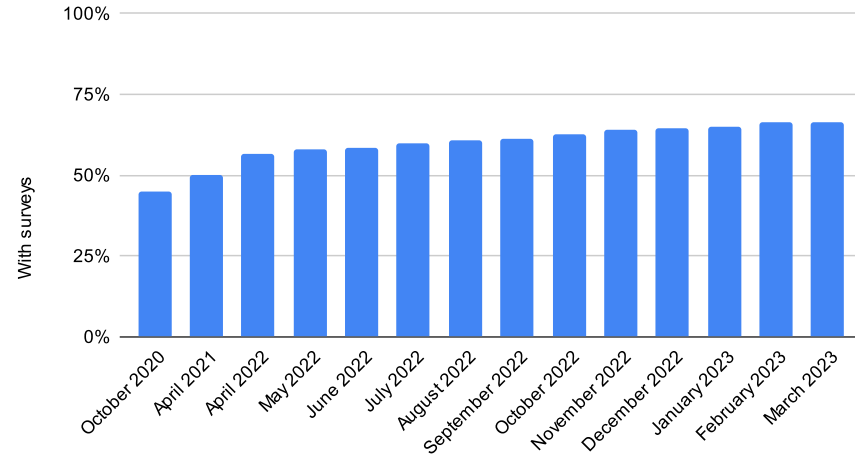
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Appendix 2: Charts

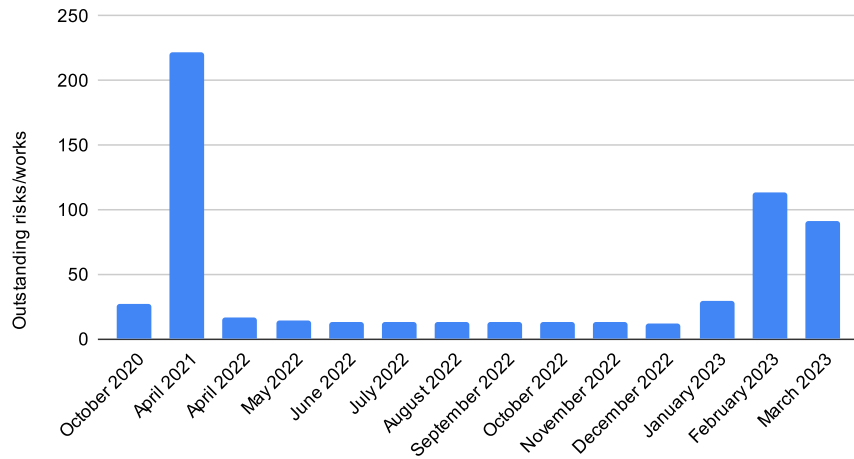
Communal Asbestos Surveys



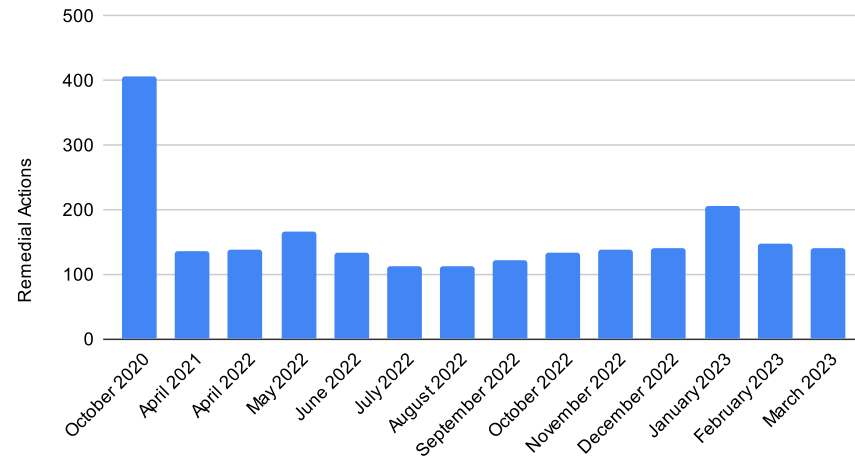
Domestic Properties with Asbestos Surveys



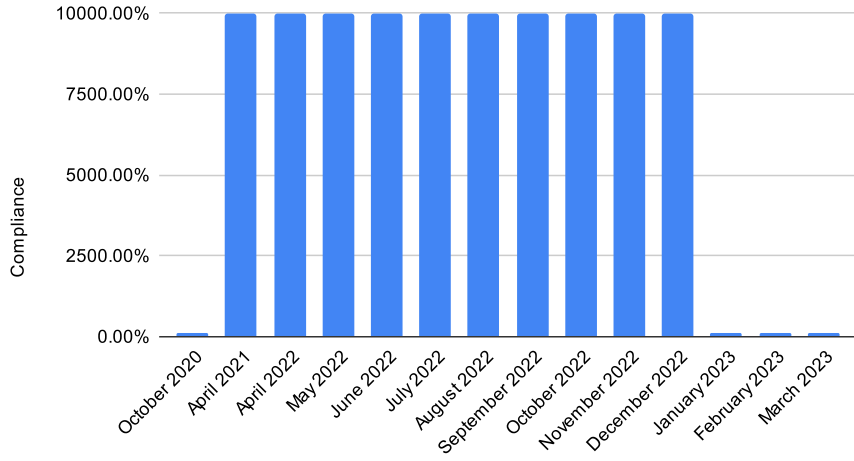
Legionella: Outstanding risks/works



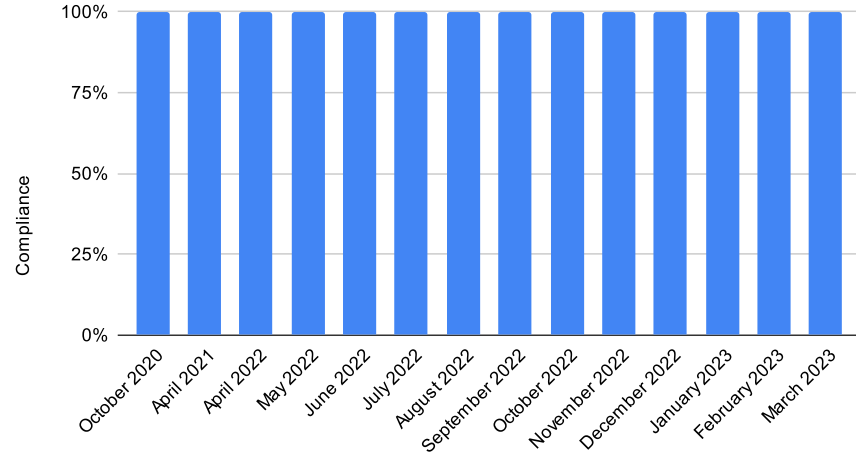
Fire Safety: Outstanding Remedial Actions



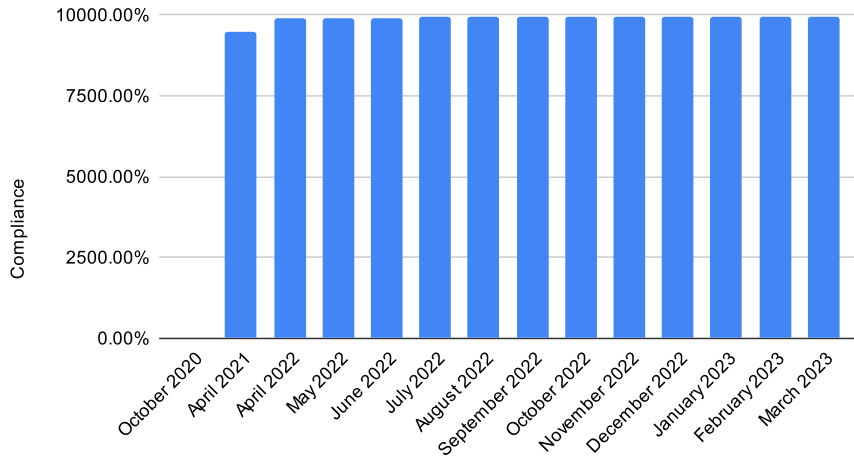
Properties with a valid Landlord Gas Safety



Lifts



Communal EICRs



Domestic EICRs

