

# Public Document Pack



Date: **2 December 2024**  
Our ref: **Overview & Scrutiny Panel/Agenda**  
Ask For: **Charles Hungwe**  
Direct Dial: **(01843) 577724**  
Email: **charles.hungwe@officer.thanet.gov.uk**

## **OVERVIEW & SCRUTINY PANEL**

**10 DECEMBER 2024**

A meeting of the Overview & Scrutiny Panel will be held at **7.00 pm on Tuesday, 10 December 2024** in the Council Chamber, Council Offices, Cecil Street, Margate, Kent.

### **Membership:**

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

## **AGENDA**

**Item**  
**No**

**Subject**

1. **APOLOGIES FOR ABSENCE**
2. **DECLARATION OF INTERESTS** (Pages 3 - 4)  
To receive any declarations of interest. Members are advised to consider the advice contained within the Declaration of Interest advice attached to this Agenda. If a Member declares an interest, they should complete the [Declaration of Interest Form](#)
3. **MINUTES OF PREVIOUS MEETING** (Pages 5 - 12)  
To approve the Minutes of the Overview and Scrutiny Panel meeting held on 19 November 2024, copy attached.
4. **CABINET MEMBER PRESENTATION ON PARKING**  
Presentation by Councillor K. Bright
5. **ADOPTION OF PARKING STRATEGY**  
Report to follow
6. **REVIEW THE OVERVIEW & SCRUTINY PANEL WORK PROGRAMME FOR 2024-25**  
(Pages 13 - 32)
7. **OPTION TO PURCHASE CAR PARK, RAMSGATE** (Pages 33 - 38)
8. **TLS KPI Q1 & Q2 - HOUSING PERFORMANCE REPORT** (Pages 39 - 68)
9. **THE HOUSING ASSISTANCE POLICY**

Item  
No

Subject

Report to follow

10. **THE HOUSING ALLOCATIONS POLICY**

Report to follow

11. **ACCELERATED TEMPORARY ACCOMMODATION PROGRAMME**

Report to follow

12. **FORWARD PLAN AND EXEMPT CABINET REPORTS LIST** (Pages 69 - 80)



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

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

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

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

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

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

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

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

An associated person is defined as:

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

An Authority Function is defined as: -

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

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

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

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

## **Gifts, Benefits and Hospitality**

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

## **What if I am unsure?**

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

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

## OVERVIEW & SCRUTINY PANEL

**Minutes of the meeting held on 19 November 2024 at 7.00 pm in Council Chamber, Council Offices, Cecil Street, Margate, Kent.**

**Present:** Councillor Phil Fellows (Chair); Councillors D Green, Austin, J Bright, Currie, Davis, Donaldson, Huxley, Kup, Paul Moore, Packman, Pope, W Scobie, Wing and Worrow

**In Attendance:** Councillor Garner

### **52. APOLOGIES FOR ABSENCE**

Apologies were received from the following members:

Councillor Britcher, substituted by Councillor Huxley;  
Councillor Farooki, substituted by Councillor Donaldson.

### **53. DECLARATION OF INTERESTS**

Councillor Pope declared a significant interest regarding agenda item 9 on the External Grant Funding Scrutiny Review Report.

### **54. MINUTES OF PREVIOUS MEETING**

Councillor Currie proposed, Councillor Packman seconded and the Panel agreed the minutes to be a correct record of the meeting held on 15 October 2024.

### **55. CABINET MEMBER PRESENTATION**

Councillor Keen made the following comments as part of her presentation:

- A lot of work on knife crime awareness had been done a few months ago around knife crime in order for young people to understand the ladder of risk;
- This awareness campaign had been hugely successful. The campaign reached out to 1033 young people in colleges and schools across the district since it was started in summer 2023;
- Amnesty for the surrender of knives led to significant number knives being surrendered;
- A large sculpture would be made out of these knives. The design had been chosen and the work would be completed by Easter 2025;
- The Thanet Youth Council that was established in 2022 had proven successful. It had a small membership mostly of young people still in school. They had designed their own logo;
- The Youth Council had identified “Keeping Thanet a safe place for young people” as their priority;
- This led to a project being completed at Dane Park;
- The Youth Council was represented at the Independent Advisory Group (IAG), a Kent Police working group. Chief Inspector Ian Swallow attends meetings for this group;
- An event was held by the Parklife Community Hub and it was attended by a number of you people organisations that included the Thanet Youth Council (who had their own stall);

## Agenda Item 3

- The Ellington Park Youth Café was established as a safe space for young people to hang out. This builds their confidence;
- There was the Ladder of Risk, which was a mat that would be placed in a room for young people to use as a tool that they could use to identify risks;
- Pickleball Courts were refurbished;
- A Safety in Action event was held in March each year for age groups 10-15 years;
- It was worth noting that the PIE Factory was under threat due to funding challenges. Thanet District Council was looking at how the PIE Factory could be best supported;
- The government had just announced a Youth Strategy. It would help to study these government proposals and see how this new strategy could create opportunities for young people in Thanet.

Members asked questions and made comments as follows:

- Were there any groups that the Council mostly focused on?
- Would the sculpture be moved around the district on a tour?
- The closure of youth clubs for under 18 year olds had a detrimental effect on children. It was pleasing to note that the Council was working on youth projects;
- It was important that such information on youth projects should be shared with ward councillors. There should be a Council protocol in place that required for information to be shared with councillors for events that were managed by the Council and were taking place in wards;
- Members were concerned by the financial challenges being faced by the PIE Factory. In what way was TDC engaging the organisation to provide support?
- Could the Council the budget allocation for the Youth Council be increased from the current £1000 next year?
- What work was the Council going to undertake with the Youth Council to increase safe spaces for young people across the district?
- How was the Council going to involve young people in the design of safe spaces and recreational facilities as this would enable the Council to understand what young people wanted?
- An effective way to engage young people in school would be through engaging ward councillors as they played a liaison role for schools;
- Was the Council going to review how it could support those youth who were leaving the Youth Council and keeping them motivated as they transition into formal employment, having left school.

Councillor Keen, Mike Humber, Director of Environment and Penny Button, Head of Neighbourhoods responded to member questions and comments as follows:

- The knife sculpture would be taken around the district;
- Thanet District Council did not provide youth services;
- Cabinet was reviewing ways for assisting the PIE Factory so that they could continue with their work in the district;
- The £1,000 budget for the Youth Council was still unused. Cabinet was not sure whether the Youth Council needed a bigger allocation or not;
- The Council conducted "Feel Safe" surveys at schools. A number of issues were brought up for discussion at Youth Council meetings in order to capture the views of young people;

- Where there was scope to put up new equipment around the thirty-three play areas across the district, the Council would consider such proposals. The Council would like to engage young people and parishes on these issues;
- TDC was considering a number of approaches that offered opportunities like apprenticeships to young people.

The Panel thanked the Portfolio Holder for the presentation and noted the report.

## **56. REVIEW THE OVERVIEW & SCRUTINY PANEL WORK PROGRAMME FOR 2024-25**

Councillor J. Bright, Chair of the Youth Services Provision Review Working Party gave a verbal updated on the work of the sub group. Councillor Bright said that the working party was meeting on 21 November to agree their work activities for the review.

The Panel Chair said that the following cabinet member presentations were lined up for future Panel meetings:

- Councillor K. Bright would present on Parking at the 10 December 2024;
- Councillor Keen would be invited to attend the 21 January 2025 meeting to present on Poverty in Thanet;
- Councillor Alboin would be invited to the 11 February 2025 meeting to present on biodiversity;
- CEx would be invited to make a presentation on “The potential benefits and challenges to TDC of contemporary business practices such as hot desking, working from home, customer relationship management and artificial intelligence.”

One member requested for a Cabinet member presentation on Events in the district.

The Panel noted the report.

## **57. EVALUATION OF RETENTION OR DISPOSAL OPTIONS FOR HOUSING REVENUE ACCOUNT UNITS**

Ashley Jackson, Head of Housing and Planning introduced the report and make the following comments:

- The Housing Team had worked in partnership with the Tenant and Leasehold Team to produce this report for consideration by the Panel and later by the Cabinet. It outlines the ownership and refurbishment options for the following properties:
  - 37 Hereson Road, Ramsgate, CT11 7DP;
  - Flat 3 Cobb Court, 27 King Street, Margate, CT9 1BZ and
  - 1 Park Lodge, Montefiore Avenue, Ramsgate, Kent, CT11 8BD.
- All three residential dwellings were currently owned by the council. This report examines both the costs of refurbishing the properties and the potential capital receipts from their disposal at auction;
- The recommendation was to dispose of these properties and reinvest the proceeds of the sales in the council’s Housing Revenue Account (HRA) Capital Programme, to purchase homes that were more suitable for households on the Housing register;

- The total estimated cost of the essential maintenance required, based on the higher end of the quoted range for all properties, was £291,665;
- Independent valuation reports provided current market valuations for each property:
  - 37 Hereson Road, Ramsgate, CT11 7DP: £102,500.
  - Flat 3 Cobb Court, 27 King Street, Margate, CT9 1BZ and freehold for 27 Kings Street: £328,500.
  - 1 Park Lodge, Montefiore Avenue, Ramsgate, Kent, CT11 8BD and freehold for flats 1, 2 and 3 Park Lodge: £201,000.
- In total, if each property and associated freehold where applicable was sold at its valuation, it would generate £632,000;
- The homes in question would not achieve a required EPC rating due to their age and original construction. 1 Park Lodge and 3 Cobb Court 27 Kings Street were both below the EPC BAND C; which was the minimum the Council would want for properties within its housing stock. Both were Grade II listed buildings and it would be very difficult and expensive make any changes to these properties even if it was possible at all;
- The investment required to get these homes to a suitable environmental standard would be £250,000; which was disproportionate to the amount the Council spent on other properties through the voids or planned maintenance programme. This was the reason why the properties had been empty since being vacated;
- Listed buildings cost more to maintain as parts, materials and labour cost more. This was specifically the case with 1 Park Lodge and 3 Cobb Court both Grade II listed. Park Lodge needed considerable external work (e.g. windows and re-pointing) which would be more costly due to their listed status;
- Two of the homes in question were the last properties in a block that were now all leaseholders and managing multiple tenures in a block was trickier for the TLS team. Cobb Court and Park Lodge were both part of 'blocks' that the Council no longer wholly owned.

Members said that the properties seemed to be good value for money.

The Panel noted the report.

**58. ADOPTION OF THE FOLLOWING NEW POLICIES: DECANT POLICY AND DAMP, MOULD AND CONDENSATION POLICY**

Sally O'Sullivan Head of Tenant and Leaseholder Services introduced the report and made the following points:

- The need for a new policy could be identified in different ways, in this case, the driver for the Damp mould and condensation policy was legislative and for the decant policy officers identified a need within Council service that would assist with consistent decision making;
- The requirement for a DM&C policy is due to Awabbs Law, which was introduced in July 2023 as part of the Social Housing regulation act. Awabbs law prescribes strict timescales to respond to reports of damp and mould;
- The policy was based on the Council's policy on what the law directed councils to do. This statutory requirement therefore provided clear guidelines to officers to advise tenants what they could expect from Council service and ensuring the Council was operating within the legislation;



- The Decant policy provided a framework for officers to work by to ensure consistency was applied when faced with a situation where a tenant was needed to be decanted from their home;
- The policy describes the reasons why a tenant might need to be decanted, what the council would do in response and if under what circumstances compensation would be considered.

Member asked questions and made comments as follows:

- If the Council fails to deliver on the policies, would it be helpful to add in some wording that residents can go through the Council's complaints policy first for resolution before seeking legal action?
- Would these policies apply to private sector landlords?

Sally O'Sullivan said that these policies would only cover Council properties and the point raised by a member that adding reference to seek resolution via the Council's complaints policy would be added to the policy document.

The Panel noted the report.

### 59. LOCAL PLAN MOTION

Mr Craig Solly and Ms Jacqueline Brown addressed the Panel under Public Speaking Procedure Rules.

Ashley Jackson introduced the report and made the following comments:

- The purpose of this report to the Panel was to provide advice to Members in relation to a Notice of Motion regarding the Local Plan;
- The Notice of Motion to revoke the Thanet Local Plan 2020 was not supported and the reasons for that were:
  - The Council had no legal power to revoke a Local Plan;
  - The Council would have to meet the housing requirements generated through the application of the NPPF, rather than the Local Plan;
  - The Council would be at greater risk of planning by Appeal, and could also be at risk of Government intervention; and
  - Important Local Plan policies would be lost, and could not be used during the consideration of planning applications.
- To give a bit more context which was included in the report the Council did not have the power to unilaterally rescind the existing Local Plan before preparing a new Plan;
- There was a power for the Secretary of State (SOS) to revoke a local plan at the request of a local planning authority. It was understood that no such request had ever been made, and the SoS had never exercised this power;
- In the unlikely event that the SoS decided to revoke a Local Plan, the Council would have to rely on the NPPF and other Government guidance in making decisions on planning applications;
- Not only would this entail the loss of a sufficient housing land supply for the Plan period, but it would also remove other key Local Plan policies as well. This was in relation to minimum internal space standards for new housing and water efficiency standards (national standards implemented through policy), affordable housing, Green Wedges, agricultural land, support for social infrastructure and contributions to Bird Wise.

Speaking under Council Procedure Rule 20.1 Councillor Pugh made the following comments:

- The Panel should refer this notice of motion back to Full Council;
- The motion was accepted in its entirety when it was first presented to Full Council;
- If the avenue was to write to the Secretary of State, then the Council should do that and exercise that right;
- The District did not have as many green wedges as was thought to be the case. This was an opportunity to start again and allocate development sites in town centres, particularly as the large retailers were now moving out of town centres;
- Mill Lane Car Park and Leopold Car Park were underutilised facilities. These could be turned into housing. This would create more business for retailers in town centres;
- Thanet District Council was threatened constantly with interventions by the government. However interventions never came. There were other Councils across the country that did not have local plans.

The Panel asked questions and made comments as follows:

- This Panel was purely advisory in its role;
- The Local Plan was a framework issue that the Panel could make recommendations to Cabinet for Cabinet to recommend further to Full Council;
- The motion was asking Council to withdraw some of the planning allocations. However TDC did not have the power to do that;
- The Council could not revoke the local Plan, but could seek the Secretary of State to do so;
- There was some merit to discuss the issue concerning brown fields;
- The motion was not ruled out of order;
- The national targets for housing developments could not be achieved. The landscape had changed since Covid, but the government had not responded to this where coastal areas now had more people who had moved to these areas, thereby pushing rents up;
- The current approach to planning was not achieving the target for affordable housing;
- Revoking the Local Plan would mean that the Council would be unable to challenge housing developers;
- Since there was no space for new residents to move into the district, Thanet needed special consideration. That was why the Council should petition the Secretary of State to revoke the current Local Plan;
- What the district needed were jobs for residents to have income, not building more housing. That is why it was necessary to move the motion to Full Council;
- This Local Plan was adopted by previous councils, it was therefore necessary to adhere to the current Local Plan provisions and implement it;
- These issues being highlighted in the discussion were caused by a lack of leadership when there was no overall control of the Council;
- The Local Plan was being revised through the work of a cabinet advisory group. Members were asked to consider the impact of supporting such a motion on the Council as revoking the Plan would lead to building on green wedges;

- This motion should not have gone to Full Council;
- Legal consequences for adopting such a motion should be explored and the Council should seek the highest possible legal advice on the matter;
- Full Council could not debate a motion that the Council could not legally act on;
- An amendment could be suggested to the motion to say that TDC writes to the Secretary of State to revoke the Local Plan. This would then enable the motion to be debated in full at Full Council;
- It would be irresponsible to revoke the Plan as it would be a costly exercise;
- Revoking the Local Plan would entail a deluge of litigation cases that the Council would face;
- It was important to debate this motion at Full council as doing so would send the message home that housing numbers were set by the government.

Members of the Panel were encouraged by the Chair to attend the next Cabinet meeting to speak on the subject under Procedure Rule 20.1 and put their views across to Cabinet during discussion of this matter.

Councillor Kup proposed and Councillor Wing seconded that the motion be referred back to Full Council for a full debate.

The recommendation was not agreed by the Panel.

Councillor Scobie proposed, Councillor Huxley seconded and when put to the vote the Panel agreed that the motion be not supported.

### **60. EXTERNAL GRANT FUNDING SCRUTINY REVIEW REPORT**

Councillor Pope left the Council Chamber before consideration of this item.

Councillor Austin introduced the report and made the following comments:

- Councillor Austin thanked officers for supporting the work of the Panel's working party and the voluntary organisations that took part in the review;
- All recommendations drafted by the working party were meant to bring in external funding into the voluntary sector and would be helpful to the voluntary organisations if adopted by the Panel and forwarded to Cabinet for approval;
- There was a huge amount of skills in the voluntary sector that the council could tap into;
- The UK Shared Infrastructure Funding was playing an important role in connecting local voluntary organisations and funders;
- Some of the findings from this review were similar to feedback from a previous review conducted by the Town and Parish Council Working Party;
- These recommendations were well supported across the voluntary organisations that attended the working party review meetings.

Councillor Austin proposed the report to the Panel and Councillor Fellows seconded.

Other Panel members made comments as follows:

- Members congratulated the working party on the review report produced out of their review work;
- Members thanked Councillor Austin for a well chaired working party;

- They said that the amount of engagement between the working party and council officers was good and the review process was positive.

The Panel agreed to adopt the working party report findings and recommendations and forwarded the report to Cabinet for consideration and decision.

**61. FORWARD PLAN AND EXEMPT CABINET REPORTS LIST**

Councillor Pope returned to the Council Chamber before consideration of this item.

Members noted the report.

Meeting concluded: 9.04 pm

## Review the Overview & Scrutiny Panel Work Programme for 2024-25

<b>Overview and Scrutiny Panel</b>	10 December 2024
<b>By</b>	Ingrid Brown, Head of Legal and Democracy & MO
<b>Cabinet Portfolio Member</b>	Councillor Yates, Cabinet Member for Corporate Services
<b>Key Decision</b>	no
<b>Decision classification</b>	unrestricted
<b>Call in status</b>	n/a
<b>Ward:</b>	Thanet Wide

### Purpose of the Report

This report summarises activities of the Overview & Scrutiny Panel for 2024/25 and asks the Members to comment, make suggestions and note the OSP work programme.

### Recommendation(s):

1. Members are requested to review the Overview & Scrutiny Panel work programme for 2024/25;
2. Members are further being asked to approve the draft terms of reference of the Youth Services Provision Review Working Party attached at Annex 4 of the report.

### 1. Summary of Reasons

- 1.1 The Panel's work programme helps the committee to deliver effective scrutiny of executive decision before, and at times after, implementation. The programme assists the Panel to come up with realistic workload as measured against existing resources.

### 2. Background

- 2.1 This report allows the Panel to review the work programme for the period 2024/25. The work programme helps provide a framework for reporting progress regarding the activities of the Overview and Scrutiny Panel and would also provide officers with a reference point for planning appropriate levels of support for the Panel. This report follows on from the one that was considered by Members on 18 June 2024.
- 2.2 The current statutory guidance for the scrutiny function says, effective overview and scrutiny should:
  - Provide constructive 'critical friend' challenge;

- Amplify the voices and concerns of the public;
- Be led by independent people who take responsibility for their role; and
- Drive improvement in public services

2.3 With this in mind, Members may wish to ensure that the Panel work programme for the year provides opportunities for critical but constructive challenge to the Executive, articulate any concerns about matters that are the business of the council and strive for improved service delivery by the Council and other public agencies working in Thanet. Members could also consider including in the work programme matters they would like to investigate on any matter that they feel affects the welfare of the local communities

## 3. The Work Programme

### External Grant Funding Review Working Party

3.1 The External Grant Funding Review Working Party meeting met on 9 September 2024 to consider the feedback from infrastructure bodies and local community voluntary organisations that attended the 22 July and 29 July meetings on the main ideas for the report. The working party finalised its report which is detailed elsewhere on the agenda for the November meeting.

### Scrutiny Review Topics

3.2 Currently the Panel is undertaking a review on Youth Services in Thanet.” This piece of work started in November and the working party hoped to conclude its work in January 2025 with a report scheduled to be presented to the Panel in February 2025. The review would also focus on assessing what remains following KCC budget cuts and what is provided by other organisations across Thanet. It was hoped that this would identify where gaps and opportunities for improvement are. The working party met for the first time on 21 November and drafted some terms of reference (TORs) attached at Annex 4 of the report. The Panel is being asked to approve these TORs.

3.3 The next in line for review is a topic on increasing biodiversity across the district. This would involve conducting an assessment of biodiversity across Thanet and what can be done to increase it. These items will then be ranked on the scoring matrix to determine their position on the priority list.

3.4 The Chair and Vice Chair were working with Democratic Services to score the new topics against the set criteria for prioritising review topics. These are as detailed below:

- a. Poverty in Thanet and the extent of mitigation measures that exist currently;
- b. The potential benefits and challenges to TDC of contemporary business practices such as hot desking, working from home, customer relationship management and artificial intelligence;
- c. Combating littering, improving recycling, especially during holiday periods and festivals;

- d. Events, what TDC can do to improve its service to voluntary events organisers.

## **Watching Brief for Scrutiny Recommendations Forwarded to Cabinet**

### **Tourism Review Report**

- 3.5 The Panel forwarded a number of recommendations to Cabinet and these were considered at the Cabinet meeting on 25 April 2024. Cabinet agreed to study the Scrutiny Review report and bring it back for decision at a meeting in the third quarter of 2024. More detail on the report and Cabinet minutes are in minute item 115 in this link [Cabinet Agenda and Minutes - 25 April 2024](#). This report was considered for the second time by Cabinet on 28 November 2024 and Cabinet agreed a good number of the recommendations from this review report. The Panel will keep a watching brief to monitor implementation of these recommendations by Cabinet.

### **External Grant Funding Review Report**

- 3.6 The Panel adopted the external grant funding review report on 19 November and forwarded it to cabinet for consideration and decision. [The report was considered by Cabinet on 28 November and most of the recommendations from the review report were agreed by Cabinet. The Panel will keep a watching brief to monitor implementation of these recommendations by the Executive.

## **Cabinet Presentations at OSP Meetings**

- 3.7 The Cabinet Member for Parking will attend the Panel on 10 December for a presentation on Parking.
- 3.8 The Cabinet Member for Community will be invited back to the meeting on 21 January 2025 for another presentation on “Poverty in Thanet and the extent of mitigation measures that exist currently.”
- 3.9 This will be followed by a presentation on a date to be confirmed on “the potential benefits and challenges to TDC of contemporary business practices such as hot desking, working from home, customer relationship management and artificial intelligence.”
- 3.10 Members can refer to the Forward Plan that is detailed elsewhere on the agenda to identify items that they could request for an officer report.

## **4. Alternative Options**

- 4.1 The Panel could comment, and note the work programme report.
- 4.2 Members may also choose to make updates to the work programme for 2024/25.

## **5. Consultation**

- 5.1 No consultation has been undertaken because it is not required for this report.

## **6. Corporate Implications**

### **6.1 Finance and Resources**

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

### **6.2 Legal and Constitutional**

- 6.2.1 The role of scrutiny is set out in section 9F of the Local Government Act 2000. Paragraph 2 of that executive arrangements of a Local Authority must ensure that its overview and scrutiny committee has the power to:

- a) to review or scrutinise decisions made, or other action taken, in connection with the discharge of any functions which are the responsibility of the executive,
- b) to make reports or recommendations to the authority or the executive with respect to the discharge of any functions which are the responsibility of the executive,
- c) to review or scrutinise decisions made, or other action taken, in connection with the discharge of any functions which are not the responsibility of the executive,
- d) to make reports or recommendations to the authority or the executive with respect to the discharge of any functions which are not the responsibility of the executive,
- e) to make reports or recommendations to the authority or the executive on matters which affect the authority's area or the inhabitants of that area.

- 6.2.2 The council must also have regard to the statutory guidance on Overview and Scrutiny from the ministry of Housing, Communities and Local Government when exercising its functions. In relation to the planning of work, paragraph 6 of the statutory guidance provides the following:

- a) Effective scrutiny should have a defined impact on the ground, with the committee making recommendations that will make a tangible difference to the work of the authority.

- 6.2.3 To have this kind of impact, scrutiny committees need to plan their work programme, i.e. draw up a long term agenda and consider making it flexible enough to accommodate any urgent, short-term issues that might arise during the year'.

### **6.3 Council Policies and Priorities**

- 6.3.1 This report relates to the following corporate priorities: -

- To keep our district safe and clean
- To deliver the housing we need
- To protect our environment
- To create a thriving place
- To work efficiently for you



## **6.4 Risk**

6.4.1 There are risks arising directly from this report.

## **6.5 Climate Change and Biodiversity**

6.5.1 There are no climate change and biodiversity implications arising directly from this report.

## **7. Equality, Equity and Diversity Implications**

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

7.2 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.

## **8. Crime and Disorder Implications and Community impact**

8.1 The Scrutiny Panel has a duty to act as a Crime and Disorder Committee to review any community safety matters affecting the local communities and submit any recommendations on any corrective action that should be considered by the Council. In drafting its work programme the Panel ought to consider including crime and disorder items as part of its work activities during any municipal year.

## **9.0 Subject History**

9.1 The Panel implements all its activities as defined in the work programme that was established at the May meeting and reviews progress as measured against that work programme.

## **Appendices**

Annex 1 - OSP Work Programme 2024/25

Annex 2 - Scrutiny Review Topics Scoring table

Annex 3 - OSP Pre and Post Decision Reviews

Annex 4 - Youth Services Provision Review Working Party

## **Background Papers**

None

**Report Author(s) Contact:** Charles Hungwe, Deputy Committee Services Manager

**telephone:** 01843 577186

**email:** [charles.hungwe@thanet.gov.uk](mailto:charles.hungwe@thanet.gov.uk)

**Report Sign Off**

**Legal** Ingrid Brown-Head of Legal and Democracy and Monitoring Officer

**Finance** Matthew Sanham (Head of Finance, Procurement and Risk)

Overview & Scrutiny Panel Work Programme for 2024/25		
Meeting Date	Indicative Agenda Items	Issue Source
10 December 2024	Cabinet Member Presentation	
	Approval of a new acquisition programme for Temporary Accommodation	Housing Item
	Adoption of Parking Strategy	Neighbourhoods Item
	The Housing Assistance Policy	Housing Item
	The Housing Allocations Policy	Housing Item
	Option to purchase car park, Ramsgate	Property Item
	Review of OSP Work Programme for 2024/25	Standing Agenda Item
	Forward Plan & Exempt Cabinet Report List	Standing Agenda Item
21 January 2025	Cabinet Member Presentation	
	Purchase of 12 Guildcrest flats	Housing Item
	Review of OSP Work Programme for 2024/25	Standing Agenda Item
	Forward Plan & Exempt Cabinet Report List	Standing Agenda Item
11 February 2025	Cabinet Member Presentation	
	Review of OSP Work Programme for 2024/25	Standing Agenda Item
	Forward Plan & Exempt Cabinet Report List	Standing Agenda Item

11 March 2025	Cabinet Member Presentation	
	The replacement of Open Spaces fleet vehicles and equipment a minimum of 7 years old to the value of £1.12 million	Coastal and Public Realm Item
	Review of OSP Work Programme for 2024/25	Standing Agenda Item
	Forward Plan & Exempt Cabinet Report List	Standing Agenda Item
15 April 2025	Cabinet Member Presentation	
	Review of OSP Work Programme for 2024/25	Standing Agenda Item
	Forward Plan & Exempt Cabinet Report List	Standing Agenda Item
20 May 2025		
	Establish the OSP Work Programme for 2025/26	Standing Agenda Item
	Forward Plan & Exempt Cabinet Report List	Standing Agenda Item

**Table as November 2024**

Title Of the Scrutiny Review	Review Type	Date added to the scoring table	Membership	Is the topic related to a priority within the Council's Corporate Plan?	Is the topic of high public concern?	Is the topic currently under performing as per the Council's performance monitoring?	Will the topic result in recommendations that save that Council money, generate income or add social value to the district?	Total	Rank	Completion Status
<p><b>topic:</b> Health and Wellbeing</p> <p><b>Question:</b> What ways we might work more effectively with partners to boost health &amp; well-being in Thanet.</p>										
<p><b>topic:</b> Cost of Living</p> <p><b>Question:</b> how we can work with partners to help residents avoid debt/ tackle it when it arises.</p>										
<p><b>topic:</b> Youth Services in the Thanet</p> <p><b>Question:</b></p>										The Youth Services Provision Review Working Party was set up by the Panel on 15 October 2024 and had its first meeting on 21 November where they discussed the scope of the review and draft terms of reference. These TORs will now be presented to the next Panel on 10 December 2024 for approval.
<p><b>topic:</b> Improving Biodiversity</p> <p><b>Question:</b></p>										
<p><b>topic:</b> Grant funding review</p> <p><b>Question:</b> I'd like a review to see firstly what we might have missed out on and then how we can be in best position going forward to apply for grants as and when then are available</p>	B	23/6/23	TBC	10	10	0	20	50	T-2nd	The External Grant Funding Review WP met on 13 May to scope out its work activities and reported back its progress to the Panel on 21 May. The working party interviewed TDC officers from Finance, Regeneration and Community Services at its meeting on 06

											<p>June. The working group took evidence via meetings with infrastructure and funding organisations and local voluntary community organisations on 22 July and 29 July, respectively. The working party drafted its report and shared the main ideas of the report with infrastructure bodies and local community voluntary organisations at the meeting on 9 September. The report was then presented to the Panel on 19 November. The Panel adopted the report in full and forwarded it to Cabinet. The recommendations from this review will now be considered by Cabinet on 28 November 2024.</p>
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**KEY**

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

**Request for Officer Reports**

- **Review of Section 106 Management:** how S.106 contributions are allocated, and what procedures are in place to ensure effective delivery
- **Broken Waste Bin Review:** To review the large number of broken waste bins (mainly missing lids) in Thanet. Waste collection is a statutory service however the number of broken bins leads to added rubbish and litter in all wards particularly those with densely populated areas which adversely affects the quality of residents lives and their health. The open bins attract vermin as well as foxes and seagulls who rip open the bags which should be contained in a fully functional bin with a lid. I request that these broken bins are repaired/or replaced by the council free of charge to residents.
- **Update on externally funded regeneration projects:** Regular 2-monthly updates on all externally funded regeneration projects - To include eg business plan, project management framework, progress against workplan, spend against projections, issues arising, risk analysis etc: appropriate focus for each meeting/ project to be agreed with Cabinet member & Regeneration team by the OSP Chair.
- **Review of governance and performance of on-street parking income:** investigate the governance arrangements, the resources employed in policing on street parking and in collecting and managing the fund and what overhead this represents.

OSP Pre and Post Decision Reviews for 2024/25

Date of scrutiny meeting	Item	Pre-decision	Post Decision	Cabinet Presentation	Work Planning
18/06/24	Cabinet Member Presentation - Leader's Presentation on TDC's performance regarding the five corporate priorities			<input checked="" type="checkbox"/>	
18/06/24	Boat Hoist Replacement	<input checked="" type="checkbox"/>			
18/06/24	Jackey Bakers Recreation Ground Pavilion	<input checked="" type="checkbox"/>			
18/06/24	Purchase of Section 106 Affordable Housing Units - Phase 3 Spitfire Green, Haine Road, Ramsgate	<input checked="" type="checkbox"/>			
18/06/24	Local Authority Housing Fund (LAHF) R3	<input checked="" type="checkbox"/>			
18/06/24	HRA tower blocks refurbishment and retrofit programme - authorisation for new contract value	<input checked="" type="checkbox"/>			
18/06/24	A combined PSPO for Alcohol and Anti-social behaviour from July 2024 to July 2027	<input checked="" type="checkbox"/>			
18/06/24	Purchase of 6 x 7.5tonnes diesel tippers for TDC Cleansing - total cost £480,000.00	<input checked="" type="checkbox"/>			
18/06/24	Review OSP Work Programme 2022/23				<input checked="" type="checkbox"/>

18/06/24	Forward Plan				<input checked="" type="checkbox"/>
16/07/24	HRA tower blocks refurbishment and retrofit programme	<input checked="" type="checkbox"/>			
16/07/24	HRA Royal Crescent - capital project	<input checked="" type="checkbox"/>			
16/07/24	Local Authority Housing Fund (LAHF) R3	<input checked="" type="checkbox"/>			
16/07/24	Approval of the Temporary Accommodation Policy	<input checked="" type="checkbox"/>			
16/07/24	Thanet Pathfinder Projects - procurement approvals	<input checked="" type="checkbox"/>			
16/07/24	Extension to the Alcohol Public Space Protection Order	<input checked="" type="checkbox"/>			
16/07/24	Transition of Shared Services	<input checked="" type="checkbox"/>			
16/07/24	Review of the scrutiny projects scoring matrix				<input checked="" type="checkbox"/>
16/07/24	Review OSP Work Programme 2024/25				<input checked="" type="checkbox"/>
16/07/24	Forward Plan				<input checked="" type="checkbox"/>
13/08/24	Purchase of 30 Homes at Haine Road for Affordable Rent	<input checked="" type="checkbox"/>			
13/08/24	Purchase of 30 Homes at Haine Road for Affordable Rent	<input checked="" type="checkbox"/>			
13/08/24	Review OSP Work Programme 2024/25				<input checked="" type="checkbox"/>



13/08/24	Forward Plan				<input checked="" type="checkbox"/>
20/08/24	Call-in of Cabinet decision		<input checked="" type="checkbox"/>		
17/09/24	Presentation by the Leader of Council - On Council's Performance regarding the Corporate Priorities			<input checked="" type="checkbox"/>	
17/09/24	Procurement of Public Toilets Works at Margate Main Sands	<input checked="" type="checkbox"/>			
17/09/24	Procurement of Public Toilet Works at Stone Bay, Broadstairs	<input checked="" type="checkbox"/>			
17/09/24	Security Contract	<input checked="" type="checkbox"/>			
17/09/24	East Pier Building Improvements	<input checked="" type="checkbox"/>			
17/09/24	Purchase of 11 homes built by Vistry for temporary accommodation	<input checked="" type="checkbox"/>			
17/09/24	Mechanical Dredging Contract	<input checked="" type="checkbox"/>			
17/09/24	Purchase of 137 Homes at Haine Road for Affordable Rent	<input checked="" type="checkbox"/>			
17/09/24	Review OSP Work Programme 2024/25				<input checked="" type="checkbox"/>
17/09/24	Forward Plan				<input checked="" type="checkbox"/>
15/10/24	Presentation on Cleansing and Coastal Services on 'Improving recycling in the district.'			<input checked="" type="checkbox"/>	

15/10/24	Margate Harbour Arm Building Improvements	<input checked="" type="checkbox"/>			
15/10/24	Fuel Supply Contract	<input checked="" type="checkbox"/>			
15/10/24	Purchase of land at Eaton Road, Margate from Southern Housing in the Housing Revenue Account	<input checked="" type="checkbox"/>			
15/10/24	Thanet Pathfinder Projects - Procurement Approvals	<input checked="" type="checkbox"/>			
15/10/24	New policy for Adoption for Acquisition and Disposal of Property	<input checked="" type="checkbox"/>			
15/10/24	Purchase of Caged Waste Vehicles	<input checked="" type="checkbox"/>			
15/10/24	Review OSP Work Programme 2024/25				<input checked="" type="checkbox"/>
15/10/24	Forward Plan				<input checked="" type="checkbox"/>
19/11/24	An overview of what TDC initiatives were for youth service provision in Thanet			<input checked="" type="checkbox"/>	
19/11/24	Evaluation of Retention or Disposal Options for Housing Revenue Account Units	<input checked="" type="checkbox"/>			
19/11/24	Adoption of the following new policies: Decant Policy and Damp, Mould and Condensation Policy	<input checked="" type="checkbox"/>			
19/11/24	Local Plan Motion - Full Council Referral	<input checked="" type="checkbox"/>			
19/11/24	External Grant Funding Scrutiny Review Report	<input checked="" type="checkbox"/>			

19/11/24	Review OSP Work Programme 2024/25				<input checked="" type="checkbox"/>
19/11/24	Forward Plan				<input checked="" type="checkbox"/>

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**YOUTH SERVICES PROVISION REVIEW WORKING PARTY DRAFT  
TERMS OF REFERENCE**

**Question:**

How can TDC work more effectively for young people to help them thrive in Thanet?

*or*

What can TDC do to improve the lives of young people in Thanet?

**Aim:**

- To improve how the council engages with, and provides for, young people in Thanet:
  - Identify what we're doing and what we've done in the past that's worked well
  - Learn from feedback from local young people to establish what can be improved
  - Consider how other comparable authorities work for young people
  - Produce case studies and make recommendations to Council
  - Communicate more effectively with young people

**Proposed Terms of Reference:**

- This review focuses on the lives of 'young people', specifically 13-19 year olds (and those with learning difficulties, up to 24 years old)
- It is concerned with the services TDC delivers for young people (this is distinct from KCC's statutory duty to provide youth services and activities)
- It will investigate how TDC departments specifically engage with, and serve young people, as residents of Thanet.
- It will prioritise the voices and experiences of local young people to determine where improvements to service provision can be made.
- It will identify, as far as possible, all the different kinds of youth provision that exists in Thanet and build an up-to-date list of youth worker contacts. This will help TDC to reach more of the district's young people and improve communications with them.
- It will set out recommendations to council which will hopefully lead to more effective and efficient service provision across departments to allow more young people to thrive.

### **Proposed Methodology:**

- 1) Survey/interview senior TDC officers from each department to establish how they are already serving young people – Louise, Penny, Jo-Anna, Hannah, Ingrid, Tony, Mike, Bob, Matt, Adrian (Google Meet/google forms?)
- 2) Consult with Thanet Youth Council, Pie Factory, Pavilion Youth Cafe, Northdown Road Family Hub, Inspiration Creative (as a start) to ask for case studies/personal experiences from 13-19 year olds, to paint a picture of what it's like to be a young person living in Thanet and what improvements they'd like to see. This can be presented as creatively as they wish.
- 3) Email all TDC and Town/Parish councillors to help collate a list of all youth groups, clubs, services, in each ward.
- 4) Use the list to reach out to as many youth workers as possible to determine what the challenges and barriers are for young people accessing their clubs/service and what they believe would improve the lives of young people in Thanet (google form?)
- 5) Undertake desk research comparing different Councils' approaches (Working Group members)
- 6) Put together a presentation to include TDC officer responses, the views and experiences of young people, the views and ideas of youth workers, and comparisons with other councils (Working Group members)
- 7) Compile report & recommendations (Working Group members with Charles)

### **Suggested Timetable**

- Nov 2024: Initial meeting with officers from the Neighbourhoods/community team
- Nov 2024: Send google form/email to all senior officers to find out how they engage with and provide for young people.
- Dec 2024: Meet with youth council to get their opinions about the review's aim and how we can obtain young people's experiences/suggestions.
- Dec 2024: Present terms of reference to the O&S panel for approval.
- Dec 2024: Meet with parish forum to ask for assistance with compiling list of local clubs, community groups, services for young people. Email all councillors to tap into their local knowledge, too.
- Dec/Jan 2024: Contact youth groups to ask 13-19yr olds to submit examples of their experiences of being a young person in Thanet. These can be in any format. The idea is to create a picture and to consider areas for improvement.
- Jan 2025: Review of information and drafting the working party report;
- Feb 2025: Review of draft report by the working party;
- Feb 2025: Draft report reviewed by CMT;
- Mar 2025: Presentation of Final report to the Overview and Scrutiny Panel.

### **Ways in which district councils could engage with and provide for young people:**

- Providing apprenticeships/work experience opportunities/training
- Facilitating access to open spaces, services and information
- Funding & promoting youth groups/activities/events
- Celebrating achievements through award schemes
- Building strong, collaborative relationships with youth organisations, schools etc
- Employing youth workers, people with experience/qualifications working with young people (esp on community team and communications team)
- Encouraging democratic engagement, citizenship, youth voice (youth council/forums)
- Promoting youth safety (knife crime, county lines, dangerous driving, substance misuse, online safety, VAWG etc)
- Supporting mental health and well-being
- Addressing youth homelessness (providing temporary accommodation and more council homes)
- Providing play areas and recreational space.
- Involving young people in the design and planning of facilities of interest
- Consulting with young people through surveys/questionnaires to inform decision making.
- Attending job fairs to encourage youth employment

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## OPTION TO PURCHASE CAR PARK, RAMSGATE

<b>Overview &amp; Scrutiny Panel</b>	10 December 2024
<b>Report Author</b>	Andreea Plant (Head of Property)
<b>Cabinet Portfolio Member</b>	Cllr Ruth Duckworth, Cabinet Member for Regeneration and Property
<b>Status</b>	For Decision
<b>Decision classification</b>	Unrestricted
<b>Key Decision</b>	Yes
<b>Previously Considered by</b>	Cabinet 31/1/2017
<b>Ward:</b>	Central Harbour

### Purpose of the Report

The purpose of this report is to invite members of the Overview and Scrutiny Panel to scrutinise, note and comment on the proposal that Cabinet approve exercising the next available option to purchase the leasehold interest of Royal Harbour Multi-storey car park, Ramsgate, which the council occupy under a financing lease entered into in 1977, with 48yrs unexpired. The lease contains a tenants option to purchase the leasehold interest, at certain trigger points, the next is in 2025. Exercising the option will have an improved long term budgetary impact for the council.

### Recommendation(s):

Members of the Overview and Scrutiny Panel are asked to:

1. Note and scrutinise the report and consider any appropriate recommendations to Cabinet in advance of its meeting on 19 December 2024.
2. Note and comment on the proposed recommendations to Cabinet, as follows:
  - i. Approve exercising the option to purchase the leasehold interest in Royal Harbour Multi-storey car park, Ramsgate at the next available option trigger date and finances the purchase from borrowing.

### 1. Summary of Reasons

- 1.1 Exercising the option to purchase would reduce the council's long term costs by a significant sum. It would give the council greater flexibility to consider how it uses the asset and its future.

- 1.2 The annual cost of financing the purchase is estimated to be less than the annual rent payable to the landlord, which escalates on each rent review cycle, and will give the council greater financial certainty.

## **2. Background**

- 2.1 As part of the financing arrangement for the construction of Leopold (Royal Harbour) multi-storey car park in the 1970's, the council owned site in Leopold Street was leased to a finance company. The finance company funded the construction of the multi-storey and then leased it back to the council, thereby recouping their investment in the form of rents.
- 2.2 The lease term is 1975-2073 and there are no break options. The commencing rent was £32,000 pa in 1975. The rent is to be reviewed every 5 years by applying a construction price index (CPI) formula. The current rent payable is £227,189 pa (exclusive). The next rent review is in July 2025 and, based on estimated CPI figures, it is conceivable that the rent payable to the landlord will exceed £300,000 pa at the next review. The lease provides, amongst other things, for the tenant to keep the property in good and substantial repair. The permitted use is a public car park. Construction prices have increased over the last 5 years and declines are not currently forecast.
- 2.3 This matter was considered by Cabinet in 2017, which resolved (minute 405) to exercise the option to purchase both Mill Lane and Leopold multi-storey car parks. While Mill Lane was successfully purchased, the option to purchase Leopold was not able to be exercised in 2020, as the lease terms for this lease were different therefore, 2020 was deemed not an eligible period with the first eligible period to exercise the option to purchase Leopold multi-storey car park being between 28/07/2025 and 27/07/2026.
- 2.4 Under the terms of the 1977 lease agreement, the tenant has the option to purchase the landlords leasehold interest on 5 yearly trigger dates, the next being in July 2025. The lease stipulates that the cost of purchase shall be 12 times the rent passing. This figure is estimated to be £3,626,976 + VAT. Stamp duty land tax would be due on the purchase price but the VAT would be recoverable, providing that the property continues to be used as a car park. The council would also need to undertake due diligence on the purchase in terms of legal and survey work. The estimated purchase figure is based on current CPI forecasts and may be subject to change.
- 2.5 The option provides for notice to be served within a 12m period commencing 28 July 2025 and completion of the purchase is to take place no later than six weeks after service of the option notice.
- 2.6 The council could fund the purchase and on-costs by borrowing or from existing treasury balances until favourable long term borrowing rates are available. The total cost of repayment and interest, over the comparable lease term, is forecast, by treasury advisors, to reduce to around 4.5% in 25/26, making the forecast cost of borrowing £265,000 pa. £3m capital has already been allocated through the Capital

Bid process previously, therefore a further capital bid would be required for the additional £1m, should Cabinet approve exercising the option.

2.7 If the rent were to remain at the forecast review level of £302,248 pa, (which it would not) for the 48yr remaining lease term, the cost to the Council would be £14,507,904 in rent payments. If the option to purchase is exercised the loan and interest costs would be £12,725,088 in total, providing a saving of £1,782,816 over the same number of years as the unexpired lease.

2.8 If the rental growth rate experienced over the recent reviews is applied for the remainder of the lease, it is estimated that the total rental payments due could amount to £27,641,838 over the 48 year period. The financial saving in purchasing the landlord's interest, to the Council under this scenario, could be £14,916,750.

### **3. Relevant Issues**

3.1 Purchasing the interest would provide TDC with cost certainty in terms of fixed interest and repayment of loan terms, rather than continuing with the lease arrangement, whereby the Council will have no control over increasing rents and when work is required to be undertaken to the car park.

3.2 The Council would also have the flexibility to consider alternative uses or redevelopment of the site in the future, and potentially benefit from capital appreciation.

3.3 The car park currently runs at a loss of over £100,000 pa. There has been no budget allocated for any potential uplift in rent at the next rent review in July 2025. Based on forecast CPI figures, an additional £75,000 pa budget could be required just to meet the rental obligations in the lease, if the option to purchase is not exercised.

### **4. Alternative Options**

4.1 The council could decide not to exercise the option to purchase in 2025 or defer the option. There are further options at 5 yearly intervals for the remainder of the lease term i.e. 2030, 2035.

### **5. Consultation**

5.1 There is no statutory or public law duty to consult in relation to this decision.

### **6. Corporate Implications**

6.1 **Finance and Resources**

- 6.1.1 The financial implications of this decision are addressed in the body of this report, specifically highlighting that £3m of the required funding is already allocated within the agreed Capital Programme.
- 6.1.2 Any additional borrowing associated with this project can be contained within the existing budget for lease payments meaning that this proposal has the capacity to deliver significant long term benefits to this organisation.

## **6.2 Legal and Constitutional**

- 6.2.1 In accordance with the provisions set out in Article 6 of the Council's constitution the Overview and Scrutiny Panel may make reports or recommendations to Cabinet in respect of the discharge of any function. Cabinet must then consider and respond to any recommendations made.
- 6.2.2 The Council has the power to acquire Land by virtue of a number of statutory provisions. Section 1 of the Localism Act 2011 confers on the Council, the General Power of Competence. This is the power to do anything an individual can do unless specifically prohibited by legislation. Section 111 of the Local Government Act 1972 gives the Council power to do any thing (whether or not involving the expenditure, borrowing or lending of money or the acquisition or disposal of any property or rights) to facilitate, or which is conducive or incidental to, the discharge of any of its functions. Further, section 120 Local Government Act 1972 provides that the Council is able to acquire land inside or outside its area by agreement, either generally for the purposes of its functions or for the benefit, improvement or development of its area.
- 6.2.3 Section 12 of the Local Government Act 2003 provides a general power to invest. In addition to the statutory provisions, there remains the Council's fiduciary requirement in relation to value for money and best price and the Council would need to exercise due diligence in completing any purchase.
- 6.2.4 The Council's in-house legal department should be consulted in relation to the freehold purchase mechanism contained within the lease.

## **6.3 Council Policies and Priorities**

- 6.3.1 It is considered that exercising the option to purchase supports the corporate priority of;
  - To work efficiently for you

The purchase will put the council in an improved financial position and have greater flexibility to decide upon the assets future.

## **6.4 Risk**

- 6.4.1 Actual CPI figures differ from current forecasts which would impact the 2025 rent review figure and therefore the specified purchase price. The risk could be managed by continued monitoring of the index until trigger date.
- 6.4.2 Due diligence work undertaken for the purchase identifies additional cost or encumbrance.

- 6.4.3 Cost of borrowing rate increases, before option to purchase trigger is exercised.
- 6.4.4 The landlord challenges the exercise of the option. Legal due diligence would mitigate this risk.
- 6.4.5 That Council do not approve the additional Capital required to exercise the option through the Capital bid process in February.

## **6.5 Climate Change and Biodiversity**

- 6.5.1 The decision is financial and the impact on climate change and biodiversity are therefore considered to be neutral.

## **7. Equality, Equity and Diversity Implications**

- 7.1 There are currently no equality, equity and diversity implications identified for the subject matter.

## **8. Crime and Disorder Implications and Community impact**

- 8.1 There are currently no crime and disorder implications and community impact issues identified for the subject matter.

## **9. Subject History**

- 9.1 This matter was first considered by Cabinet on 31 January 2017 (Minute 405). The Council's Property Working Group considered the option at its meeting on 24 September 2024 and resolved to recommend that Cabinet approve the proposal.

## **Appendices**

None

## **Background Papers**

None

**Report Author(s) Contact:** Natalie Beldin - Principal Property Surveyor  
**telephone:** 01843 577415  
**email:** natalie.beldin@thanet.gov.uk

### **Report Sign Off**

**Legal** Ingrid Brown (Head of Legal and Democracy & Monitoring Officer)  
**Finance** Matthew Sanham (Head of Finance and Procurement)

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## TLS KPI Q1 & Q2 - Housing Performance report

**Overview & Scrutiny Panel** 10 December 2024

**By** Sally O’Sullivan, Head of Tenant and Leaseholder Services

**Cabinet Portfolio Member** Cllr Helen Whitehead, Deputy Leader and Cabinet Member for Housing

**Key Decision** No

**Decision classification** Unrestricted

**Call in status** No

**Ward:** All

### Purpose of the Report

This report provides members of the Overview and Scrutiny Panel with a review of the performance of the council’s tenant and leaseholder service (TLS) for quarter 1 & 2 2024/25.

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

- Operational performance against key indicators for the period from 1 April 2024 - 31 June 2024 and 1 July 2024 - 31 September 2024
- The management of tenant and leaseholder health and safety as of 31 June 2024 and 31 September 2024.

### Recommendation(s):

Overview and Scrutiny is asked to:

1. Review and scrutinise the contents of the report.

### 1. Summary of Reasons

- 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 1 & 2 2024/25.
- 1.3. TLS reviews tenant and leaseholder compliance performance on a monthly basis. To compliment the quarterly performance reports, the compliance performance for 31 June 2024 and 31 September 2024.

- 1.4. Operational and landlord compliance reports are a regulatory requirement. They provide assurance to senior management and to the Cabinet that the Tenant and Leaseholder Services are performing within the prescribed regulatory and legislative requirements that ensure tenants' homes are comfortable and safe.

## **2. Background**

- 2.1 In quarter 2 2024/25, we produced the landlord compliance KPI's in the same dashboard style format as operational KPI's. We were able to do this because the reviewed policies, that were approved by Cabinet 30/5/24, reduced the amount of detail required.
- 2.2 The Review of the Consumer Standards has introduced a requirement to provide a report on ASB. This has been included for the first time in our suite of KPI's in Q1 2024/25

## **3. Consultation**

- 3.1 There is no statutory or public law duty to consult in relation to the KPI's

## **4. Corporate Implications**

### **4.1 Finance and Resources**

- 4.1.1 Although the performance of the TLS has a direct impact on both finance and value for money, there are no financial implications arising directly from this report.

### **4.2 Legal and Constitutional**

- 4.2.1 Although there are no direct legal implications arising from this report, the reporting of certain KPI's are a regulatory requirement.

### **4.3 Council Policies and Priorities**

- 4.3.1 This report relates to the following corporate priorities: -
  - To deliver the housing we need

### **4.4 Risk**

- 4.4.1 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.
- 4.4.2 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

### **4.5 Climate Change and Biodiversity**

- 4.5.1 None



## 5. Equality, Equity and Diversity Implications

- 5.1 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.

## 6. Crime and Disorder Implications and Community impact

- 6.1 None identified

## 7. Subject History

- 7.1 This report has been reviewed by the Overview and Scrutiny Panel on 10/12/2024.

## Appendices

Annex 1 - Q1 2024/25 KPI reports

Annex 2 -Q1 Compliance report

Annex 3 - Q1 Compliance metrics graphs

Annex 4 - Q2 2024/25 KPI reports - that will include compliance dashboards

## Background Papers

None

**Report Author(s) Contact:** Sally O'Sullivan, Head of Tenant and Leaseholder Services

**telephone:** 01843 577262

**email:** sally.osullivan@thanet.gov.uk

## Report Sign Off

**Legal**

**Finance** Matthew Sanham (Head of Finance and Procurement)

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# Mears - Responsive repairs - Q1 - Apr May Jun 2024/25

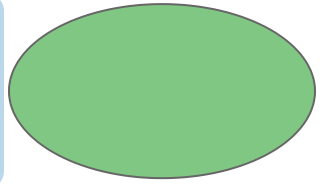
## Key questions

- Is the contractor meeting their KPI?
- Are residents satisfied with the service provided?
- Are we meeting our budgetary targets?

## TLS's strategic goals and values

- Provide a cost-effective repairs and maintenance service that is aligned to our Repairs Standard.
- Meet statutory requirements for health and safety of residents in their homes.
- Foster a true partnership working between TDC, our partnering contractors and consultative resident groups

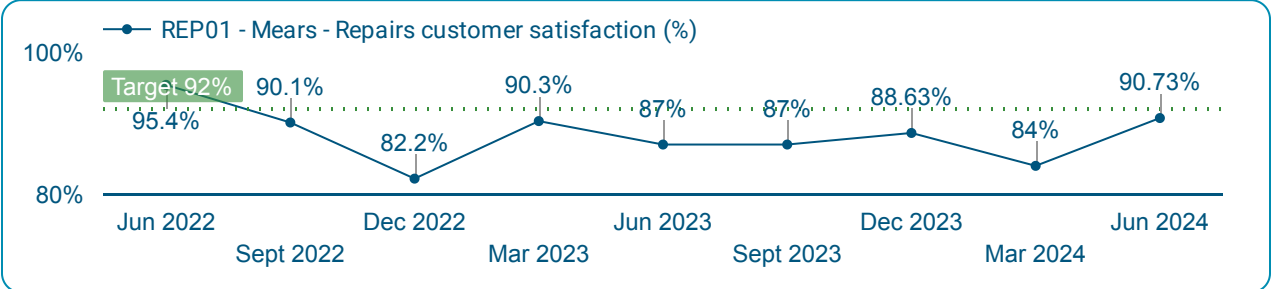
## Overall RAG



## Q1 2024/25 Commentary

- The transition from winter to spring has naturally reduced work in progress (WIP) demand, positively impacting several key performance indicators.
- Customer satisfaction rose by 7% from Q4, reaching 90.7% in Q1, due to better weather and fewer repair enquiries, allowing for more timely responses. Emergency job completion remained at 100%, while urgent jobs completed on time increased from 98.96% to 99.21%, reflecting our commitment to prompt service. The routine job completion rate within 28 days also increased to 98.58%, demonstrating effective management despite seasonal fluctuations.
- The percentage of appointments made and kept slightly decreased from 98.04% in Q4 to 97% in Q1. This could be due to unseasonal wet weather in April stretching demand, yet performance remains strong.
- Repairs completed in one visit remained consistent with less than 12% requiring a follow-up visit, indicating effective initial diagnoses. Resident satisfaction with repair quality increased by 6%, reaching 93%. This could be due to regular inspections and improved monitoring of live orders, ensuring adherence to quality standards.
- Q1 saw a reduction in disrepair claims, with only 3 compared to 6 in Q4, and just 8 claims remain open.
- MEARS continues its social value commitment by participating in estate days and clearing overgrown vegetation in alleyways.
- Responsive repair revenue expenditure remains on target with no forecasted overspend, ensuring favourable budget management and supporting the sustainability of our repair services.

### Mears Customer Satisfaction



## Mears Q4 Performance

% Emergency jobs completed on time (4/24hr)	% Urgent Jobs completed on time (7 days)	% Routine jobs completed on time (28days)	Average days to complete non-urgent works	% Appointments made and kept	% Work completed in one visit
100%	99.21%	98.58%	11.89 Days	97.03%	78.41%
0.00% Target 100%	-0.79% Target 100%	0.6% Target 98%	-3.11 Target 15 days	1.1% Target 96%	-1.59% Target 80%

## Mears Quarter on Quarter comparison

QTR	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25
REP01 - Mears - Repairs customer satisfaction (%)	87%	88.63%	84.00%	90.73%
REP02 - Mears - % Emergency job completed on time (4hr & 24hr)	99.34%	99.46%	100.00%	100%
REP03 - Mears - % Urgent Jobs completed on time (7 days)	97.76%	97.88%	98.96%	99.21%
REP04 - Mears - Routine jobs completed on time (28 days)	97.92%	96.7%	96.73%	98.58%
REP06 - Mears - % Appointments made and kept	98.03%	97.07%	98.04%	97.03%
REP07 - Mears - Repairs % Work completed in one visit	80.66%	79.45%	79.64%	78.41%

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# BSW - Gas repairs - Q1 - Apr May Jun 2024/25

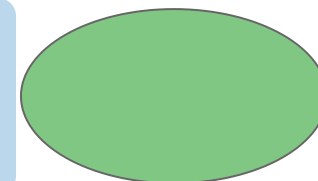
## Key questions

- Is the contractor meeting their KPI?
- Are residents satisfied with the service provided?
- Are we meeting our budgetary targets?

## TLS's strategic goals and values

- Provide a cost-effective repairs and maintenance service that is aligned to our Repairs Standard.
- Meet statutory requirements for health and safety of residents in their homes.
- Foster a true partnership working between TDC, our partnering contractors and consultative resident groups.

## Overall RAG



### Q1 2024/25 Commentary

1) Q1 has demonstrated continued service stability. The additional resources and improved supply chain arrangements implemented during winter are continuing to produce positive outcomes.

2) Although unseasonably wet and cold weather has delayed residents from turning off their heating, resulting in higher callout demand, performance has remained robust.

3) Since the initiation of satisfaction surveys in October 2023, resident satisfaction has consistently been high at around 87%, reflecting effective service delivery.

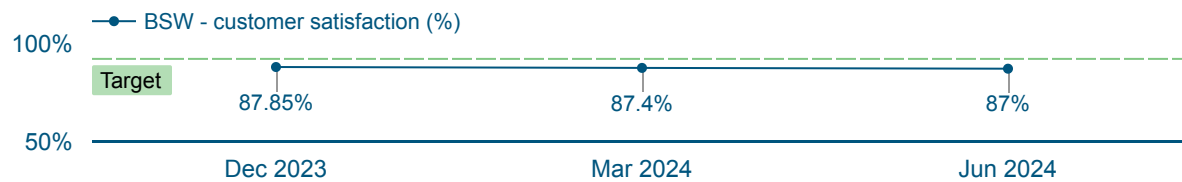
4) Key metrics show a 2% drop in repairs completed on time, from 94% in Q4 to 92% in Q1. BSW adjusted resourcing for spring demand but miscalculated due to unseasonably cold conditions. However, this remains within acceptable limits.

5) The percentage of repairs completed in a single visit rose from 84% in Q4 to 86% in Q1, reflecting improved efficiency as engineers increased their van stock to minimise return visits. Appointments kept have remained steady at 95%, underscoring our reliability.

6) Gas repair expenditure is on target, maintaining budget adherence. This demonstrates our ability to manage expenses within budgetary constraints whilst ensuring the safety and functionality of gas appliances.

7) Q1 was marked by improved repair efficiency and service reliability. In Q2, we will hold meetings with BSW to ensure they are prepared for the autumn/winter period and to seek assurances that they will maintain sufficient resources to meet the anticipated seasonal increase in demand.

### BSW (Gas Call) Customer Satisfaction



### BSW Performance

% Appointments made and kept

94.0%

↓ -2.00%  
Target 96%

% All jobs completed on time

92.0%

↓ -6.00%  
Target 98%

% Repairs completed in one visit

86.0%

↑ 6.00%  
Target 80%

### BSW Quarter on Quarter comparison

QTR	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25
BSW - customer satisfaction (%)	0.00%	87.85%	87.40%	87%
BSW - The % volume of repairs completed within the timescales	94.00%	91.00%	94.00%	92%
BSW - Repairs % Work completed in one visit	82.00%	82.00%	84.30%	86%
BSW - % of number of appointments made by phone or letter that were kept	96.00%	88.00%	95.00%	94%

# Damp Mould & Condensation - Q1 - Apr May Jun 2024/25

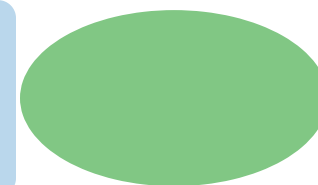
## Key questions

- How are we proactively preventing damp and mould?
- How are we responding to reports of damp and mould?
- What information and guidance have we provided to residents?

## TLS's strategic goals and values

- Responding to reports of damp and mould when notified; and carrying out necessary and reasonable repair in good time
- Recording and tracking related orders to completion
- Targeting areas to prevent damp and mould using our stock condition data
- Providing our tenants with advice and guidance

## Overall RAG



### Q1 2024/25 Commentary

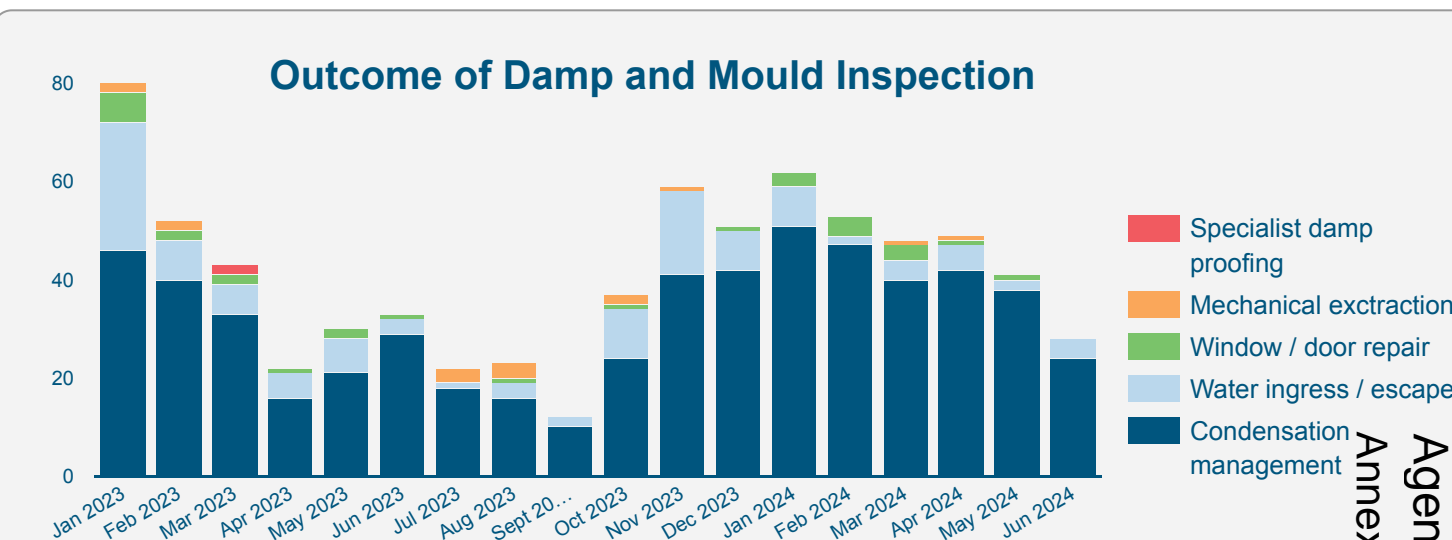
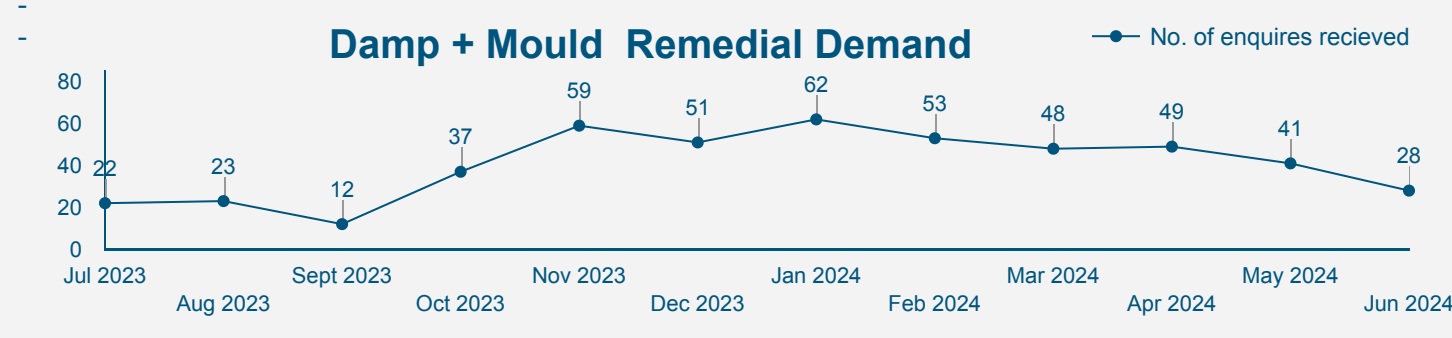
1) In Q1, the steady reduction in demand due to warmer seasonal weather has allowed us to build on the Q4 foundation, particularly in preparing for Awaab's Law. Although the law is not yet passed, we have proactively established a comprehensive data recording process to ensure future compliance. Starting early has enabled us to refine our methods, improve efficiency, identify trends, and will help inform our asset management strategy.

2) Awaab's Law mandates a heightened focus on resident care. In response to this requirement, all reported cases are to be investigated by the councils Maintenance Inspectors. They will provide residents with a written summary detailing the outcome and resolution timescales. As this law imposes new burdens on service providers, we will need to closely monitor progress to ensure we have sufficient resources to meet these demands.

3) Q1 performance indicators show significant improvements over Q4, with works completed within 28 days rising from 96% to 99% and works completed within 7 days remaining at 100%. These gains result from increased focus and monitoring of damp and mould-related orders.

4) Damp-related disrepair cases have halved from 6 to 3, and the proportion of damp-related orders has decreased from 4.52% to 3.82%.

5) Seasonal trends continue to guide our resource allocation and response strategies. To manage condensation, we conduct comprehensive property surveys, provide guidance on ventilation and heating, perform specialist mould removal treatments, and offer referrals for additional financial support. Additionally, we are exploring new technologies to monitor humidity levels in certain properties to better identify the root causes of dampness.



QTR	Q2 - 2023/24	Q3 - 2023/24	Q4 - 2023/24	Q1 - 2024/25
(1) % 28 day completed on time	90%	95%	96%	99%
(2) % 7 day completed on time	87%	83%	100%	100%
(3) No. of damp related disrepair	9	7	6	3
(4) DMC orders as % of all orders	1.92%	3.46%	4.52%	3.82%
(5) No. of cancelled works	17	22	19	13

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# Anti Social Behaviour - Q1 - Apr May Jun 2024/25

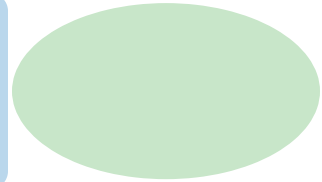
## Key questions

- 1) Are we taking effective action to deal with reports of anti-social behaviour?
- 2) Are we using a range of tools available to tackle anti social behaviour?
- 3) Are we supporting victims of anti social behaviour?

## TLS's strategic goals and values

- to tackle anti social behaviour in a responsive, proportionate and robust manner.
- focus where possible on preventative measures and early informal interventions and warnings to avoid escalation of anti social behaviour
- Appropriately risk assess and safeguard both victims and perpetrators of anti social behaviour

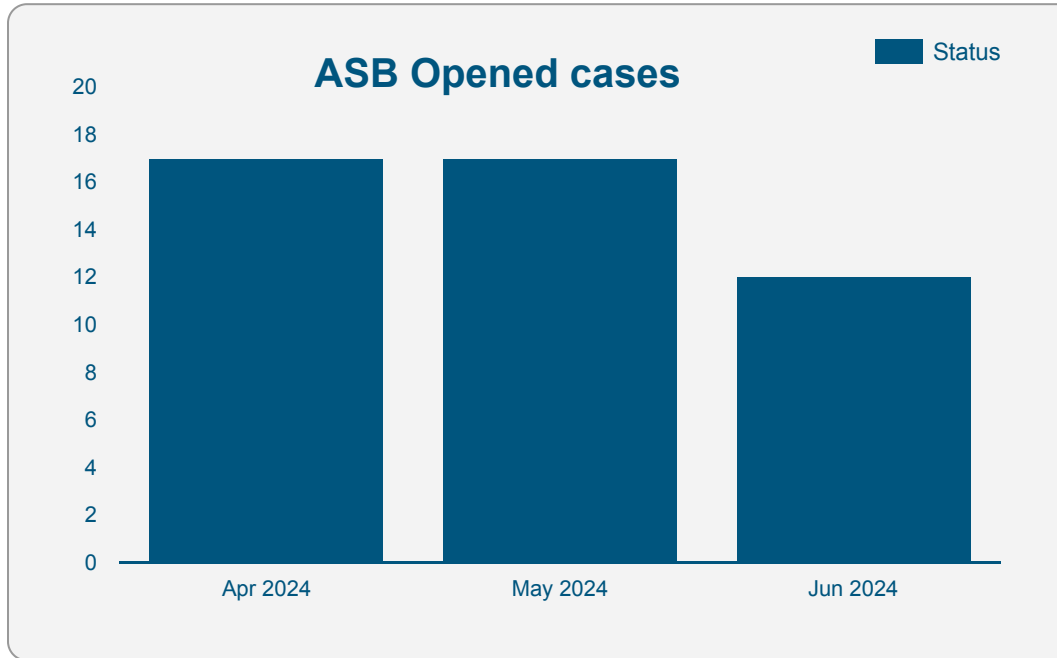
## Overall RAG



## Q1 2024/25 Commentary

1. Highest number of cases across Dane Valley and Millmead
2. 1 eviction for anti social behaviour following an application for mandatory possession following a closure order.
3. 2 full Closure Orders obtained for anti social behaviour. The Closure order prohibits the tenant from accessing the property for a period of 3 months.
4. 2 Notices of Possession Proceedings for mandatory possession served for anti social behavior.

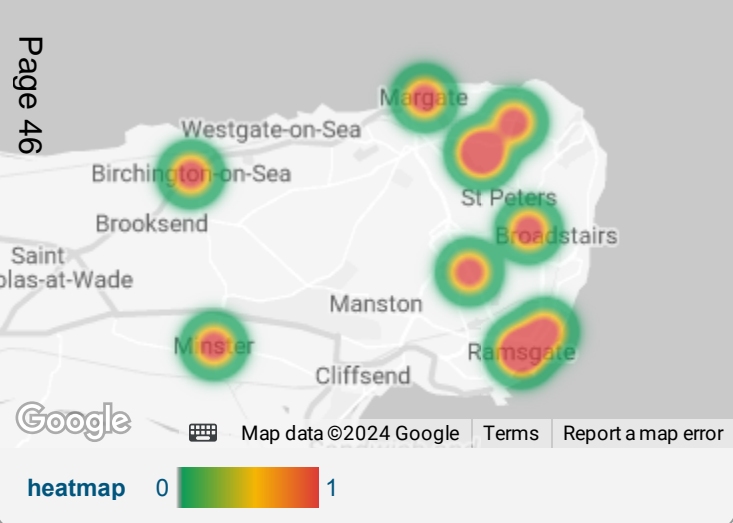
Glossary:  
 ASB - Anti Social Behaviour  
 CPW - Community Protection Warning  
 Hate - Hate Crime on the basis of race, religion, disability, sexual orientation and transgender identity.  
 CPN -Community Protection Notice



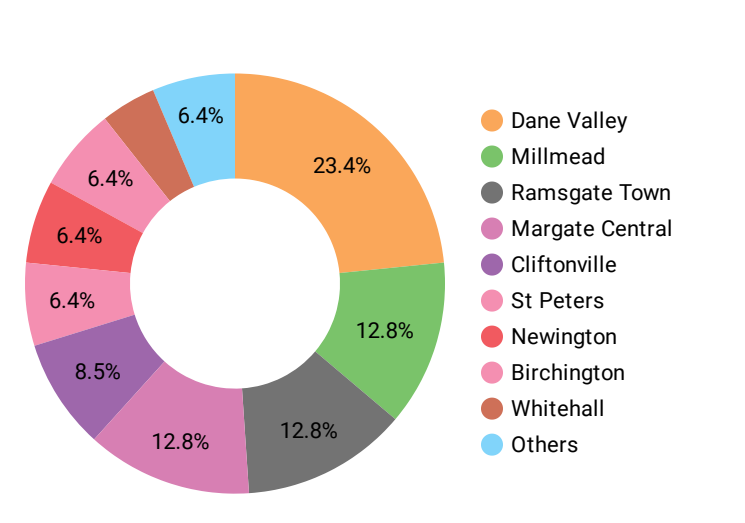
Date Opened (Year Mont... (3) ▾

ASB Opened <b>47</b>	CPW sent <b>19</b>
ASB hate <b>2</b>	CPN sent <b>10</b>
Officer visits <b>114</b>	Warning sent <b>37</b>

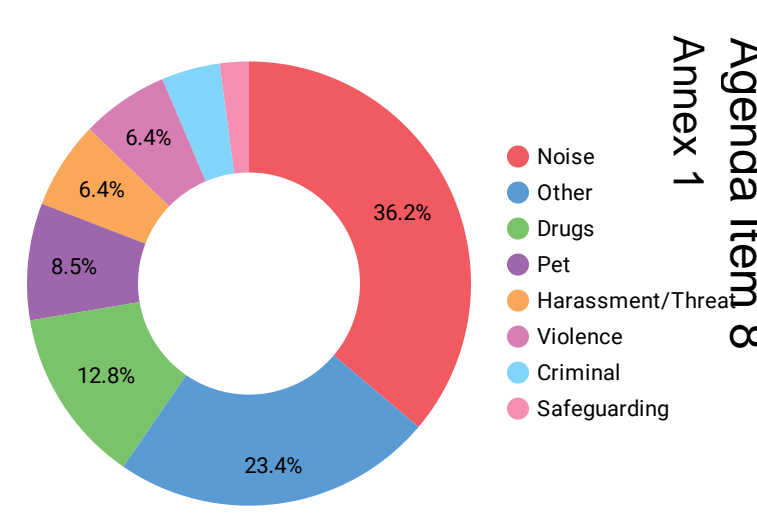
## Open ASB heatmap



## ASB by area



## ASB category types



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# Capital Programme - Q1 - Apr May Jun 2024/25

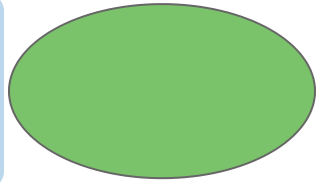
## Key questions

- Are we forecast to spend 80% of the capital budget by the end of the financial year?
- Do we have the right contracts in place to spend the capital budget?
- What action are we taking on homes that do not meet Decent Homes Standard?

## TLS's strategic goals and values

- 100% of homes meet the Decent Homes Standard
- To invest capital budget appropriately into our properties
- For all properties to be rated EPC C and above.

## Overall RAG



## Q1 2024/25 Commentary

1. Q1 sees a positive start on capital spend across various work streams. The following shows some of the progress towards improving our housing stock:

- 44 Kitchens (24) or Bathrooms (20) refurbishments
- 3 separate roof refurbishments at Belmont Court Block
- 11 Boiler Replacements
- 24 UPVC Window and Door replacements

2. Many ad hoc capital projects have also been completed. Two of many examples can be seen through storage shed refurbishments and bin store/recycling improvements enhancing the use and appearance across our estates.

3. Completion of Brunswick Hall refurbishment.

4. Forecasted spend for Q1 is lower than expected due to:

- \*projects started but will not be invoiced until Q2,
- \*some projects on hold until new staff had started,
- \*weather implications on some outside works.

5. The refurbishment of Invicta lifts has been delayed due to the works requiring a Building Safety Regulator approval. This project will most likely commence in Q3.

6. The procurement exercise is nearly complete for the Royal Escent project. We are working toward award of contract.

7. Decent Homes data remains steady at 98% as we continue to work on our data integrity to ensure this figure is accurate.

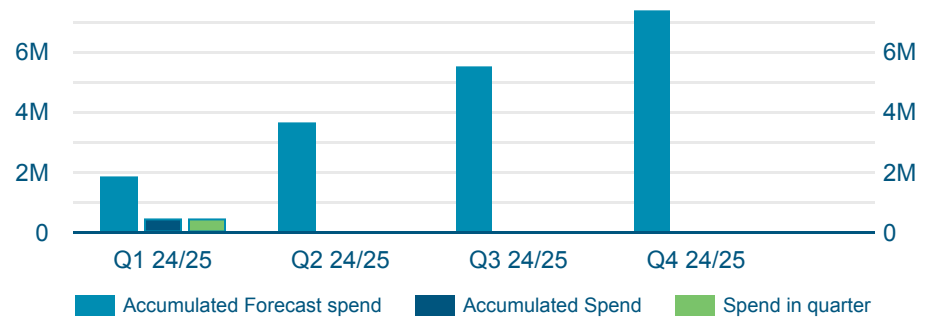
8) PROCUREMENT

- \*Wooden Window contract has been evaluated and in moderation.
- \*The current UPVC contract needs to be re procured for Q1 25/26. Documents are being drafted now to minimise the risk of down time for this programme.

## Q1 2024/25

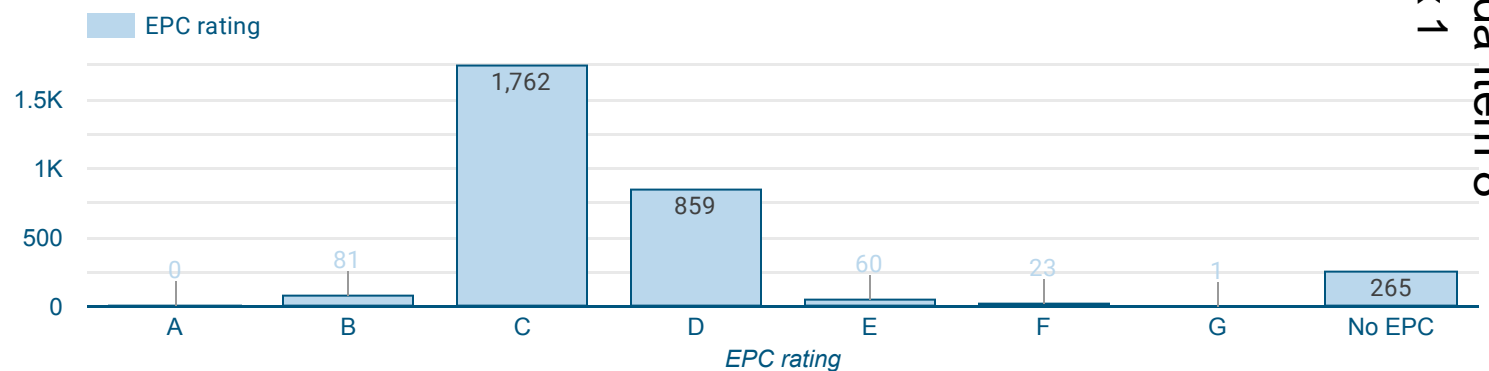
<b>% of Capital spend</b>	<b>% properties with current EPC</b>	<b>% meet decent homes standard</b>
7.7%	91.3% Target 100%	98.0%

## Quarter Spend 2024/25



QTR	Accumulated Forecast spend	Accumulated Spend	Spend in quarter
Q1...	£1,837,963	£487,925	£487,925
Q2...	£3,675,926	-	-
Q3...	£5,513,889	-	-
Q4...	£7,351,852	-	-

## Current EPC ratings





# Tower block refurbishment and retrofit- Q1 - Apr May Jun 2024/25

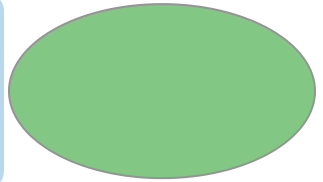
## Key questions

- Are we meeting our budget forecast?
- How have we engaged with residents in this period?
- What are the key risks and challenges?
- What is the plan for next quarter?

## TLS's strategic goals and values

- To reduce our greenhouse gas emissions and contribute to central governments Net Zero pledge.
- To improve fire safety and ensure compliance with building safety legislation.
- To improve internal comfort for residents and reduce energy usage.

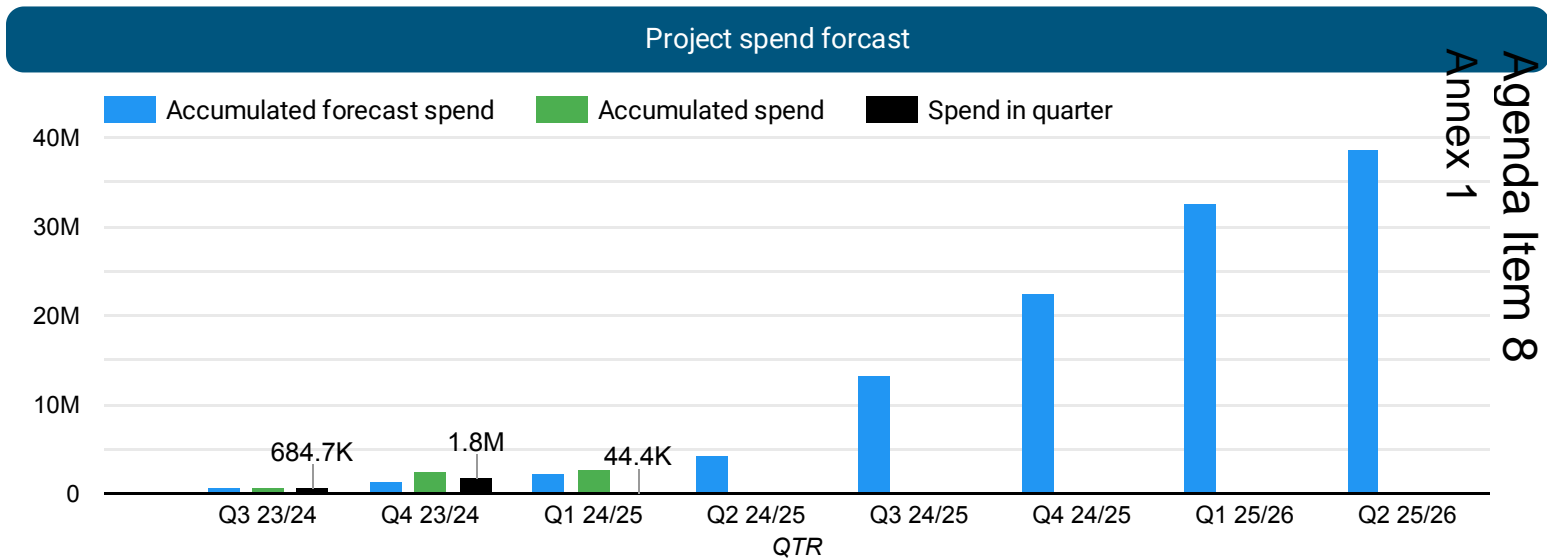
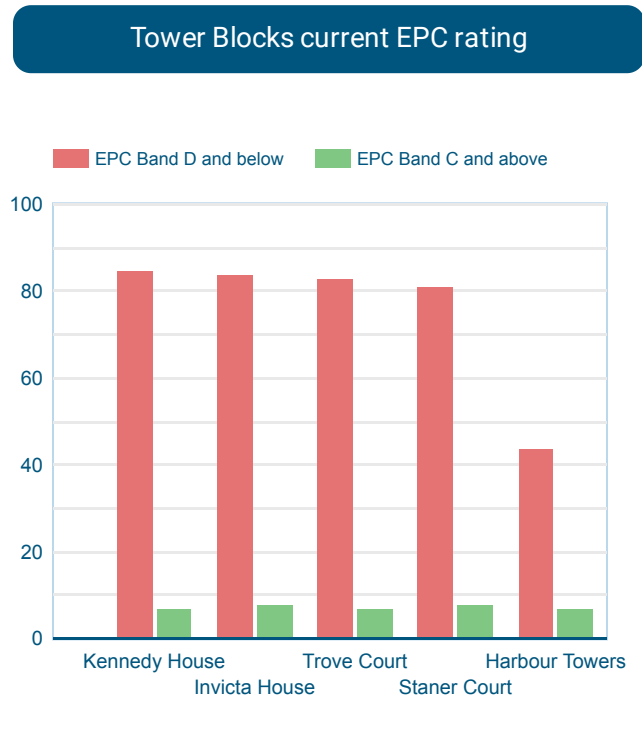
## Overall RAG



## Q1 2024/25 Commentary

- Contract to replace storage heaters has been awarded. Pilot installation completed - this forms a benchmark for standard of workmanship and confirms the process of installation through to handover. Pre-installation surveys are being rolled out in large numbers, expecting mass installations to be carried out next quarter.
- A 2nd pre construction services agreement will be awarded in Q2 to enable further development of technical drawings to support the Building Safety Regulator (BSR) applications. This is also in place to progress designs while the JCT Design and Build 2024 (D&B) contract is being negotiated
- D&B contract has been drafted, it is currently under review by Mears and TDC legal teams. It is expected that the D&B will be finalised and awarded in Q2, following seeking approval from Cabinet.
- BSR Gateway 2 documentation is being drafted for Harbour Towers to be submitted in Q2. Once Harbour Towers has been submitted the other 4 blocks will be submitted 2 weeks apart from each other.
- Injunctions to gain access to carry out the retrofit assessment obtained for the remaining 2 properties. The surveys are scheduled in for next quarter.
- Pre-start resident consultations were held at each of the Tower Blocks. Information packs were provided to residents which contains: FAQ's, indicative timeframes and new Heater Guide. Representatives from the storage heater manufacturer, Mears, ECD, Potter Raper and TDC were in attendance.
- Principal Contractor project team has expanded and assigned to specific roles to progress the project.
- Spend has slowed down this quarter as focus has been on progressing the D&B contract and value engineering the full works costs. Spend will pick up in the following quarter due to heater roll out.

	Project milestones	Target	Status
e	Design & Build Contract in place	12 Aug 2024	In progress
f	Completion of PAS2025 Retrofit assessments	30 July 2024	In progress
g	Commencement of fire door installation - all blocks	01 Nov 2024	Not started
h	Planning application approval	18 Jan 2024	Complete
i	Building control: Gateway 2 - BSR application.	03 Sep 2024	In progress
j	Completion of all design aspects	29 Mar 2024	Complete
k	Resident Pre-start Consultation	15 May 2024	Complete
l	Heating Contract in place	28 Mar 2024	Complete
m..	Heaters being installed on all blocks	26 June 2024	Complete
n	Full Construction Start Date	01 Dec 2024	Not started
o	PCSA #2 in place	24 July 2024	In progress





# Income / Arrears - Q1 - Apr May Jun 2024/25

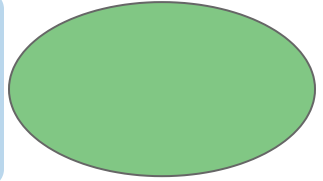
## Key questions

- What are the current tenant arrears?
- How has this changed from previous period?
- How has this changed from this time last year?
- Have usual behavioural trends affected our performance?
- How much former tenant arrears have been written off?

## TLS's strategic goals and values

- Reduce current tenant arrears and leasehold service charge arrears
- Working with tenants and leaseholders to clear debt in an affordable way
- To reduce debt by avoiding court action where possible
- To give residents access to benefit and money advice
- To help residents access additional funding in times of crisis

## Overall RAG



## Q1 2024/25 Commentary

1. Current rent arrears for the period are 3.24%, an improvement of 0.29% from the previous period
2. There has been an improvement of 1.04% from the same time last year.
3. Arrears in money terms have increased from Q4 to Q1. We attribute this to the newly acquired properties coming into TLS stock being let at the higher affordable rent. As there was a significant number being let at the same time, the debt will rise on those tenancies until first payments of Universal Credit or self payers come in. We expect this debt to be back within the normal trend in Q2.
4. We have been awarded £145,000 from the Household Support fund. This must be spent between March and September. Funding split and allocations of funding to recipients has been done in Q1 and the spend begins in Q2. We expect the same high take up for this as we have done in the past.

5) FTA write offs have been identified for write off pending authorisation from the Income Manager and Head of TLS.

6) This year is a 53 week year which means monthly rent amounts are calculated differently to normal. The rent team have contacted all self payers to make them aware of this and make sure the right amount is paid.

7) Universal Credit does not recognise the 53 week year issue so all UC tenants have been made aware they need to cover the extra week by paying towards it if they are not already a payment in advance.

### Q2 2023/24

% of projected rent  
**3.90%**  
↓ -0.40% last QTR

### Q3 2023/24

% of projected rent  
**3.73%**  
↓ -0.17% last QTR

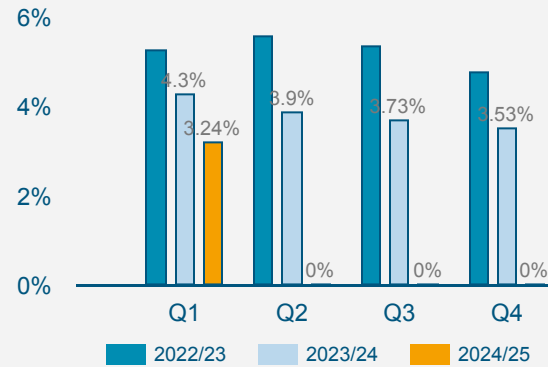
### Q4 2023/24

% of projected rent  
**3.53%**  
↓ -0.20% last QTR

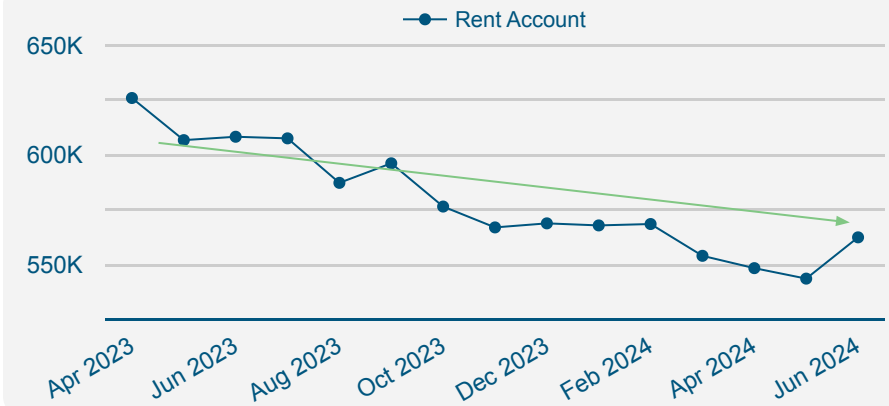
### Q1 2024/25

% of projected rent  
**3.24%**  
↓ -0.29% last QTR

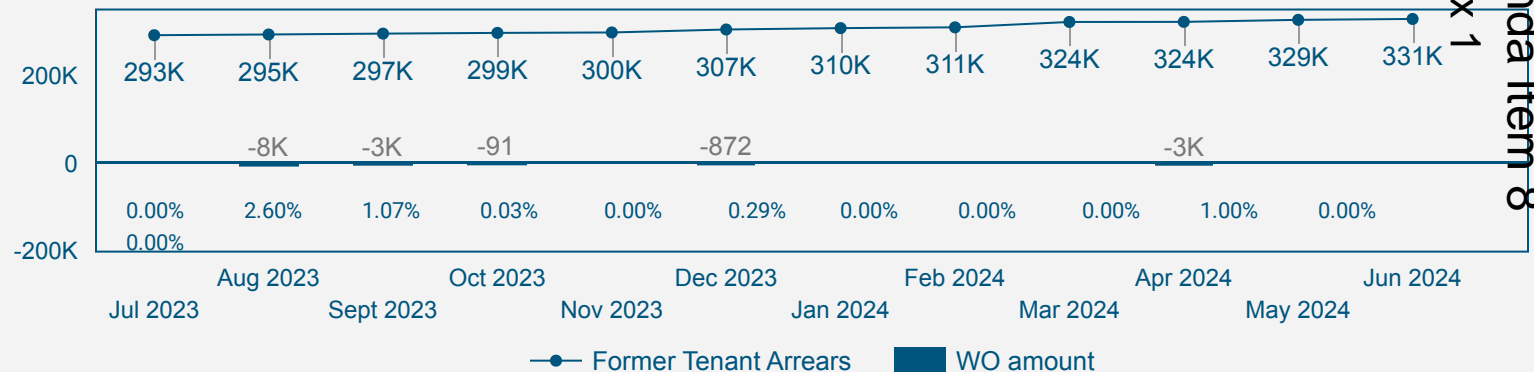
## Arrears as a % of projected annual rent income



## Current Tenant Rent Arrears by Month



## Former Tenant Arrears and Write Offs



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

Meeting:	Monthly Monitoring Report to Service Management Team
Date:	June 24
Monitoring Period	Q1 April 24 to June 24
Author:	Laura Dixon (Compliance 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**

3 - TDC Housing Stock

3 - Lifts

4 - Water

4 - Fire Risk Assessments

5 - Asbestos

6 - Electrical

6 - Gas

**TDC Housing Stock**

<b>Type</b>	<b>No.</b>	<b>Comments</b>
Domestic	3073	New housing stock added
Communal	283	New housing stock added excluding Bricken Hall & Foy House
Garages	365	New Housing Stock
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	Entrapments in Q1: 4
Current Assets - lifts / hoist / stairlifts and changes in last month	Hoists belong to KCC  <b>Stairlifts</b> - 84 Non Compliant - 100 % Compliant  <b>Through floor lifts</b> - 17 Non Compliant - 0  100% Compliant
Defects identified by insurer inspection - month and year to date	<b>76</b> Defects identified on the last LOLER reports on passenger lifts from June 2023 to June 2024
Outstanding Defect A and Defect B risk actions as identified in insurers reports	<b>Passenger lifts</b>  Defect A - <b>1</b> A Defect in Q1 Defect A outstanding = 0  Defect B - <b>30</b> B Defects in Q1

	<p>8 Outstanding B Defect's</p> <p><b>Stairlifts</b></p> <p>2 B Defects Outstanding at the end of Q1</p> <p><b>Through floor lifts</b></p> <p>0 B Defects Outstanding at the end of Q1</p>
RIDDOR Notices issued in relation to lift safety	None

**Water**

Properties with a valid in date LRA	100% Compliant
Number of follow up works / actions arising from risk assessments and inspections - completed / in time and overdue	<p><b>As at the end of Q1</b></p> <p>High Risk - 2</p> <p>Medium - 7</p> <p>Low - 0</p>

**Fire Risk Assessment**

Properties with a valid in date FRA. This is the level of compliance as a number and overall percentage	<p>207 in date</p> <p>100%</p>
Follow up works - total number of actions (by priority) raised in period completed and outstanding - and time outstanding	<p><b>59 new actions added in Quarter 1</b></p> <p>Total actions = 431</p> <p><i>285 actions are overdue</i></p>
<p>Narrative, including</p> <ul style="list-style-type: none"> <li>• Current Position</li> </ul>	<p>As of Q1</p> <p>Total actions = 431</p> <p>Overdue - 285</p> <p>Current - 146</p> <p>Housing - closed out <b>16</b> actions in Q1</p> <p>Repairs- closed out <b>28</b> action in Q1</p>

<ul style="list-style-type: none"> <li>• Corrective Action Required</li> </ul>	<p>Compliance- closed out <b>16</b> actions in Q1                  Planned works-closed out <b>22</b> actions in Q1  <b>Total 82</b></p> <p><i>Total of 29 actions became overdue in Q1</i></p>
<p>Additional, including;                  Compliance with fire safety equipment, systems and installation servicing and maintenance programmes.</p> <ul style="list-style-type: none"> <li>• Recording and reporting on property fires to identify trends and target awareness campaigns.</li> </ul>	<p><b>Fire Alarms - 32</b> - compliant</p> <p><b>Note</b> - 4 Tower Blocks have a failed certificate due to their not being enough sounders within the flats for the Simultaneous evacuation policy. however this is mitigated by the waking watch.</p> <p><b>AOV - 100%</b>  <b>Emergency Lighting -100 %</b>  <b>Fire Extinguishers - 100%</b>  <b>Sprinklers - 100%</b>  <b>Dry Risers - 100%</b>  <b>Bin Chutes - 100%</b></p> <p><b>No fires reported in Q4</b></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 - 2281 - 77.19 %                  Communal - 110 100%                  Community buildings - 2 100%                  Garages Individual - 25 - 7.33%</p>
<p>The percentage of stock with full asbestos data</p>	<p>Domestic - 2281- 77.19 %                   Communal - 110 100%</p>
<p>The number of follow up works / actions arising from surveys and the numbers 'completed,' 'in time' and 'overdue.'</p>	<p>Works domestic:                   As of the end of Q1                  13 - v low                  6 - low                  2 - Med                  0 - High</p> <p><b>Communal -</b></p>

	3 Actions Outstanding in June 24
--	----------------------------------

**Electrical**

<p>Properties with a valid in date EICR (In line with 5 year inspection period). This is level of compliance expressed as a number and a percentage</p>	<p>Domestic - 3035 - 98.77% Communal - 100%</p>
<p>Narrative including:</p> <ul style="list-style-type: none"> <li>● Current Position</li> <li>● Corrective action required</li> <li>● Anticipated impact of corrective action</li> <li>● Progress with completion of follow up works</li> </ul>	<p>In Q1 Mears changed contractors which have shown a huge improvement in regards to quality. This has been verified by our third party auditor.</p> <p>The Building Safety Manager and Compliance Manager have weekly meetings with the contractors to ensure the programme is met and kept on track.</p>

**Gas**

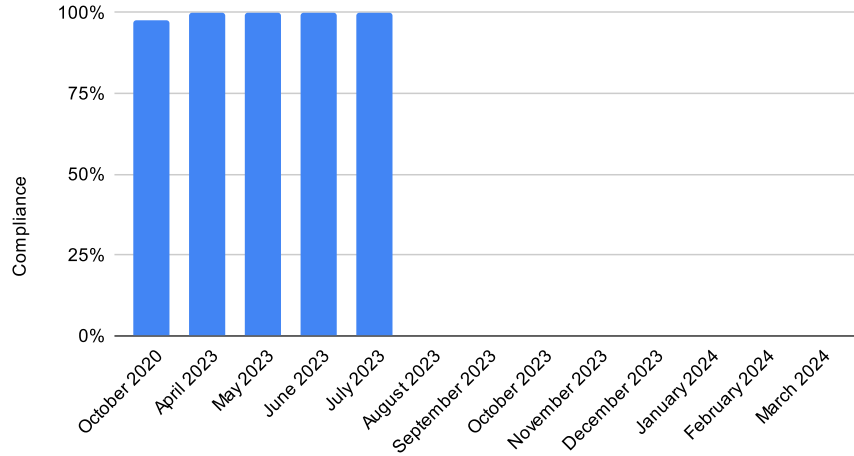
<p>Properties with a valid in date LGSR certification. This is the level of compliance expressed as a figure and a percentage</p>	<p>99.96% - End of Q1 Compliant 1 property without a full LGSR</p>
<p>Narrative including:</p> <ul style="list-style-type: none"> <li>● Current Position</li> <li>● Corrective action required</li> <li>● Anticipated impact of corrective action</li> <li>● Progress with completion of follow up works - number of actions completed, in time and overdue</li> </ul>	<p>99.96%</p> <p><b>Non Compliance Breakdown -</b></p> <p>The one non compliant property has been outstanding for a while - this is due to the resident being an extreme hoarder. An injunction has been granted, but the terms are not sufficient, so this is still with our legal team to vary the terms. Clearance started in the first week of May but there was too much. Contractors visited again on 19th June to complete the clearance, but unfortunately the resident refused. This is now with the housing officer who is arranging a joint visit with Social Services.</p> <p><b>The Gas Risers at Trove and Kennedy -</b></p> <p>SGN have confirmed that the works will start 24th July 2024 and should take 2 weeks (1 week per block).</p>



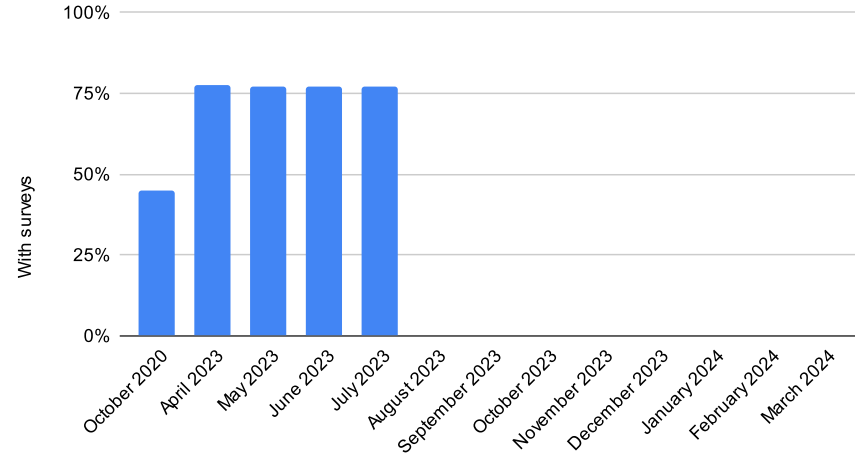


Charts

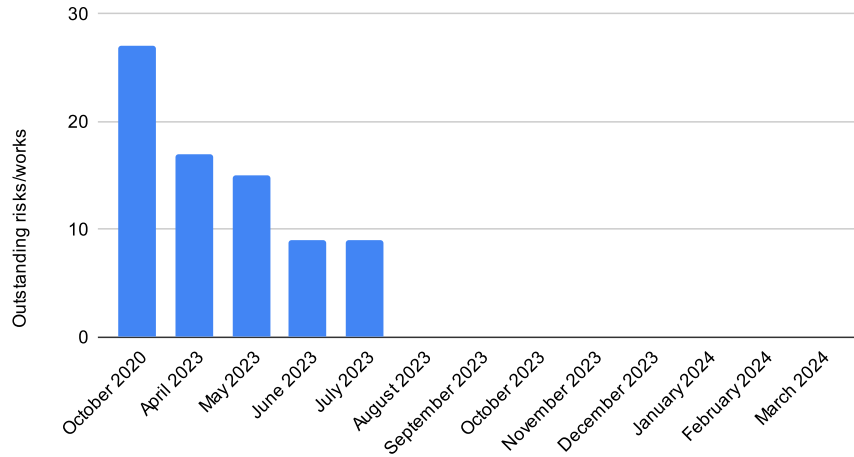
Communal Asbestos Surveys



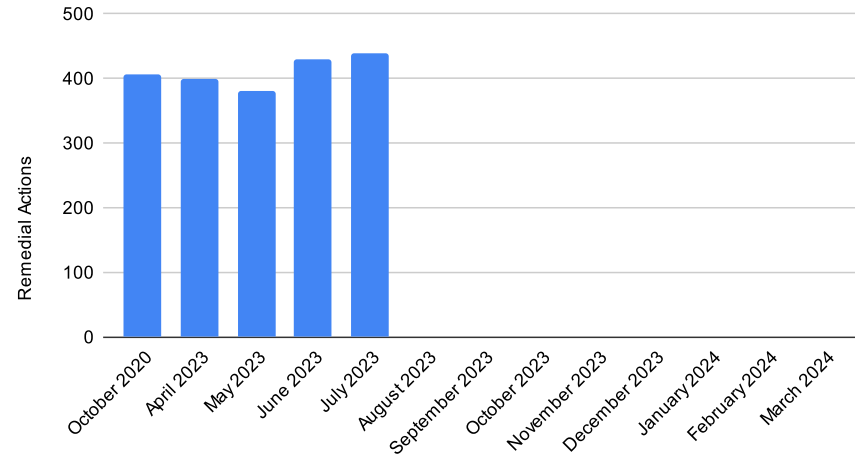
Domestic Properties with Asbestos Surveys



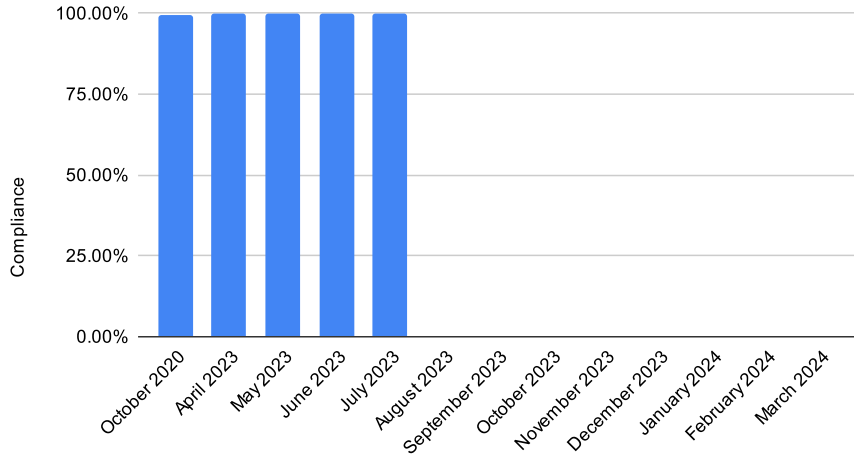
Legionella: Outstanding risks/works



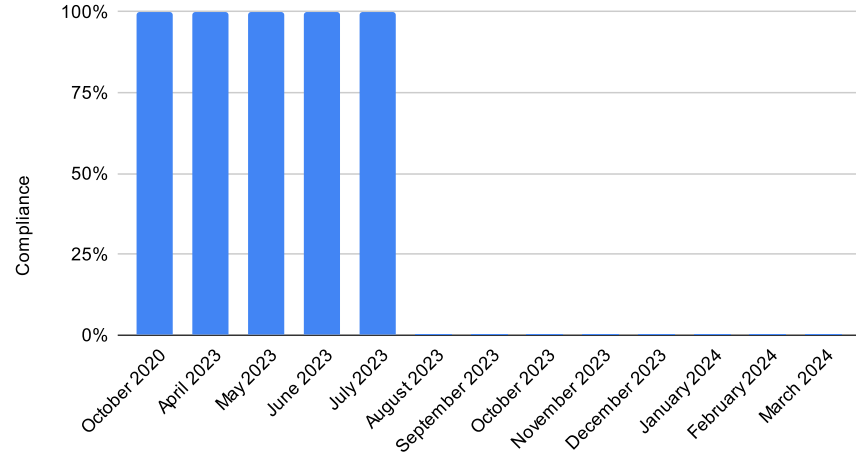
Fire Safety: Outstanding Remedial Actions



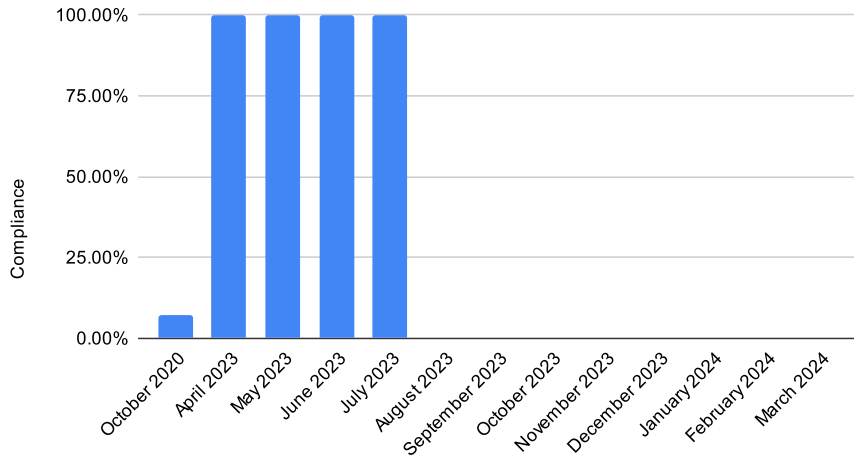
Properties with a valid Landlord Gas Safety



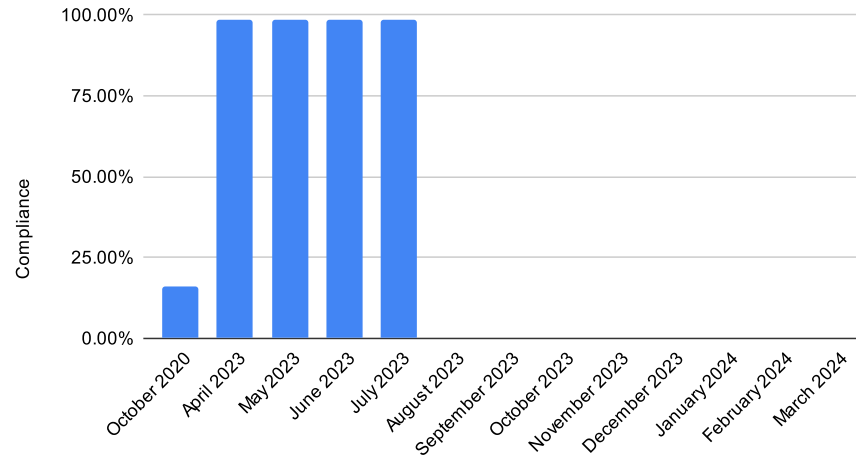
Lifts



Communal EICRs



Domestic EICRs



# Mears - Responsive repairs - Q2 - Jul Aug Sep 2024/25

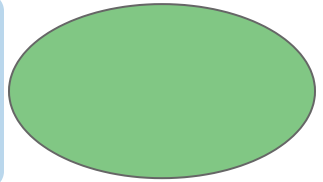
## Key questions

- Is the contractor meeting their KPI?
- Are residents satisfied with the service provided?
- Are we meeting our budgetary targets?

## TLS's strategic goals and values

- Provide a cost-effective repairs and maintenance service that is aligned to our Repairs Standard.
- Meet statutory requirements for health and safety of residents in their homes.
- Foster a true partnership working between TDC, our partnering contractors and consultative resident groups

## Overall RAG



## Q2 2024/25 Commentary

1) In Q2, as expected during the summer, repair demand decreased, reducing work in progress and allowing for quicker job completions and efficient resource management.

2) Key performance indicators show improvement from Q1, with customer satisfaction rising from 90.7% to 95.6%. Routine job completion within 28 days increased from 98.58% to 99.28%, while emergency and urgent job completions remained high at 99.77% and 99.2%, respectively. Non-urgent job times improved from 11.89 average days completion to 9.66 days.

3) Appointment scheduling slightly improved, rising from 97.03% to 97.31%, and repairs completed in one visit increased from 78.41% to 81.49%, reflecting better diagnostics.

4) Disrepair claims stayed low with just five, continuing the positive trend from Q1, emphasising our proactive maintenance efforts.

5) Responsive repair spending remains on target, with no forecasted overspend for Q2. We are monitoring performance as we transition into the busier autumn and winter months and preparing for the increased autumn/winter demand by ensuring contractors are well-resourced and winter processes are ready.

6) Mears, our incumbent contractor, has won the recent repairs and maintenance contract tender. Retaining Mears will provide a smoother mobilisation to the contract due to systems, processes and established relationship being in place. We have made contract changes that will require focus during this period to improve service quality and efficiency. The new contract will start on 1 April 2025

### Mears Customer Satisfaction



### Mears Q2 Performance

% Emergency jobs completed on time (4/24hr)	% Urgent Jobs completed on time (7 days)	% Routine jobs completed on time (28days)	Average days to complete non-urgent works	% Appointments made and kept	% Work completed in one visit
99.77%	99.20%	99.28%	9.66 Days	97.31%	81.49%
↓ -0.23% Target 100%	↓ -0.80% Target 100%	↑ 1.3% Target 98%	↓ -5.34 Target 15 days	↑ 1.4% Target 96%	↑ 1.49% Target 80%

### Mears Quarter on Quarter comparison

QTR	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25
REP01 - Mears - Repairs customer satisfaction (%)	88.63%	84.00%	90.73%	95.6%
REP02 - Mears - % Emergency job completed on time (4hr & 24hr)	99.46%	100.00%	100%	99.77%
REP03 - Mears - % Urgent Jobs completed on time (7 days)	97.88%	98.96%	99.21%	99.2%
REP04 - Mears - Routine jobs completed on time (28 days)	96.7%	96.73%	98.58%	99.28%
REP06 - Mears - % Appointments made and kept	97.07%	98.04%	97.03%	97.31%
REP07 - Mears - Repairs % Work completed in one visit	79.45%	79.64%	78.41%	81.49%

# BSW - Gas repairs - Q2 - Jul Aug Sep 2024/25

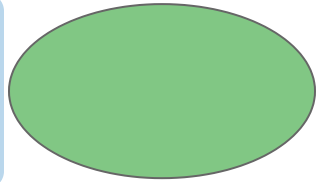
## Key questions

- Is the contractor meeting their KPI?
- Are residents satisfied with the service provided?
- Are we meeting our budgetary targets?

## TLS's strategic goals and values

- Provide a cost-effective repairs and maintenance service that is aligned to our Repairs Standard.
- Meet statutory requirements for health and safety of residents in their homes.
- Foster a true partnership working between TDC, our partnering contractors and consultative resident groups.

## Overall RAG



## Q2 2024/25 Commentary

1) Q2 has maintained the stability of Q1, with key performance indicators showing consistent or improved service. Customer satisfaction rose to 90.5%, a 3.5% increase, reflecting stronger engagement and service quality.

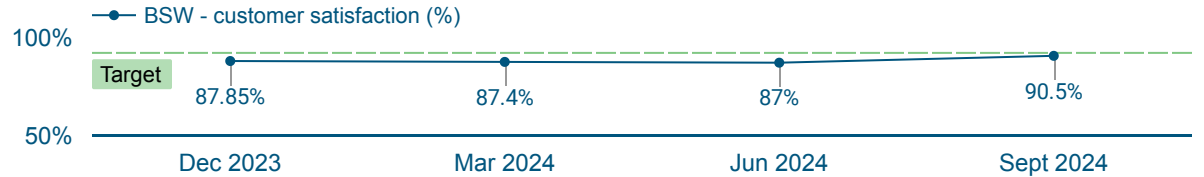
2) With reduced heating demand during the summer, repair volume and work in progress (WIP) decreased. This allowed us to prepare for the autumn/winter season by ensuring our heating contractor is well-resourced and winter processes are in place to handle increased demand when tenants switch on their heating systems.

3) Appointments adherence remained steady at 94%, ensuring reliability as we approach the colder months. Additionally, the percentage of repairs completed on time has seen a slight increase, rising from 92% to 92.5%, which reflects our ongoing commitment to service reliability.

4) Repairs completed in one visit held steady at 86%. This consistency reflects the ongoing efforts to optimise replacement parts stock management and engineer preparedness, which will be crucial as we head into the more demanding autumn/winter period.

5) Gas repair expenditure is on target, with no overspend expected, ensuring sustainable service delivery, maintaining high standards of safety and functionality for gas appliances.

### BSW (Gas Call) Customer Satisfaction



## BSW Performance

% Appointments made and kept

94.0%

↓ -2.00%

Target 96%

% All jobs completed on time

92.5%

↓ -5.50%

Target 98%

% Repairs completed in one visit

86.0%

↑ 6.00%

Target 80%

## BSW Quarter on Quarter comparison

QTR	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25
BSW - customer satisfaction (%)	87.85%	87.40%	87%	90.5%
BSW - The % volume of repairs completed within the timescales	91.00%	94.00%	92%	92.5%
BSW - Repairs % Work completed in one visit	82.00%	84.30%	86%	86%
BSW - % of number of appointments made by phone or letter that were kept	88.00%	95.00%	94%	94%

# Damp Mould & Condensation - Q2 - Jul Aug Sep 2024/25

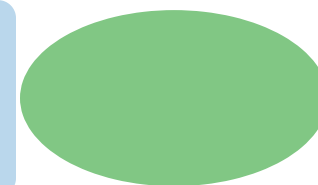
## Key questions

- How are we proactively preventing damp and mould?
- How are we responding to reports of damp and mould?
- What information and guidance have we provided to residents?

## TLS's strategic goals and values

- Responding to reports of damp and mould when notified; and carrying out necessary and reasonable repair in good time
- Recording and tracking related orders to completion
- Targeting areas to prevent damp and mould using our stock condition data
- Providing our tenants with advice and guidance

## Overall RAG



## Q2 2024/25 Commentary

(1) Q2 saw a decline in damp and mould enquiries, consistent with warmer summer weather reducing moisture buildup. This seasonal lull allowed us to focus on enhancing our processes under Awaab's Law, preparing for increased demand in colder months.

(2) In line with Awaab's Law, all damp and mould cases are now investigated by Maintenance Inspectors, with inspections completed in an average of 6 days well under the 14 day statutory target. Residents receive a written inspection summary and resolution timeline within 48 hours of inspection, ensuring clear communication and transparency.

(3) 100% of works were completed within 28 days, up from 99% in Q1, reflecting timely resolutions. 88.24% of works were completed within 7 days, down from 100% in Q1, with ongoing efforts to improve, especially for obtaining specialist damp reports.

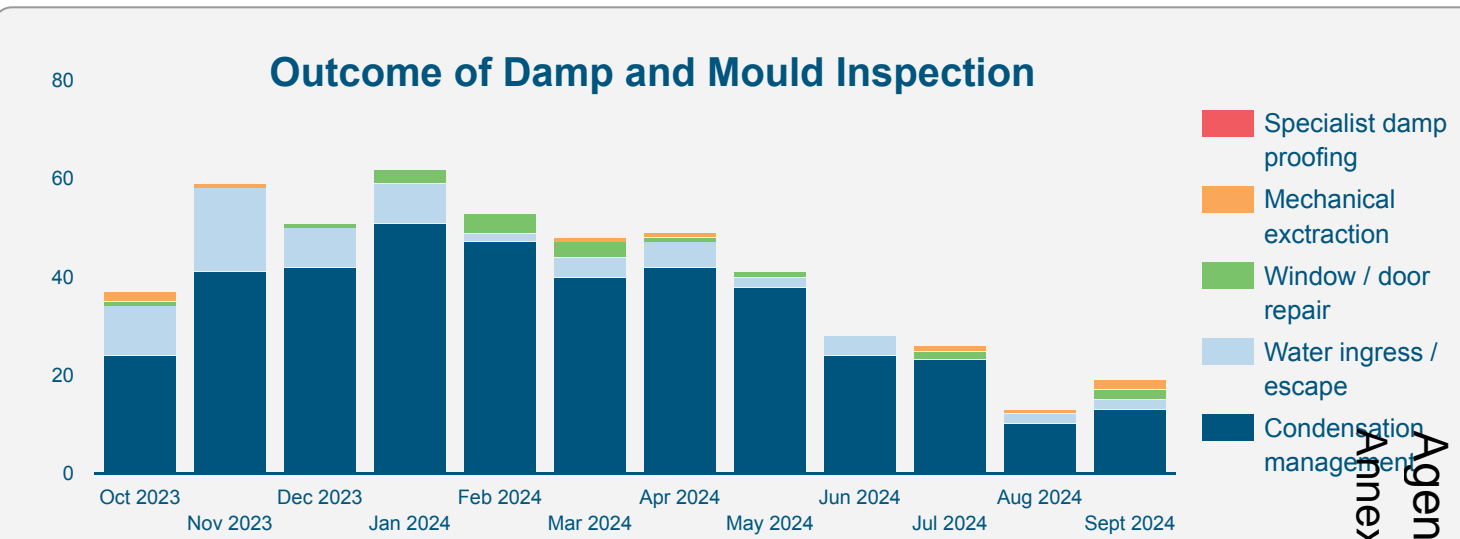
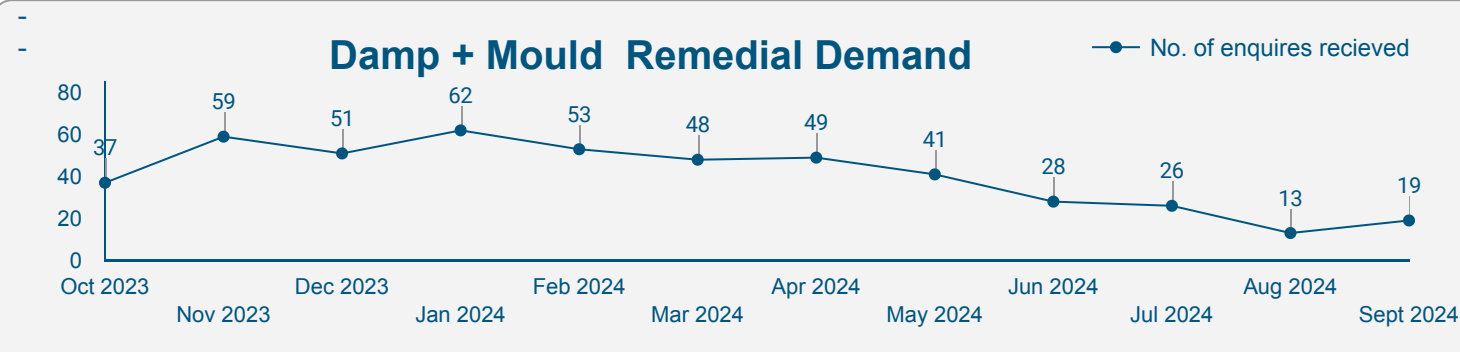
(4) Damp-related disrepair cases rose slightly to 4 from 3 in Q1.

(5) Damp-related orders decreased to 1.66% of total repairs orders, down from 3.82% in Q1, showing the seasonal trend

(6) Cancelled works reduced to 9 from 13 in Q1, reflecting better access success and order processing.

(7) Enhanced data collection is identifying areas with frequent mould issues, enabling us to offer tailored advice on prevention, including ventilation and humidity control. These proactive efforts aim to reduce mould recurrence and improve property conditions.

(8) As we anticipate a rise in damp and mould reports in colder months, we are preparing to allocate additional resources to maintain strong response times. Q2's data trends will guide our winter strategy to manage higher case volumes effectively.



QTR	Q3 - 2023/24	Q4 - 2023/24	Q1 - 2024/25	Q2 2024/25
(1) % 28 day completed on time	95%	96%	99%	100%
(2) % 7 day completed on time	83%	100%	100%	88.24%
(3) No. of damp related disrepair	7	6	3	-
(4) DMC orders as % of all orders	3.46%	4.52%	3.82%	1.66%
(5) No. of cancelled works	22	19	13	9

# Capital Programme - Q2 - Jul Aug Sep 2024/25

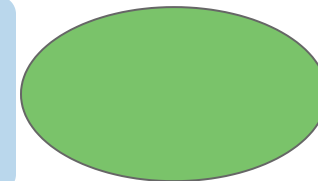
## Key questions

- Are we forecast to spend 80% of the capital budget by the end of the financial year?
- Do we have the right contracts in place to spend the capital budget?
- What action are we taking on homes that do not meet Decent Homes Standard?

## TLS's strategic goals and values

- 100% of homes meet the Decent Homes Standard
- To invest capital budget appropriately into our properties
- For all properties to be rated EPC C and above.

## Overall RAG



## Q2 2024/25 Commentary

1. Q2 sees a positive continuation of capital spend across various work streams. The following shows some of the progress towards improving our housing stock:

- Phase 2 of Kitchen and Bathroom replacements commenced - once finished over 75 refurbishments will be completed.
- 42 Boiler Replacements either through reactive or planned
- 42 UPVC Window and Door replacements
- 1 additional roof replacement following 3 block roof replacements.

2. Other ad hoc projects have started during Q2. Extensive work to one of our Grade II listed buildings has had a new roof, external repairs, new balcony and new wooden windows. We have also programmed in estate improvement work at Conflans Court, Ramsgate.

3. Forecasted spend for Q2 is lower than expected due to:

- \*projects started but will not be invoiced until Q3,
- \*some projects on hold until budgets are reviewed in Q3 - Ensuring there is enough budget for emergency projects in Q3 as we enter winter.

4. Two larger projects, Churchfields and Royal Crescent, have been delayed until FY25/26 thus impacting the percentage of capital spend. Further details can be found [here](#).

5. All cyclical programmes are progressing as planned. This brings the budget on work streams such as: Kitchen & Bathrooms, Window & Doors and Re-roofing nearing maximum spend, with some money left in reserve for emergencies over the winter period.

6. The refurbishment of Invicta lifts has been delayed due to requiring a Building Safety Regulator approval. This project will most likely commence in Q4.

7. The procurement exercise is nearly complete for the Royal Crescent project. We are working toward award of contract.

8. Decent Homes data remains steady at 98% as we continue to work on our data integrity to ensure this figure is accurate.

## Q2 2024/25

### % of Capital spend

28.3%

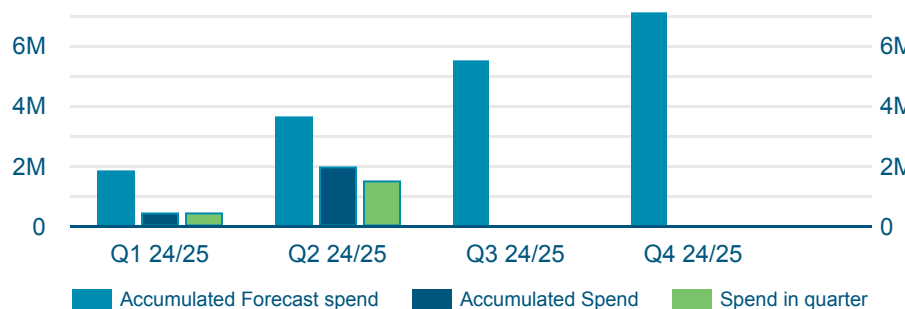
### % properties with current EPC

83.9%  
Target 100%

### % meet decent homes standard

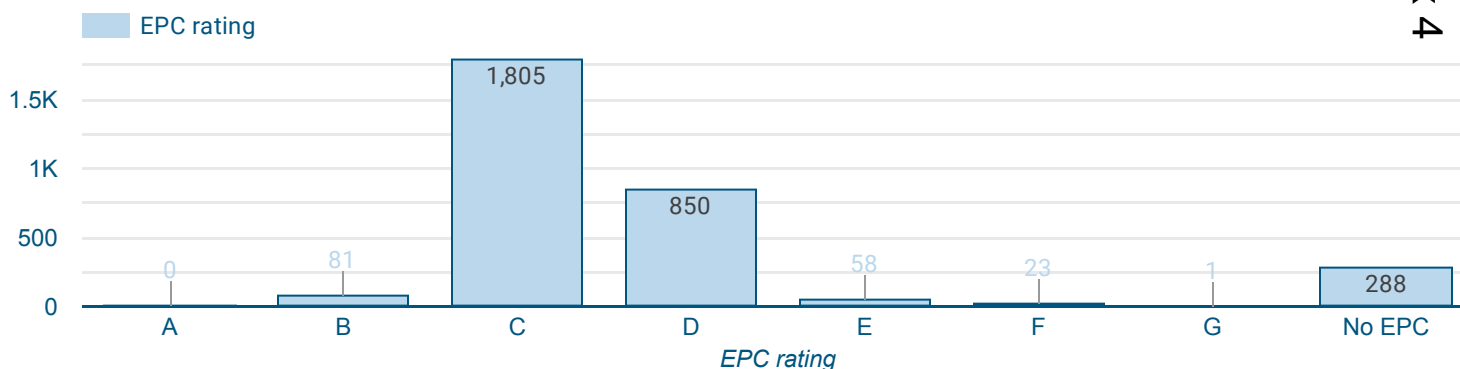
98.0%

## Quarter Spend 2024/25



QTR	Accumulated Forecast spend	Accumulated Spend	Spend in quarter
Q1 ...	£1,837,963	£487,925	£487,925
Q2 ...	£3,675,926	£2,023,725	£1,535,800
Q3 ...	£5,513,889	-	-
Q4 ...	£7,129,851	-	-

## Current EPC ratings



# Tower block refurbishment and retrofit- Q2 - Jul Aug Sep 2024/25

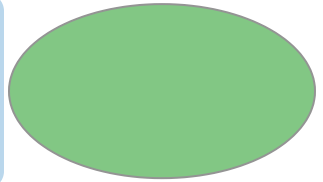
## Key questions

- Are we meeting our budget forecast?
- How have we engaged with residents in this period?
- What are the key risks and challenges?
- What is the plan for next quarter?

## TLS's strategic goals and values

- To reduce our greenhouse gas emissions and contribute to central governments Net Zero pledge.
- To improve fire safety and ensure compliance with building safety legislation.
- To improve internal comfort for residents and reduce energy usage.

## Overall RAG



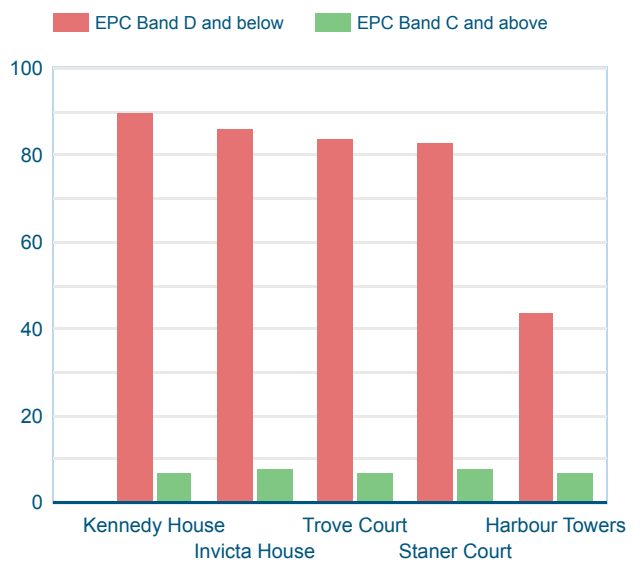
## Q2 2024/25 Commentary

1. Heater installations are now complete in over 150 properties, with Harbour Towers virtually complete, along with a sizeable portion of Trove Court, Kennedy House and Staner Court.
2. Building Safety Regulator Applications have been submitted for 3 of the 5 blocks, with work continuing in the background on the final two applications
3. D&B contract has been drafted, it is currently under review by Mears and TDC legal teams. Current target signature date will be Q3.
4. Principal Contractor project team has expanded and assigned to specific roles to progress the project.
5. Spend has begun to increase as a result of the heater installation roll out occurring this quarter.
6. PCSA (Pre Construction Service Agreement) 02 has been signed and sealed within Q2, to provide a mechanism to continue with design progression beyond Stage 3 whilst the Design and Build contract is finalised.
7. Stage 4 Designs have also progressed due to subcontractor involvement. The architects have been working on incorporating the subcontractors individual element designs into the main design package.

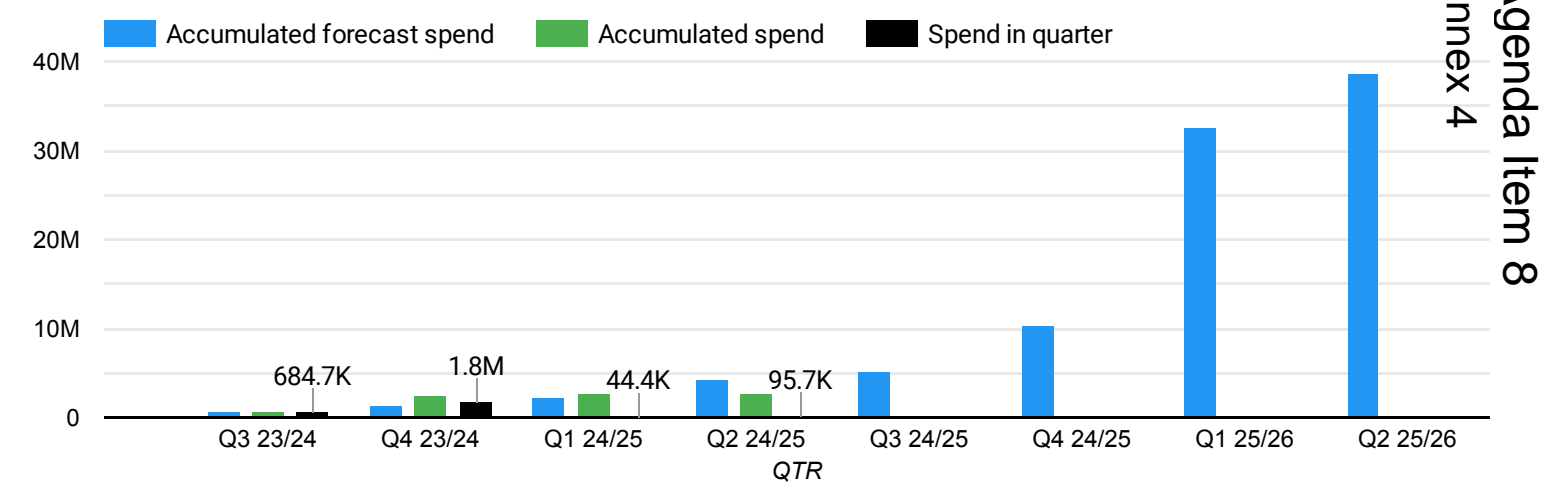
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Project milestones	Target	Status
e Design & Build Contract in place	30 Oct 2024	In progress
f Completion of PAS2025 Retrofit assessments	30 July 2024	Complete
g Commencement of fire door installation - all blocks	01 Nov 2024	Not started
h Planning application approval	18 Jan 2024	Complete
i Building control: Gateway 2 - All 5 BSR applications.	16 Oct 2024	In progress
j Completion of all design aspects	29 Mar 2024	Complete
k Resident Pre-start Consultation	15 May 2024	Complete
l Heating Contract in place	28 Mar 2024	Complete
m.. Heaters being installed on all blocks	26 June 2024	Complete
n Completion of heater installations on all blocks	31 January 2025	In progress
o Full Construction Start Date	31 January 2025	Not started
p PCSA #2 in place	31 July 2024	Complete

## Tower Blocks current EPC rating



## Project spend forecast



Annex 4  
Agenda Item 8



# Void properties - Q2 - Jul Aug Sep 2024/25

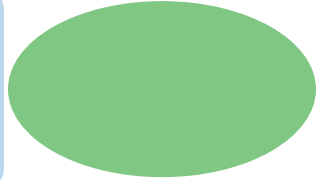
## Key questions

- What is the average time taken from end of tenancy to new tenancy starting (key to key letting period)?
- How will we meet our target of 33 days for our key to key letting period?
- What is the average spend per void property?

## TLS's strategic goals and values

- Reduce rent loss by improving key to key turn around times.
- Ensure homes meet our published Lettings Standard
- Ensure a good new tenant experience, supported by a relevant tenant information pack

## Overall RAG



## Q2 2024/25 Commentary

1) In Q2, we experienced a significant shift marked by reduced demand, allowing us to substantially decrease our work-in-progress and focus on resolving long-standing voids. During this period, we successfully completed 38 voids, which is an increase of 11 compared to Q1.

2) The average completion time increased compared to Q1. This rise was primarily due to delays from utility companies, especially concerning the renewal of gas and electric supplies, along with some voids requiring complex clearance and extensive remedial work. The challenges peaked in July, when completion times reached their highest, but steadily improved throughout the remainder of the quarter, returning closer to our target levels by September.

3) The average void expenditure experienced a spike in August, reflecting the challenging voids accounted for in July. These exceptional cases contribute to variations in our average void cost, but overall spending remains within budget.

We anticipate an increase in future demand linked to new build schemes associated with the council's plan to purchase 400 homes for affordable rent by 2027. While Q1 saw 23 new builds, Q2 was quieter. As these projects progress, we expect demand to rise, particularly as tenants move into new properties, which will free up existing stock and lead to a surge in new lettings in the upcoming quarters.

MonYear

Q2 Voids completed

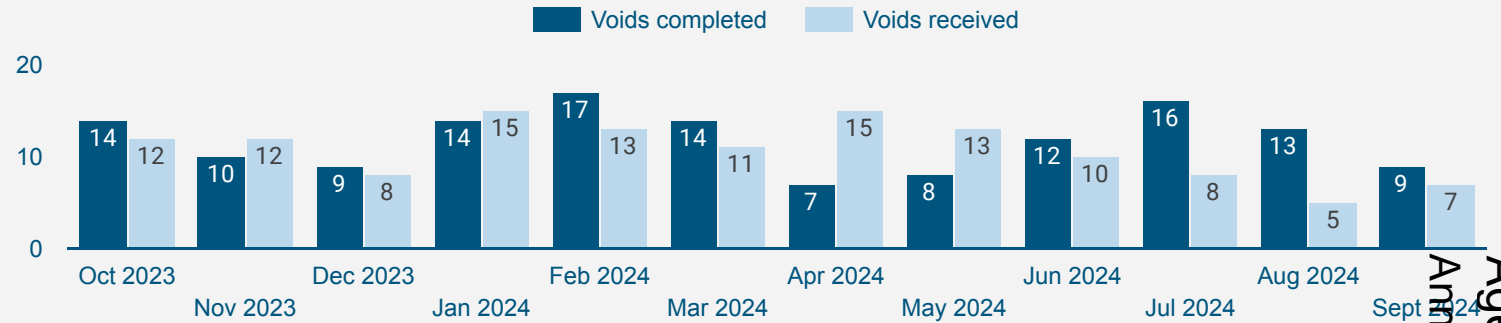
38

Q2 Ave. void days

43

Q2 Lost rent

£36,303



Ave TDC cost for year

£11,078

Ave Tenant charge for Qtr.

£2,099





# Income / Arrears - Q2 - Jul Aug Sep 2024/25

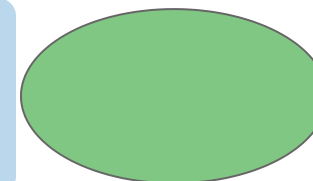
## Key questions

- What are the current tenant arrears?
- How has this changed from previous period?
- How has this changed from this time last year?
- Have usual behavioural trends affected our performance?
- How much former tenant arrears have been written off?

## TLS's strategic goals and values

- Reduce current tenant arrears and leasehold service charge arrears
- Working with tenants and leaseholders to clear debt in an affordable way
- To reduce debt by avoiding court action where possible
- To give residents access to benefit and money advice
- To help residents access additional funding in times of crisis

## Overall RAG



## Q2 2024/25 Commentary

1. Current rent arrears for the period are 3.05%, an improvement of 0.19% from the previous period
2. There has been an improvement of 0.86% from the same time last year.
3. Even though the % of arrears has reduced between Q1 and Q2, when you look at the actual debt in money terms, there is an increase: Q1 £545,500 Q2 £553,575. We attribute this to the newly acquired properties coming into TLS stock being let at the higher affordable rent, increasing the overall rent roll for the year.
4. The £145,000 of Household Support fund has been spent. We had a high uptake as expected and the money has gone towards the following:
  - \*Carpets and white goods for new residents new residents
  - \*Tenants experiencing short term low income with food and fuel
  - \*Where appropriate, towards rent arrears where DHP would not be applicable.

5. FTA write offs have been identified for write off pending authorisation from the Income Manager and Head of TLS.

6. Universal Credit (UC) Migration (the move from legacy benefits to UC for all claimants in the UK) is in full swing, with the number of new claimants is most likely at it's peak. The prioritisation of new UC claims is already embedded into the rent officers processes, therefore the impact has not affected us and we are still reducing arrears.

7. We expect the rate at which we reduce arrears to slow at the start of Q3, while we recruit and train new staff to fill the gap of 2 rent officers and 1 FWA that left the team in Q2.

### Q3 2023/24

% of projected rent  
**3.73%**  
↓ -0.17% last QTR

### Q4 2023/24

% of projected rent  
**3.53%**  
↓ -0.20% last QTR

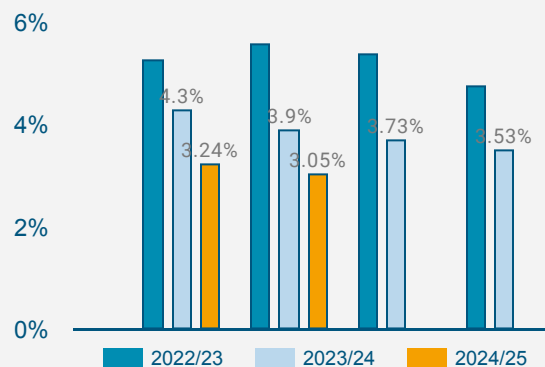
### Q1 2024/25

% of projected rent  
**3.24%**  
↓ -0.29% last QTR

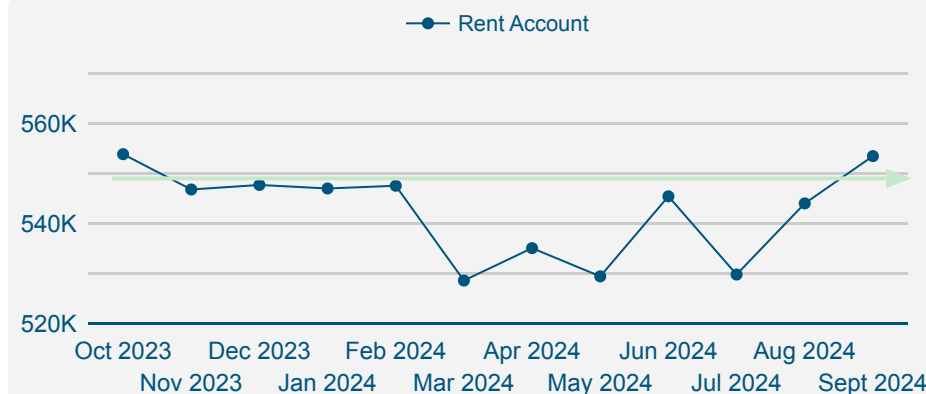
### Q2 2024/25

% of projected rent  
**3.05%**  
↓ -0.19% last QTR

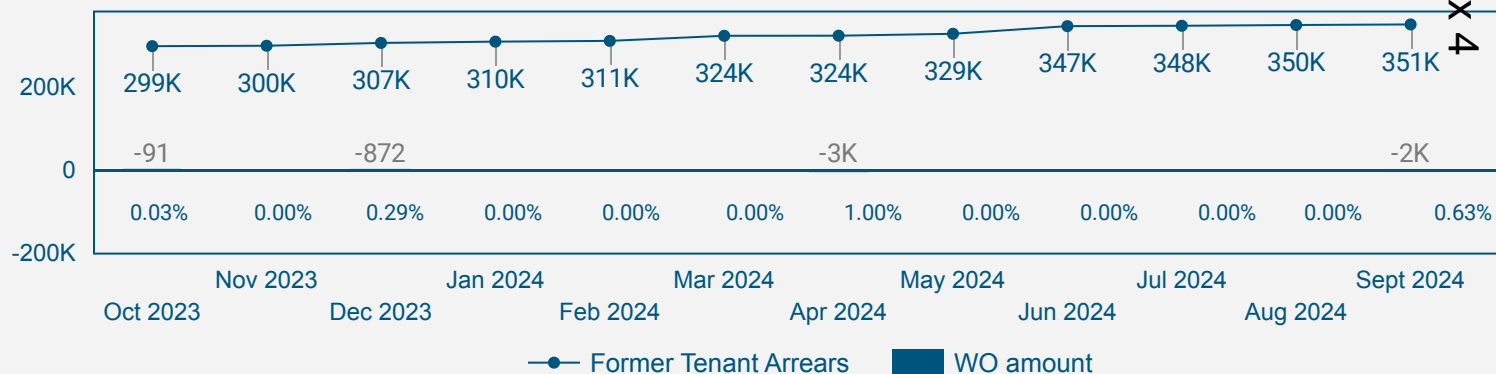
## Arrears as a % of projected annual rent income



## Current Tenant Rent Arrears by Month



## Former Tenant Arrears and Write Offs



# Anti Social Behaviour - Q2 - Jul Aug Sep 2024/25

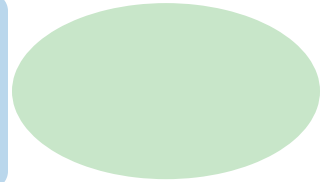
## Key questions

- 1) Are we taking effective action to deal with reports of anti-social behaviour?
- 2) Are we using a range of tools available to tackle anti social behaviour?
- 3) Are we supporting victims of anti social behaviour?

## TLS's strategic goals and values

- to tackle anti social behaviour in a responsive, proportionate and robust manner.
- focus where possible on preventative measures and early informal interventions and warnings to avoid escalation of anti social behaviour
- Appropriately risk assess and safeguard both victims and perpetrators of anti social behaviour

## Overall RAG

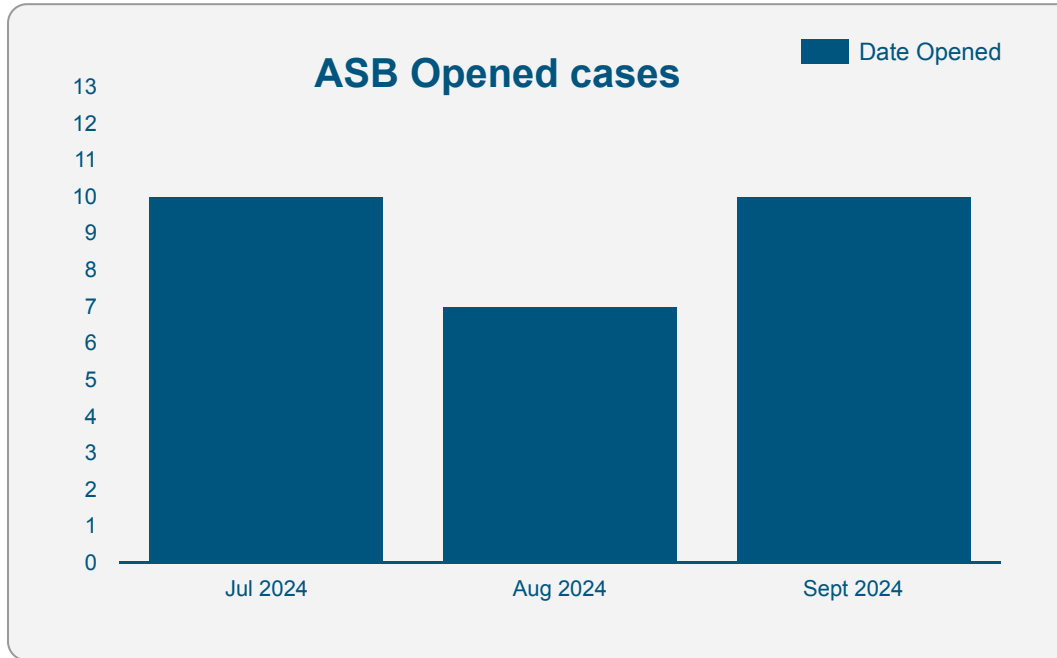


## Commentary

1. Ramsgate Town and Dane Valley continue to have the highest levels of reported ASB.
2. 1 eviction for anti social behaviour following a Closure Order
3. 2 full Closure Orders obtained for anti social behaviour. The Closure order prohibits the tenant from accessing the property for a period of 3 months.
4. 2 Review Hearings held for the decision to end Introductory tenancies. 1 decision upheld to seek possession and 1 not upheld and the tenant has agreed to a consent order.
5. 1 Review Hearing for Mandatory possession. Decision upheld to seek possession for serious offence.

### Glossary:

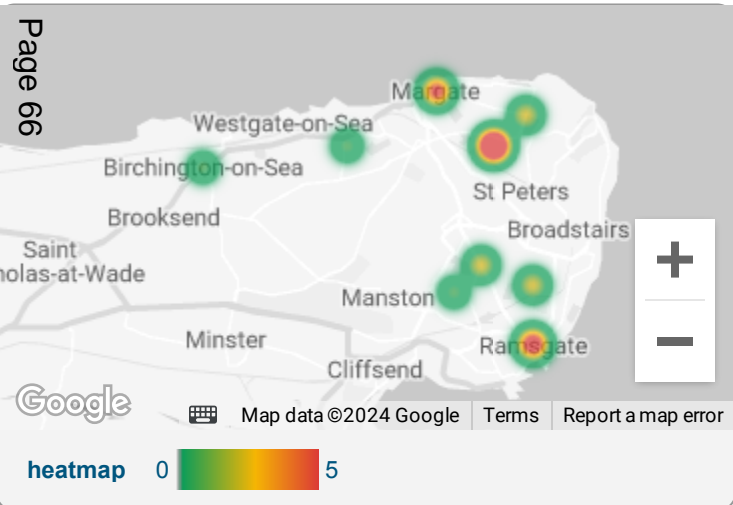
- ASB - Anti Social Behaviour
- CPW - Community Protection Warning
- Hate - Hate Crime on the basis of race, religion, disability, sexual orientation and transgender identity.
- CPN -Community Protection Notice



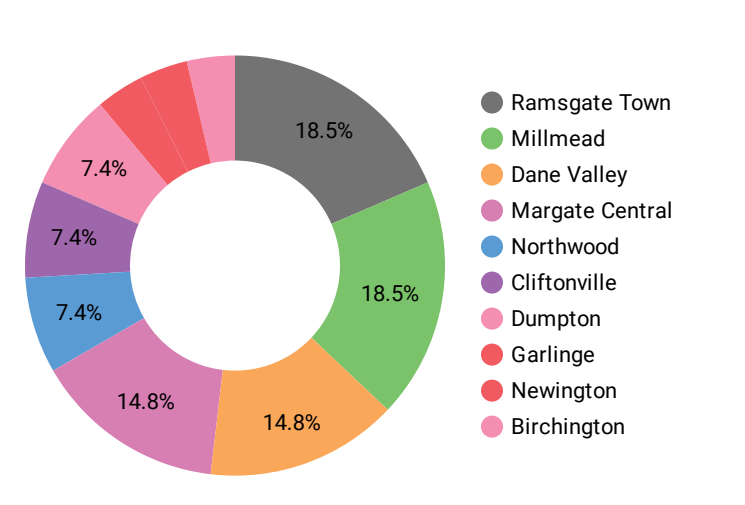
Date Opened (Year Mont... (3) ▾

ASB Opened <b>27</b>	CPW <b>13</b>
Hate <b>0</b>	CPN <b>5</b>
Officer visits <b>116</b>	Warnings sent <b>21</b>

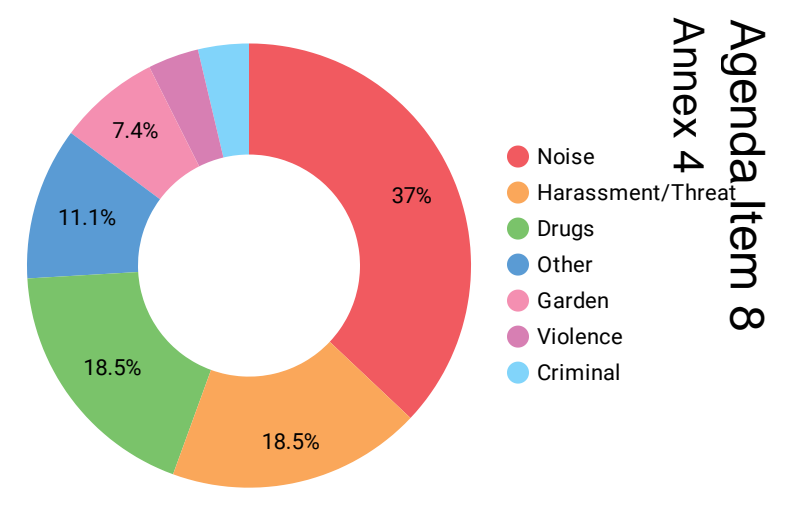
## Open ASB heatmap



## ASB by area



## ASB category types



Annex 4  
Agenda Item 8

# Tenant and Leaseholder Services - Compliance summary Q2 2024/25



No. Domestic Properties - 3077  
No. of Communal blocks - 282

## Gas LGSRs

**Overall Compliance**  
**99.96%**

## Gas Commentary

1 property is non compliant. This property is extremely hoarded and we are working closely with other agencies to enable the inspection to be carried out.  
(the inspection was successfully carried out in Q3)

## Electric EiCRs

**Domestic Compliance**  
**98.3%**

**Block Compliance**  
**100%**

## Electric Commentary

There are 50 properties that are non compliant. This falls within our expectation of harder to access homes.

## Lifts LOLERs

**Communal lifts**  
**100%**

**Defect A - 0**  
**Defect B - 0**

**Entrapments - 1**

**Stair Lifts - 97.7%**

**Throughfloor 100%**

## Lifts Commentary

1 Entrapment reported by Mears in quarter  
9 B defects completed in October on passenger lifts

## Water LRAs

**LRA**  
**100%**

**High risk - 1**

**Medium risk - 7**

**Low risk - 0**

## Lifts Commentary

1 medium action overdue from 2021 - looking to convert communal tank to mains but 1 x leaseholder not engaging  
Other overdue medium actions include commissioning schematic drawings of communal supply for a block, identifying boiler types and carrying out a chemical trace, waiting for Southern Water to dig out a stop cock so that further works can take place in the kitchen.

The 1 high risk action is to remove a dead leg from the communal water tank - but this is a bigger job than first thought and requires a consent from the water company.

## Asbestos

**Communal**  
**100%**

**Domestic 78.71%**

**Com Actions 13**

**Dom Actions - 62**

## Asbestos Commentary

Surveys are constantly coming in with new actions.  
There are 0 high risk actions outstanding for communal and domestic properties. Of the actions outstanding on domestic properties:  
46 - very low  
13 - low  
3 med  
Appointments are being booked and letters sent to residents where there is no access to book another appointment

No. of Communal blocks in total- 282  
 No blocks on the FRA programme 204  
 Other properties on FRA programme 2

## Fire FRA

<b>Blocks</b> <b>100%</b>	<b>Fire Alarms - 88.8%</b>
	<b>AOV's - 100%</b>
<b>'other' properties</b> <b>100%</b>	<b>Emergency lighting - 100%</b>
	<b>Sprinklers - 100 %</b>
<b>FRA due within the next 90 days - 61</b>	
<b>FRA follow- up actions - 538</b>	
<b>FRA follow- up actions in date - 200</b>	
<b>FRA follow- up actions overdue - 338</b>	
<b>FRA follow- up actions completed - 118</b>	

## Fire comentary

- 4 x non compliant fire alarms are due to not having enough sounders within all the properties in high rise blocks. This is being mitigated by the waking watch.
- 34 FRA's completed in Q2
- 247 new actions added in Q2
- 118 actions completed in Q2
- Of the 111 overdue actions sitting with the planned works team, many form part of larger projects for which there is active procurement campaigns to get contracts in place. For example: Fire door contracts for low/medium rise flatted blocks. Tower block retrofit and refurbishment project and passive fire safety works contract.
- 6.of the actions that are sitting with the housing team, many are made up of rubbish/items in the communal areas and mobility scooters in the communal areas. These issues can be hard to address and can require legal action. We are drafting a mobility scooter policy to help address this.

Other fire safety equipment:

Fire extinguishers -100%  
 Dry risers - 100%  
 Bin chutes - 100%

## FORWARD PLAN AND EXEMPT CABINET REPORTS LIST

**Overview & Scrutiny Panel** 10 December 2024

**By** Committee Service Manager

**Key Decision** no

**Decision classification** Unrestricted

**Call in status** N/A

**Ward:** All wards

### Purpose of the Report

To update Panel Members on the revised Forward Plan and Exempt Cabinet Reports List (hereby referred to as the Forward Plan) of key decisions and allow the Panel to consider whether it wishes to be consulted upon any of the items.

### Recommendation(s):

That members of the Overview and Scrutiny Panel consider the revised Forward Plan and consider whether it wishes to exercise its power to scrutinise any of the matters listed.

### 1. Summary of Reasons

1.1 The aim of the Forward Plan is to allow the general public and Council Members to see what decisions are coming up over the next few months and how they will be handled i.e. whether a decision will be taken by Cabinet or Council, and whether there will be input from Overview & Scrutiny during the process.

### 2. Background

2.1 Overview & Scrutiny receives an updated copy of the Forward Plan at each Panel meeting. The Panel can identify any item on the Forward Plan to be added to the Overview and Scrutiny work programme in order to be scrutinised further. A copy of the latest version of the Forward Plan is attached at Annex 1 to the report.

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

### 3. Consultation

3.1 This report does not require that a consultation be conducted.

## **4. Corporate Implications**

### **4.1 Finance and Resources**

4.1.1 There are no financial implications arising directly from this report.

### **4.2 Legal and Constitutional**

4.2.1 The relevant regulations in respect of the requirement to publish a Forward Plan are referred to in the body of this report.

### **4.3 Council Policies and Priorities**

4.3.1 This report relates to the following corporate priorities: -

- To work efficiently for you

### **4.4 Risk**

4.4.1 There are risks arising directly from this report.

### **4.5 Climate Change and Biodiversity**

4.5.1 There are no climate change and biodiversity implications arising from this report.

## **5. Equality, Equity and Diversity Implications**

5.1 There are no equality, equity and diversity implications arising directly from this report.

## **6. Crime and Disorder Implications and Community impact**

6.1 There are no crime and disorder and community impact implications arising directly from this report.

## **7. Subject History**

7.1 The Panel often identifies review topics from the Forward Plan. Officers would then prepare a report for consideration by the Panel.

## **Annexes**

Annex 1: Forward Plan & Exempt Cabinet Reports List

## **Background Papers**

None

**Report Author(s) Contact:** Charles Hungwe (Deputy Committee Services Manager)

**telephone:** 01843 577186

**email:** charles.hungwe@thanet.gov.uk

**Report Sign Off**

**Legal** Ingrid Brown- Head of Legal and Democracy and Monitoring Officer

**Finance** Matt Sanham, Head of Finance and Procurement

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## FORWARD PLAN AND EXEMPT CABINET REPORT LIST

### 13 NOVEMBER 2024 TO 30 APRIL 2025

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

#### Key decisions

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

- 1) Which is likely to involve the incurring of expenditure, or the making of one-off savings, by the Council, which are anticipated to be £250,000 or more\*. The exceptions to this rule being:
    - a. Where approval has previously been received to incur that expenditure by the Cabinet.\*\*
    - b) For the acquisition, enhancement or disposal of land or property with a value of £1m, a new key decision would be needed even if previous generic permission has been received via another key decision.
  - 2) Which is likely to have an annual expenditure of less than £250,000, but has a total contract value over the lifetime of the contract of over £750,000.
- or
- 3) Where the effect would be on communities living or working in the district, in an area comprising two or more wards. However, decisions that impact on communities living or working in one ward will be treated as "key" if the impact is likely to be very significant.

\*With regard to property leases the £250k value is defined as the letting or taking of a lease with a cumulative rental value in excess of £250k over the first 5 years of the lease.

\*\*Having the budget approved by Council does not mean that an individual has permission to proceed with their project.

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

#### Reports to be considered in private session

# Agenda Item 12

## Annex 1

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

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

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

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

### Availability of documents

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

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

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

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

### 13 November 2024 to 30 April 2025

Decision to be Considered	What the Decision will mean	1. Decision Path/ 2. Lead Officer	Lead Cabinet Member	For Decision by (in case of O & S, consultation date)	Decision Type	Details of any information likely to be considered in private under Schedule 12A of the Local Government Act 1972	Documents submitted to the Decision Maker
Disposal of three council owned properties	Approval for three properties to be disposed of at auctions and that the proceeds be reinvented into the HRA Capital Programme	1. Overview & Scrutiny Panel  2. Ashley Jackson, Head of Housing and Planning	Councillor Helen Whitehead, Deputy Leader and Cabinet Member for Housing	19 Nov 24  28 Nov 24	Key		OSP report  Cabinet report

Annex 1

Agenda Item 12

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Decision to be Considered	What the Decision will mean	1. Decision Path/ 2. Lead Officer	Lead Cabinet Member	For Decision by (in case of O & S, consultation date)	Decision Type	Details of any information likely to be considered in private under Schedule 12A of the Local Government Act 1972	Documents submitted to the Decision Maker
Decision to be Considered	What the Decision will mean	1. Decision Path/ 2. Lead Officer	Lead Cabinet Member	For Decision by (in case of O & S, consultation date)	Decision Type	Details of any information likely to be considered in private under Schedule 12A of the Local Government Act 1972	Documents submitted to the Decision Maker
Adoption of the following new policies: Decant Policy and Damp, Mould and Condensation Policy	The team will adopt the policies and they will be published on the public TDC website	1. Overview & Scrutiny Panel  Cabinet 2. Sally O'Sullivan, Head of Tenant and Leaseholder Services	Councillor Helen Whitehead, Deputy Leader and Cabinet Member for Housing	19 Nov 24  28 Nov 24	Non-Key		OSP report  Cabinet report
Approval of a new acquisition programme for Temporary Accommodation	Approval to purchase units of Temporary Accommodation	1. Overview & Scrutiny Panel  Cabinet 2. Ashley Jackson, Head of Housing and Planning	Councillor Helen Whitehead, Deputy Leader and Cabinet Member for Housing	10 Dec 24  19 Dec 24	Key		OSP report  Cabinet report
Adoption of Parking Strategy	Provision of a strategy on parking within Thanet District Council	1. Overview & Scrutiny Panel  Cabinet 2. Penny Button, Head of Neighbourhoods	Councillor Kristian Bright, Cabinet Member for Parking	10 Dec 24  19 Dec 24	Key		OSP report  Cabinet report

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The Housing Assistance Policy	The decision will mean that the Council can apply the revised policy to Disabled Facilities Grant awards and other discretionary elements within the policy	1. Overview & Scrutiny Panel  Cabinet 2. Ashley Jackson, Head of Housing and Planning	Councillor Helen Whitehead, Deputy Leader and Cabinet Member for Housing	10 Dec 24  19 Dec 24	Key		OSP report  Cabinet report
The Housing Allocations Policy	The decision will mean that the Council is able to begin a wider consultation with stakeholders about the content of the allocations policy and the principles that determine how properties are allocated and how need is decided upon	1. Overview & Scrutiny Panel  Cabinet 2. Ashley Jackson, Head of Housing and Planning	Councillor Helen Whitehead, Deputy Leader and Cabinet Member for Housing	10 Dec 24  19 Dec 24	Key		OSP report  Cabinet report
Option to purchase car park, Ramsgate	Projected financial savings	1. Overview & Scrutiny Panel  Cabinet 2. Natalie Beldin, Principal Property Surveyor	Councillor Ruth Duckworth, Cabinet Member for Regeneration and Property	10 Dec 24  19 Dec 24	Key		OSP report  Cabinet report

Decision to be Considered	What the Decision will mean	1. Decision Path/ 2. Lead Officer	Lead Cabinet Member	For Decision by (in case of O & S, consultation date)	Decision Type	Details of any information likely to be considered in private under Schedule 12A of the Local Government Act 1972	Documents submitted to the Decision Maker
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Purchase of 12 Guildcrest flats	Approval to purchase of 12 s106 Affordable Rented Homes within the Housing Revenue Account (HRA).	1. Overview & Scrutiny Panel  Cabinet 2. Ashley Jackson, Head of Housing and Planning	Councillor Helen Whitehead, Deputy Leader and Cabinet Member for Housing	21 Jan 25  30 Jan 25	Key		OSP report  Cabinet report
The replacement of Open Spaces fleet vehicles and equipment a minimum of 7 years old to the value of £1.12 million	These vehicles will be procured in FY24/25, in line with the vehicle replacement programme, for end of life tippers. They will be electric with zero emissions. The Vehicle Replacement Programme for Open Spaces the procurement will start in 2024/25 but the order will be placed in 2025/26 budget year (as per Capital meeting that moved the spend to 25/26).	1. Overview & Scrutiny Panel  Cabinet 2. Tony Marmo, Head of Coastal and Public Realm	Councillor Steve Albon, Cabinet Member for Cleansing and Coastal Services	11 Mar 25  20 Mar 25	Key		OSP report  Cabinet report

Decision to be Considered	What the Decision will mean	1. Decision Path/ 2. Lead Officer	Lead Cabinet Member	For Decision by (in case of O & S, consultation date)	Decision Type	Details of any information likely to be considered in private under Schedule 12A of the Local Government Act 1972	Documents submitted to the Decision Maker
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To award BT the 5 year repairs and maintenance contract for CCTV	The implementation of the 5 year contract will mean the CCTV service will continue to be effective. This will support the authority and its partner in preventing and deterring ASB and crime within the district of Thanet.	1. Overview & Scrutiny Panel  Cabinet 2. Christopher Gunn	Councillor Heather Keen, Cabinet Member for Community	Before 1 Apr 25  Before 1 Apr 25	Key		OSP report  Cabinet report

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