

To: MEMBERS OF THE HOUSING COMMITTEE
Councillors Pursehouse (Chair), Lockwood (Vice-Chair),
Gaffney, Gillman, Groves, Hammond, Mills, Morrow, Ridge,
Shiner, Steeds and Swann

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Substitute Councillors: Allen, Connolly, Gray and Wren

C.C. All Other Members of the Council

20 September 2021

Dear Sir/Madam

HOUSING COMMITTEE
TUESDAY, 28TH SEPTEMBER, 2021 AT 7.30 PM

The agenda for this meeting of the Committee to be held in the Council Chamber, Council Offices, Station Road East, Oxted is set out below. If a member of the Committee is unable to attend the meeting, please notify officers accordingly.

Should members require clarification about any item of business, they are urged to contact officers before the meeting. In this respect, reports contain authors' names and contact details.

If a Member of the Council, not being a member of the Committee, proposes to attend the meeting, please let the officers know by no later than noon on the day of the meeting.

Yours faithfully,

David Ford
Chief Executive

AGENDA

- 1. Apologies for absence (if any)**
- 2. Declarations of interest**

All Members present are required to declare, at this point in the meeting or as soon as possible thereafter:

- (i) any Disclosable Pecuniary Interests (DPIs) and / or
- (ii) other interests arising under the Code of Conduct

in respect of any item(s) of business being considered at the meeting. Anyone with a DPI must, unless a dispensation has been granted, withdraw from the meeting during consideration of the relevant item of business. If in doubt, advice should be sought from the Monitoring Officer or her staff prior to the meeting.

- 3. Minutes of the meeting held on the 29th June 2021 (Pages 3 - 6)**
To confirm as a correct record
- 4. To deal with any questions submitted under Standing Order 30**

5. **Housing Quarter 1 21/22 Performance Report** (Pages 7 - 22)
6. **Homelessness prevention and rough sleeping strategy 2019-2023 action plan update** (Pages 23 - 44)
7. **Council House building programme - appropriation of land or planning purposes** (Pages 45 - 52)
8. **Council House building programme - small schemes update for Caterham on the Hill** (Pages 53 - 58)
9. **Afghan Relocation and Assistance Policy (ARAP) Scheme - confirmation of decision taken under urgency powers (SO 35)** (Pages 59 - 70)
10. **Renewal of kitchens and bathroom contracts** (Pages 71 - 74)
11. **Extension to the cleaning contract** (Pages 75 - 78)
12. **Extension to the external painting and repair contract** (Pages 79 - 82)
13. **Gas and electricity contracts - confirmation of decision taken under urgency powers (SO 35)** (To Follow)
14. **Any other business which, in the opinion of the Chair, should be considered as a matter of urgency**

TANDRIDGE DISTRICT COUNCIL

HOUSING COMMITTEE

Minutes and report to Council of the meeting of the Committee held in the Council Chamber, Council Offices, Station Road East, Oxted on the 29th June 2021 at 7.30pm

PRESENT: Councillors Pursehouse (Chair), Lockwood (Vice-Chair), Gaffney, Gillman, Groves, Hammond, Mills, Morrow, Ridge, Shiner and Steeds

ALSO PRESENT: Councillor Allen

54. MINUTES OF THE MEETING HELD ON THE 11TH MARCH 2021

These were confirmed as a correct record.

55. MINUTES OF THE MEETING HELD ON THE 27TH MAY 2021

These were confirmed as a correct record.

56. HOUSING FINANCE REPORT - MONTH 2

A report concerning the Committee's revenue budgets and capital programme (for the Housing Revenue Account (HRA) and General Fund) as at the end of May 2021 (month 2) was presented.

The report advised that the budgets were provisional, pending the 2020/21 outturn to be presented to the Strategy & Resources Committee following the completion of the forensic review of the potential deficit by Grant Thornton (minutes of the 8th June 2021 Strategy & Resources Committee refer).

The HRA revenue budget was projected to be underspent by £14,000. No variances were forecast for the Housing General Fund revenue budget and the capital programme. However, the £250,000 carry forward from the 2020/21 HRA capital programme was subject to confirmation of the 2021/22 budget outturn.

RESOLVED – that:

- A. relevant budget changes since approval of the 2021/22 budget at Full Council in February 2021 (paragraph 4 of the report) be approved, namely:

“The Housing budget has been reset to remove the unconventional practice of assigning budgets to non-cash/accounting items. In usual circumstances and for budgeting purposes, only cash items would have a budget set against them as they have an element of controllability. The Council’s practice (which goes back some time) has been to apply budgets to items which are of an “accounting treatment” nature only, depreciation is an example. The changes identified ... relate to the removal of budgets for depreciation.”

- B. the 2021/22 budget after recent budget virements be noted; and
- C. the Committee's forecast revenue and capital budget position as at month 2 (May 2021) be noted.

57. HOUSING QUARTER 4 20/21 PERFORMANCE REPORT

Members were presented with an analysis of progress against the Committee's key performance indicators and risks for the fourth quarter of 2020/21.

Regarding performance target HO1 (Local Council rent collection and arrears: proportion of rent collected) the Committee was advised of an error in the summary text which should read:

"Collection performance at the end of the year was 0.07% below our target of 2.50%. At the end of March 2021 rent arrears totalled £386,034, a reduction of £21,293 compared to the same period in March 2020 when rent arrears totalled £407,203. This has been achieved during an unprecedented year for income collection due to the pandemic and inability to recover rent arrears via legal remedies and a suspension on evictions."

Officers also provided an update on the Council's house building programme and confirmed that regular updates would be brought to future committees.

RESOLVED – that the Quarter 4 (2020/21) performance and risks for the Planning Policy Committee be noted.

58. MOBILE HOME SITES - FIT AND PROPER PERSON APPLICATION FEE POLICY

A report was submitted with recommendations arising from 'The Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations 2020' ('the Regulations')

The Regulations required Local Authorities to be satisfied that owners of mobile home sites met fit and proper person standards to manage their sites. Non-commercial family occupied sites were exempt. All other mobile home site licence holders in Tandridge (29 in total) were required to apply to the Council between the 1st July and 1st October 2021 for a fit and proper person assessment. Such assessments included consideration of the applicant's legal interest in the site, their conduct (e.g. any criminal record) and the site's financial and management arrangements. Applications may be approved; approved with conditions; or refused. Applicants will have a right of appeal.

Subject to a fee policy being agreed and published, the Council was empowered to charge a fee for processing applications in order to recover associated costs. A proposed Mobile Home Site (Fit and Proper Person) Fee Policy for Tandridge accompanied the report. This included a recommended application fee of £386, based on the recovery of relevant costs as detailed within Appendix B to the report. The policy stated that, in order to limit the financial burden of this new requirement on site owners and operators, an annual fee (as permitted by the Regulations to cover the cost of monitoring the scheme and maintaining the register of site owners and operators) would not be applied.

Paragraph 12.1 of the proposed policy stated that:

“The policy for Fit and Proper Person Fees will be reviewed 2 years from implementation, and thereafter, annually. The review will assess and incorporate any changes that need to be made. This will include a full review of the fee levels, to take into account the effect of inflation and any surpluses or deficits incurred on the predicted level of expenditure in the first two years.”

Councillor Lockwood proposed:

- that Recommendation C of the report be amended as follows:

“authority be delegated to the Executive Head of Communities, in consultation with the Chair and Vice Chair of the Committee, to make any minor amendments to the policy ~~that may be necessary when reviewed annually.~~”

- an additional resolution to require the Committee to review the policy and associated fees annually.

RESOLVED – that

- A. subject to the first sentence of paragraph 12.1 being amended as follows:

The policy for Fit and Proper Person Fees will be reviewed 2 years from implementation, and thereafter, annually

the Mobile Home Site (Fit and Proper Person) Fee Policy and application fees as set out in Option A of the report be adopted (*i.e. an application fee of £386 be charged to the owners of all commercially operated residential sites*);

- B. the fee be effective from 1st July 2021;
- C. authority be delegated to the Executive Head of Communities, in consultation with the Chair and Vice Chair of the Committee, to make any minor amendments to the policy; and
- D. the Committee reviews the policy and associated fees annually.

59. CAPITAL FUNDING OF ACCOMMODATION FOR ROUGH SLEEPERS

A report was submitted which informed the Committee that the Council, in partnership with Transform Housing and Support (Transform) had the opportunity to apply to Homes England for grant funding to purchase two further ‘Move-On’ homes in the District. This would be part of a joint East Surrey bid with Mole Valley, Reigate & Banstead and Epsom & Ewell for funding to purchase eight Move-On properties across the four local authority areas, with each local authority committing to grant fund 25% of the scheme cost.

In Tandridge, the homes would take the form of 2 x one bedroom flats, to provide supported housing for former rough sleepers and those at risk of rough sleeping. The report sought approval to proceed with the joint bid and to use commuted sums in the form of local authority grant to Transform to support the purchases

Officers explained that the circumstances had changed since the report was written and that Homes England had advised that the total grant available for the East Surrey bid had been significantly reduced due to pressures on their budget and that the need was low in comparison to proposals submitted from other parts of the country. The East Surrey Partnership had collectively agreed that this was no longer value for money for the local authorities and decided against pursuing the bid at this time.

Members still considered the paper and its recommendations as the financial situation may change over time and a bid may be pursued if a value for money solution is offered.

RESOLVED – that:

- A. approval be given to participate in a joint Homes England bid with the 3 other East Surrey Local Authorities in partnership with Transform Housing and Support for funding from the Rough Sleeping Accommodation Programme;
- B. use of commuted sums of up to 25% of the total scheme cost, subject to a maximum of £50,000 per unit (total £100,000) be approved and given by way of grant to support Transform Housing and Support in the purchase of two properties in Tandridge to provide housing with support for rough sleepers, former rough sleepers or those at risk of rough sleeping; and
- C. authority to be delegated to the Head of Legal Services to agree the terms of the necessary nomination and funding agreements in support of the proposal should the bid be successful.

Rising 8.47 pm

Housing Quarter 1 21/22 Performance Report

Housing Committee Tuesday, 28 September 2021

Report of: Executive Head of Communities

Purpose: For information

Publication status: Open

Wards affected: All

Executive summary:

- The appendices to this report contain data on the Committee's key performance indicators and risks for Quarter 1 2021/22, to enable the Committee to monitor how the Council is delivering the services for which it is responsible.
 - The report also includes a separate appendix (C), which provides an update on the Council Housing Building Programme.
-

This report supports the Council's priority of: Building a better Council

Contact officer William Mace – Programme Management Officer
wmace@tandridge.gov.uk

Recommendation to Committee:

That the Quarter 1 2021/22 performance and risks for the Housing Committee be noted.

Reason for recommendations:

To support the Committee to monitor and manage its performance and risks.

1. Introduction and background

- 1.1. Performance and risk reports are presented to each policy committee at the end of each quarter. The reports include a covering report and an appendix with individual performance charts and commentary for each performance indicator, and the committee's risk register.

2. Notes on performance and risk data

- 2.1. See Appendix A and Appendix B for the Housing Quarter 1 (2021/22) performance data and risk register respectively.
- 2.2. Wherever possible the most recent data has been included in the appendices, regardless of whether it technically falls into the reported quarter. However, due to the committee report timelines, there may be occasions where data is not available in time for the committee report. In these cases, the data will be provided in the next scheduled report.
- 2.3. The Council uses the following risk management scoring matrix:

Likelihood	Very Likely	4	4	8	12	16
	Likely	3	3	6	9	12
	Possible	2	2	4	6	8
	Unlikely	1	1	2	3	4
			1	2	3	4
			Low	Medium	High	Very High
			Impact			

- 2.4. See Appendix C for an update on the Council Housing Building Programme.

3. Quarter headlines

3.1. Performance

3.1.1. At the end of July 2021, we achieved target for 7 out of 11 indicators.

We missed our targets for:

- Average time to re-let sheltered housing (HO2b);
- People in urgent need on the housing register (HO5);
- Percentage of emergency responsive repairs completed within the timescales set for the contractor (HO10a);
- Percentage of non-emergency responsive repairs completed within the timescales set for the contractor. NB: this was on target at the end of Quarter 1.

3.1.2. See Appendix A for more details.

3.2. Risk

3.2.1. There are no risks in the register with a red rating.

3.2.2. See Appendix B for details.

4. Key implications

4.1. Comments of the Chief Finance Officer

4.1.1. There are no direct finance implications arising from this report. There are no red risks flagged, however there are some amber and green risks which represents risk to the Council and could lead to additional resources and cost implications if they come to pass. These risks will need to be monitored closely ensuring they are mitigated where possible.

4.1.2. The impact of any additional cost pressures will be shown in the monthly budget monitoring reports. It is still possible that the impact of Covid-19 will add additional costs to projects and delay the speed of implementation.

4.1.3. The key risks, their likelihood, impact and mitigation are identified in the Risk Register at Appendix B with each risk allocated to a risk owner.

4.2. Comments of the Head of Legal Services

- 4.2.1. There are no direct legal implications arising from this report. The monitoring process enables the Committee to remain aware of issues and risks. There is no statutory duty to report regularly on the Council's performance. However, under Section 3 of the Local Government Act 1999 (as amended) a best value authority has a statutory duty to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness. Regular reports on Council performance help to demonstrate best value and compliance with the statutory duty.

4.3. Other corporate implications

- 4.3.1. Not applicable.

4.4. Equality

- 4.4.1. This report contains no proposals that would disadvantage any particular minority groups.

4.5. Climate change

- 4.5.1. This report contains no proposals that would impact on the Council's commitment to climate change.

5. Appendices

- 5.1. Appendix 'A' – Quarter 1 2021/22 Performance Charts
5.2. Appendix 'B' – Housing Risk Register
5.3. Appendix 'C' – Quarter 1 Update Council Housing Building Programme

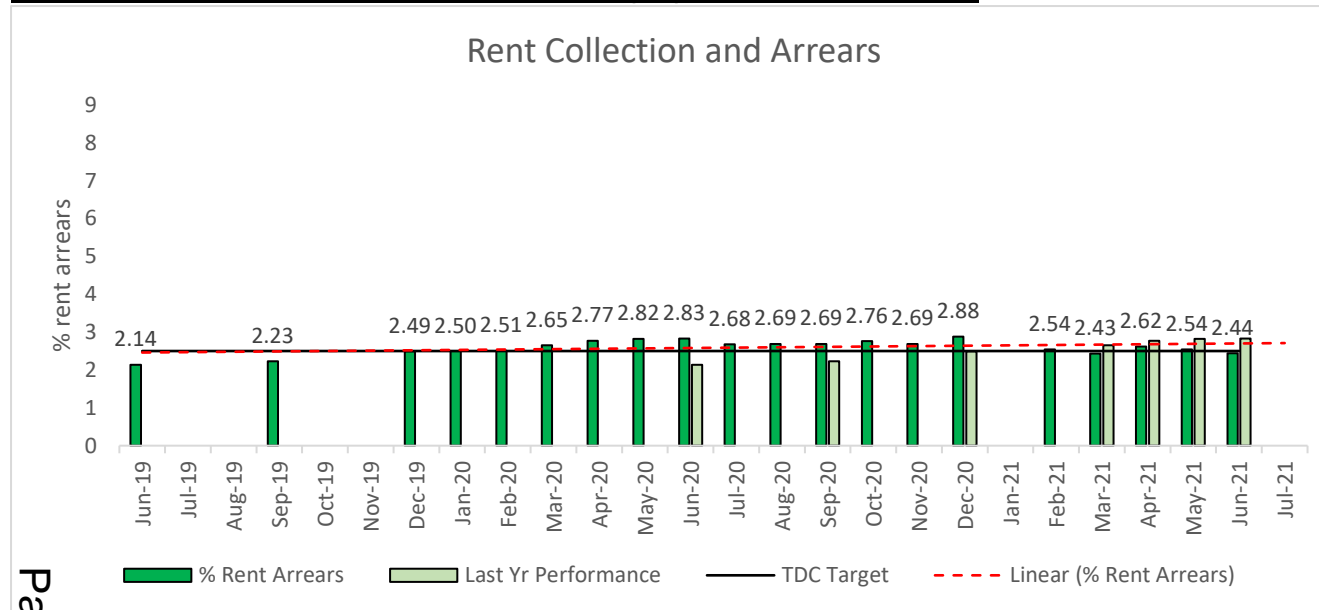
6. Background papers

- 6.1. None.

----- end of report -----

APPENDIX A – Housing Performance Charts

H01 - Local Council rent collection and arrears: proportion of rent collected



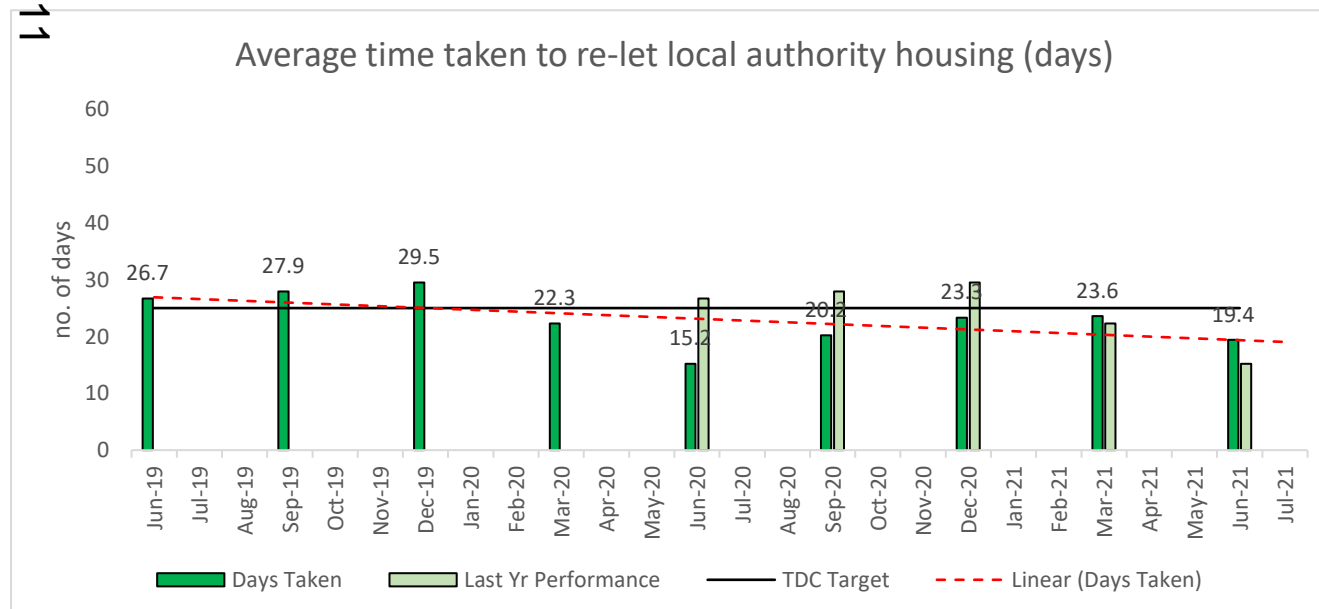
Performance Summary

- Rent arrears total is 0.06% lower the monthly target of 2.50%. This is also 0.23% lower than the same period in 2020/21 when arrears were 2.67%.

Target: 2.5% (2021/22)

Page 11

H02a - Average time taken to re-let local authority housing (days)



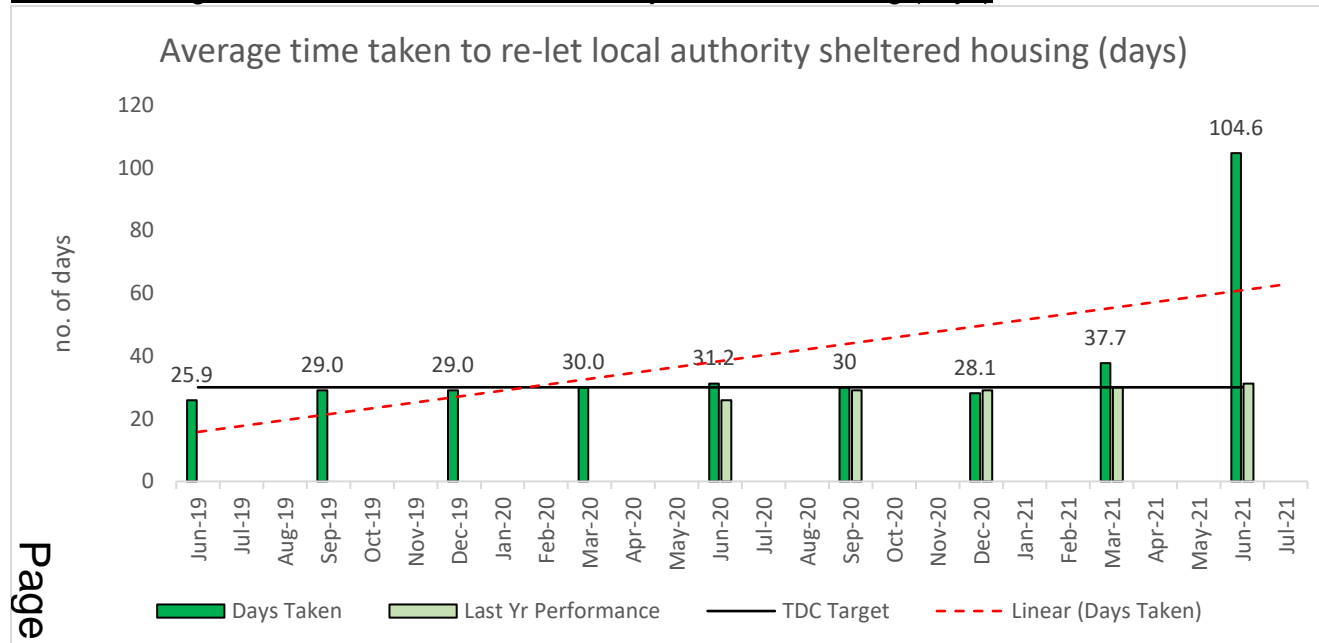
Performance Summary

- Performance improved since the previous quarter and compared with last year.

Target: 25 days (2021/22)

APPENDIX A – Housing Performance Charts

HO2b - Average time taken to re-let local authority sheltered housing (days)

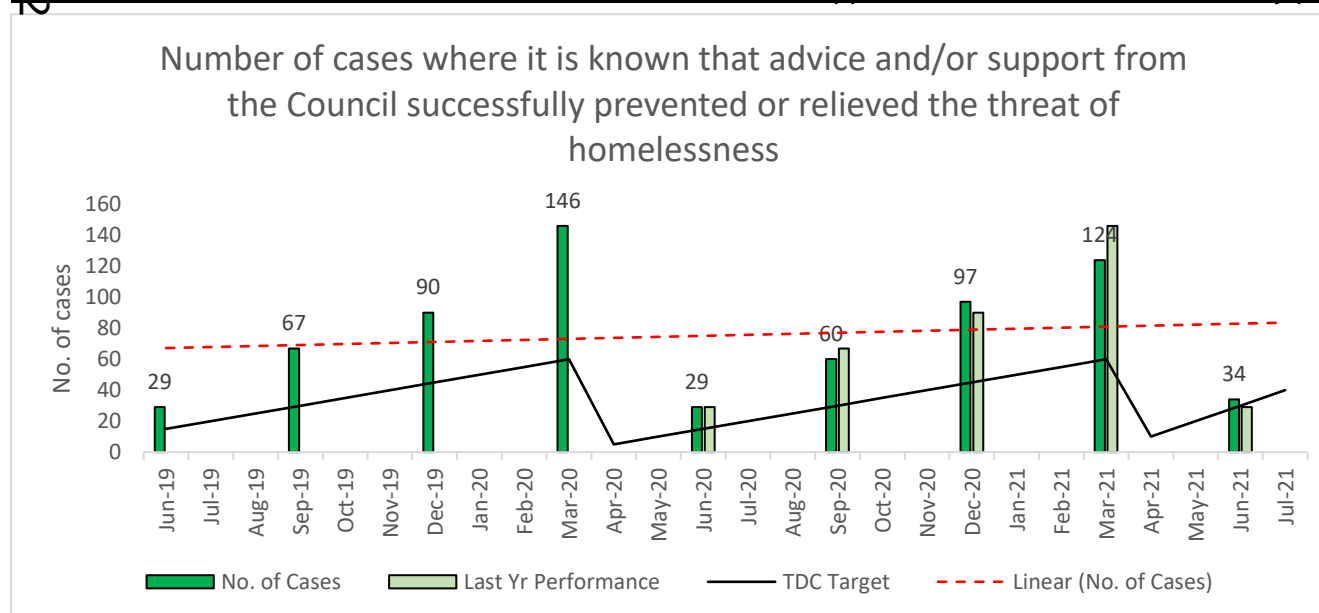


Performance Summary

- The figure has been inflated by 3 properties that were vacant for much of 2020/21 due to the pandemic, but were let early in 2021/22 and are, therefore, included in the current figure. It is evident that demand for older persons and, particularly, sheltered housing decreased significantly prior to the vaccination programme. As a result, the length of time taken to let these properties has increased significantly. This is in line with effects seen by other local authorities. While performance is expected to improve, it is unlikely that the target will be achieved this year.

Target: 30 days (2021/22)

HO3 - Number of cases where it is known that advice and/or support from the Council successfully prevented or relieved the threat of homelessness



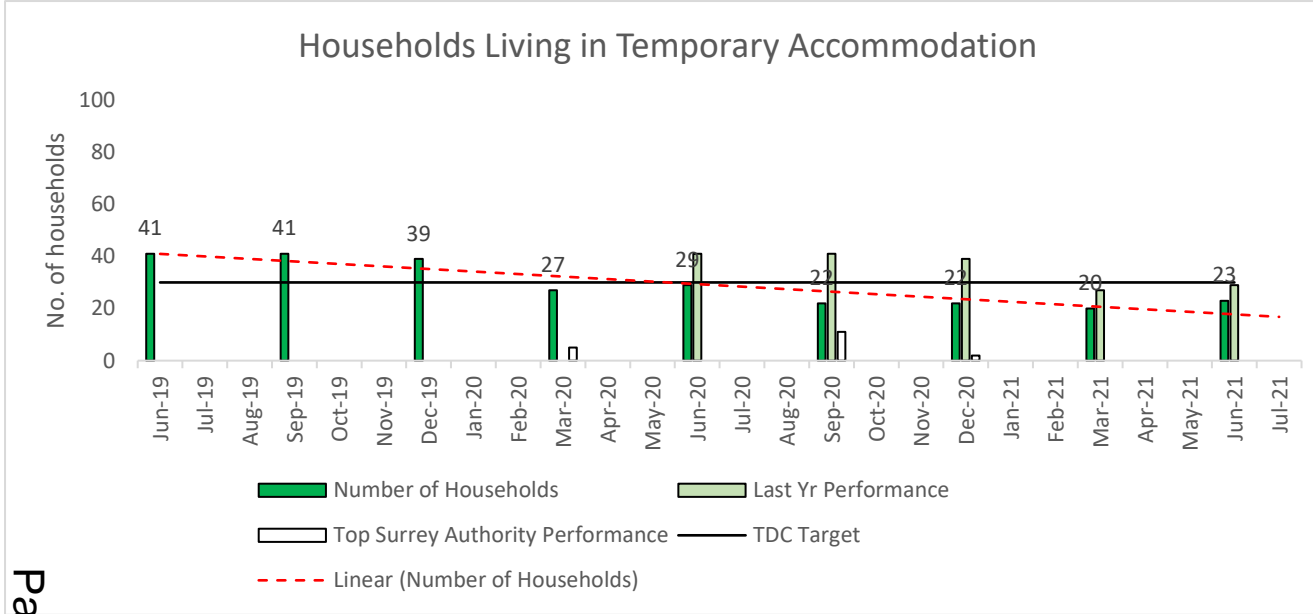
Performance Summary

- On track for this year's new target at the end of Quarter 1.
- Please note our target is for the end of the year and therefore cumulative per quarter. Also, figures are provisional and may be subject to change following government audits.

Target: 120 cases (2021/22)

APPENDIX A – Housing Performance Charts

HO4 – Number of households living in temporary accommodation



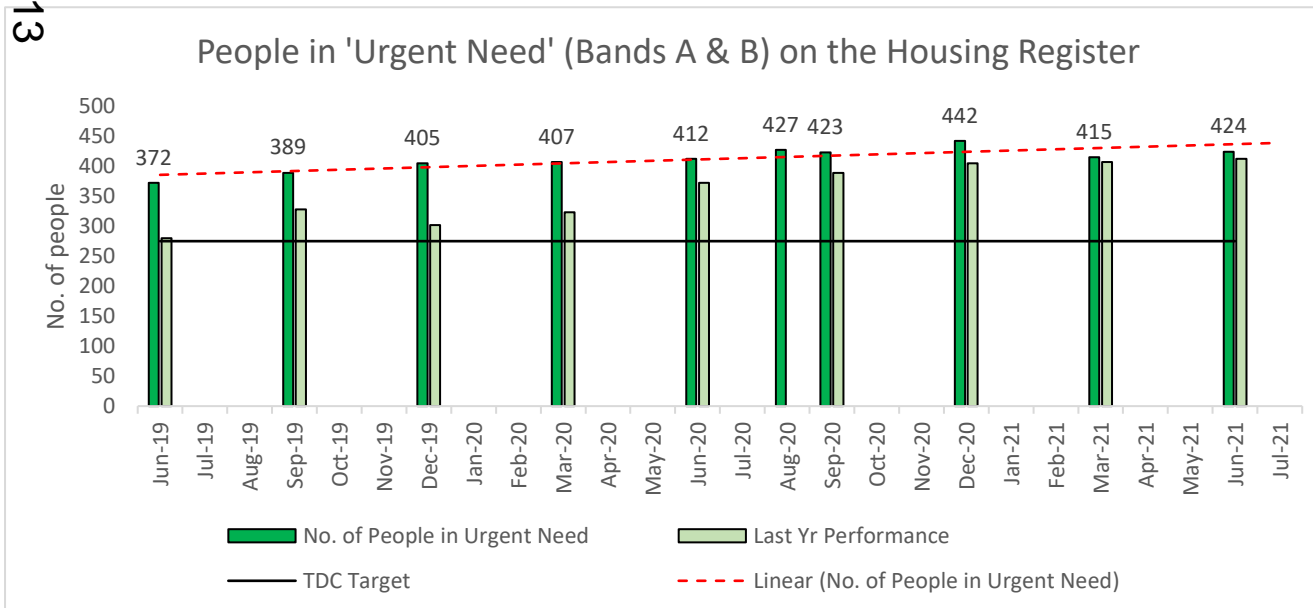
Performance Summary

- On target at the end of Quarter 1, and also improved on last year.
- Please note figures are provisional and may be subject to change following government audits.

Target: 30 (2021/22)

Page 13

HO5 – Number of people in 'urgent need' (bands A&B) on the Housing Register



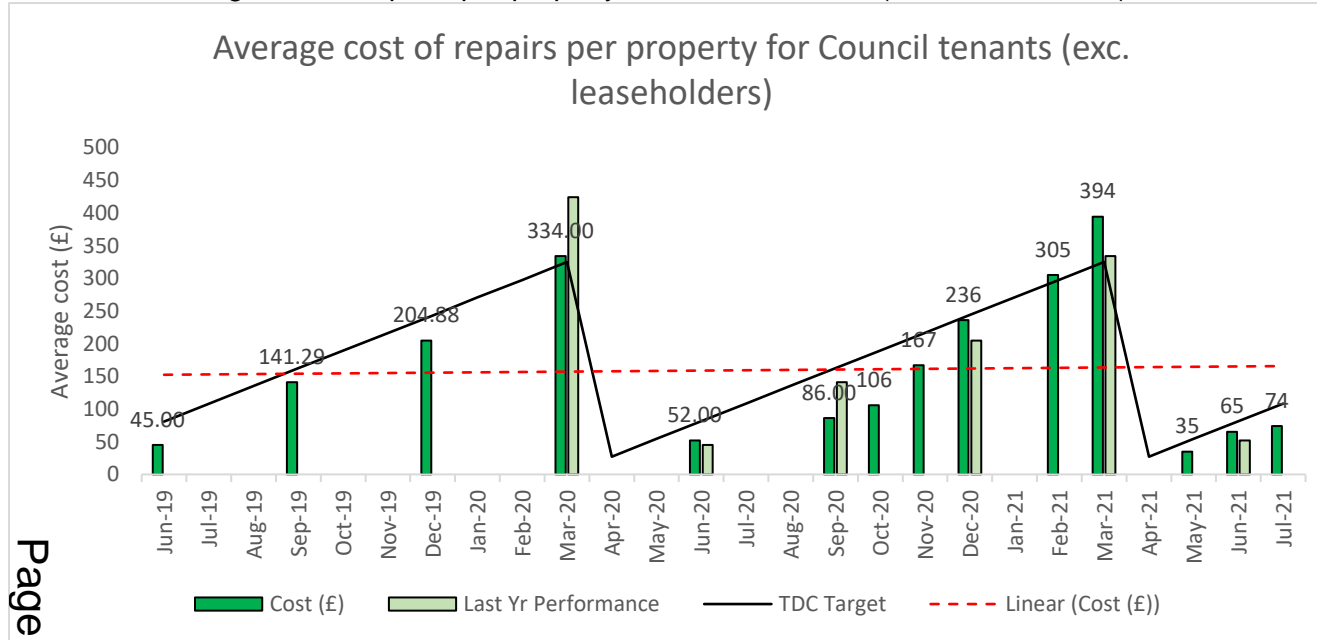
Performance Summary

- This figure remains high due to a limited supply of affordable housing.
- The Housing Team continues to work with colleagues in strategy and development to ensure a continued supply of affordable housing is provided throughout the District, as well as pursuing other initiatives.

Target: 275 (2021/22)

APPENDIX A – Housing Performance Charts

HO7 - The average cost of repairs per property for Council tenants (exc. leaseholders)



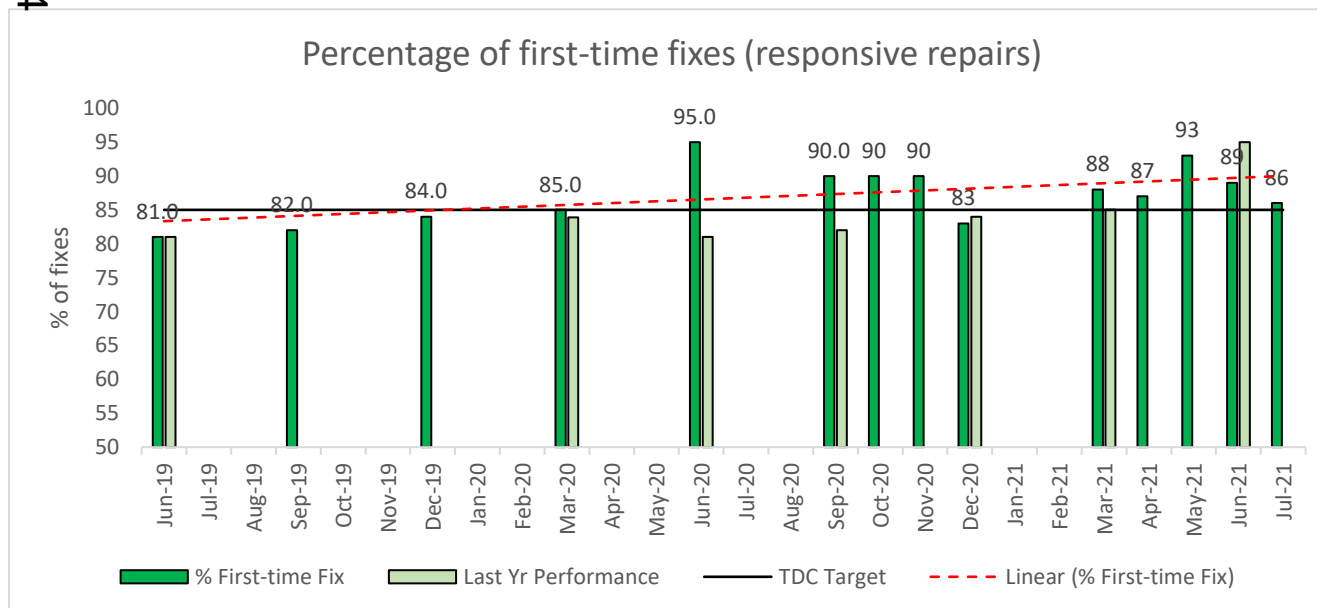
Performance Summary

- On track for target at the end of July 21.
- Our target is the average cost of repairs. It is for the end of the year and therefore cumulative per quarter.

Target: £325 (2021/22)

Page 4

HO8 - First time fixes (responsive repairs)



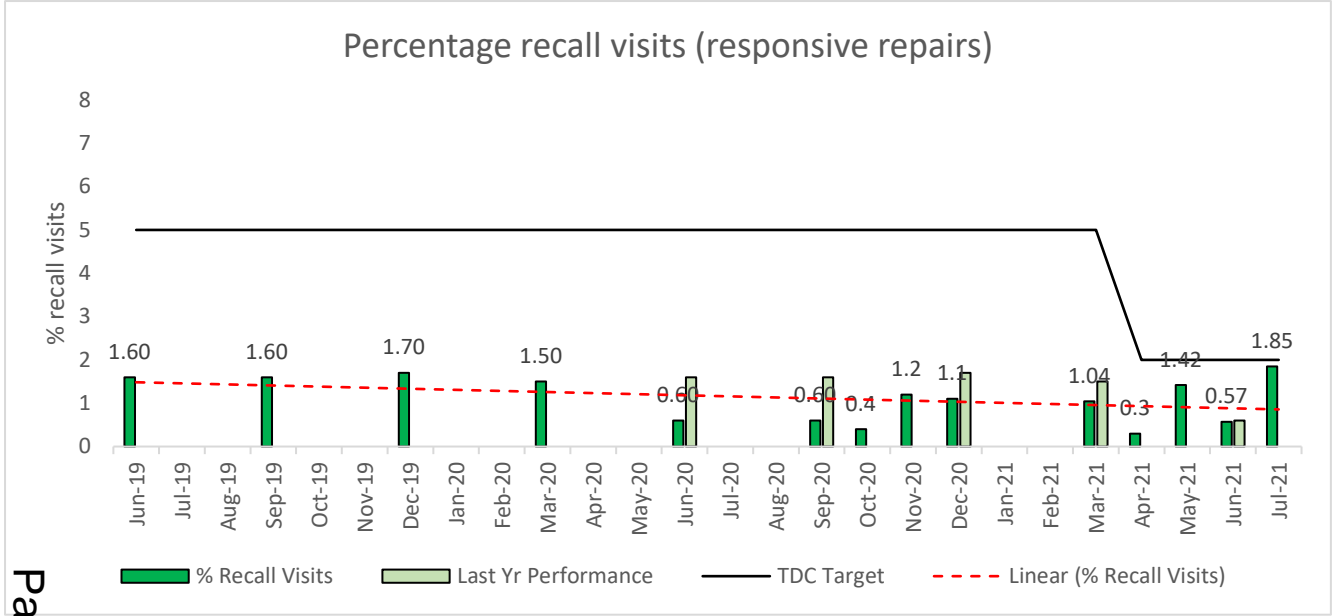
Performance Summary

- On target, and an improvement on last year.

Target: 85% (2021/22)

APPENDIX A – Housing Performance Charts

HO9 - Recall Visits (responsive repairs)



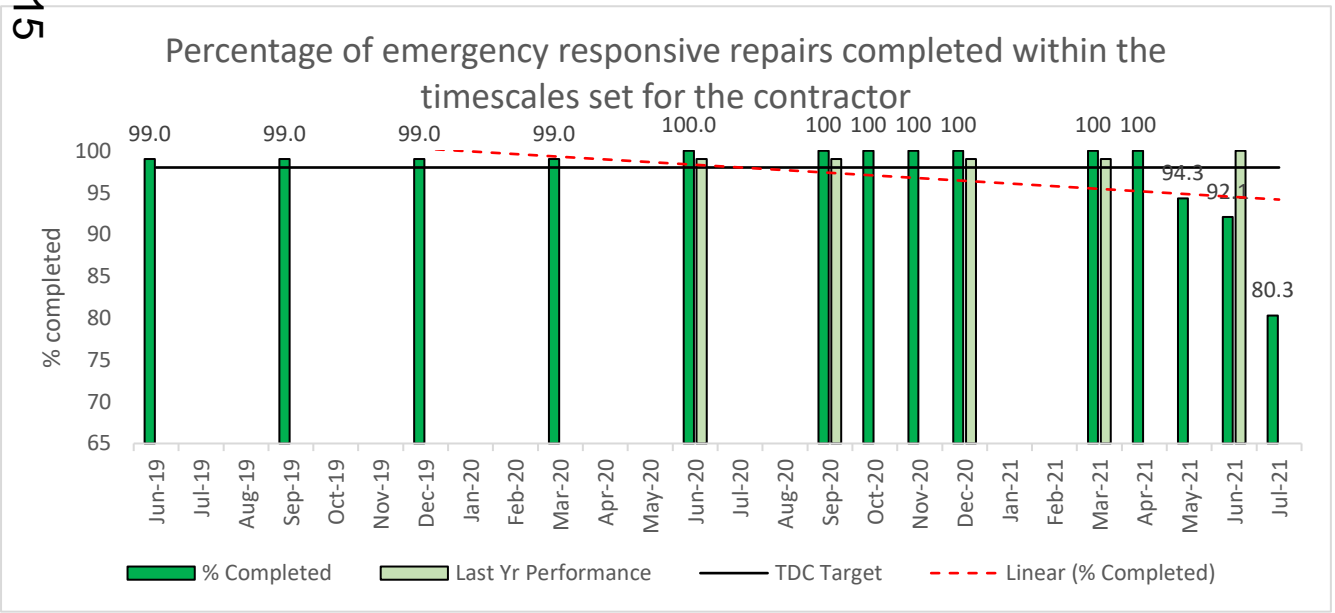
Performance Summary

- On target at the end of Quarter 1 and into July 21.

Target: 2% (2021/22)

Page 15

HO10a - Percentage of emergency responsive repairs completed within the timescales set for the contractor.



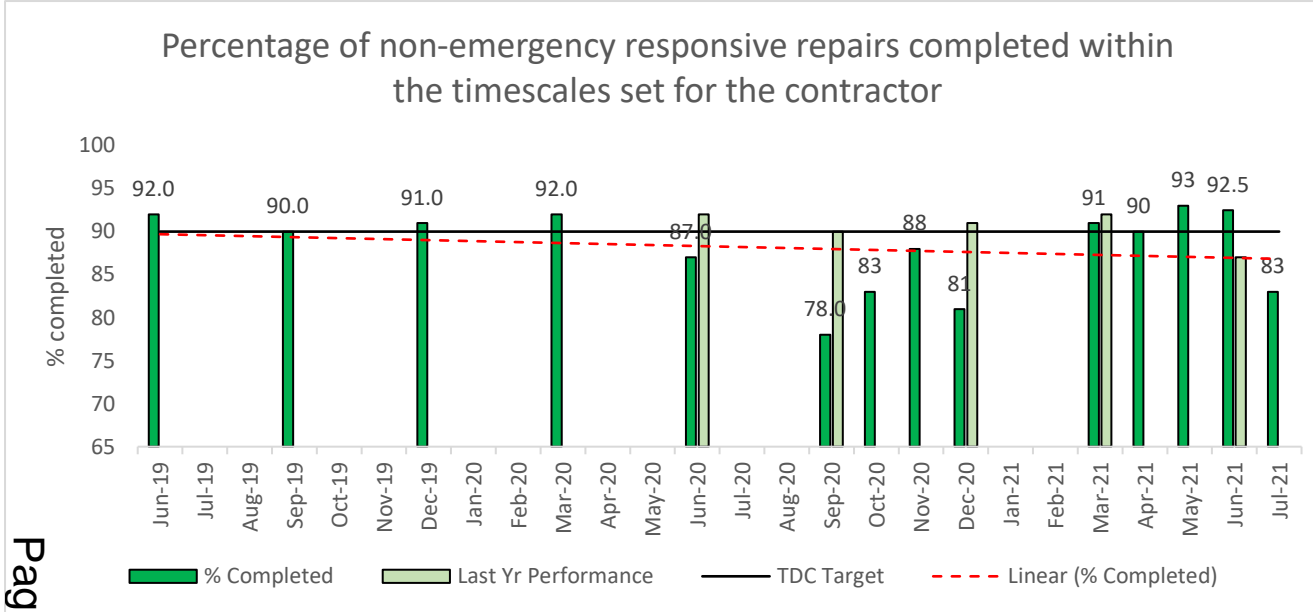
Performance Summary

- The data figure is still low because of on-going IT related problems with one particular contractor not receiving automatic e-mail notifications. The contractor concerned is working hard to rectify this.

Target: 98% (2021/22)

APPENDIX A – Housing Performance Charts

HO10b - Percentage of non-emergency responsive repairs completed within the timescales set for the contractor.



Performance Summary

- Late notification of jobs being practically completed due to errors on a contractor's valuation has resulted in a figure lower than the percentage target.

Target: 90% (2021/22)

APPENDIX B - Housing Risk Register

Ref:	Risk cause and event	Risk consequences	Risk Owner	L	I	RAG	Mitigating actions and responsibility	Status update	On corporate risk register?
1	Overspend on housing repairs	* Impact on the Housing Revenue Account (HRA).	Head of Operational Services, Executive Head of Communities	2	4	8	* Financial monitoring and savings trackers in place. * Senior managers reviewing the implementation of the new budget arrangements. * Implementing new depot IT system within 12 months (in-line with IT priorities) to provide accurate cost data on time, labour, materials, fuel, vehicle usage, etc. * Heavily restricting the use of third party contractors by the depot for reactive repairs. * Reviewing the reactive repairs schedule of rates for the depot.	* Community surveyors team have moved under Operational Services from Localities, to enable better joint working between relevant teams. * The above ties in with the budget consolidation work referenced last quarter.	NO
2	Council fails to deliver the target number of properties in the Council House Building Programme, due to poor performance of the contractor, planning delays, unplanned costs, Covid 19 requirements, the availability of materials and utility providers	* Increase in number of households living in unsatisfactory housing conditions. * Increase in homelessness. * Failure to meet statutory homelessness duties. * Negative impact on resident wellbeing. * Negative publicity and reputational damage. * Inability to meet local housing need. * Increasing numbers of applicants registered on the Housing Needs Register, and impact on KPI HO5. * Increased cost of homeless service and of meeting requirements of the Homeless Reduction Act.	Lead Housing Development Specialist	2	4	8	* Active management of contracts via monthly contractor meetings and day to day contact with the project team; and appointment of an Employers Agent to manage the contractor on behalf of the Council. * Programme includes work to minimise inevitable delays resulting from manufacturing delays, material shortages, sub-contract labour being temporarily shutdown and the need to comply with Covid 19 advice and guidelines. * Consider use of alternative materials to overcome supply shortages, different designs and different finishes; and use of materials that are readily obtainable. * Use of JCT Design Build contract minimises additional costs. * Early liaison of utility providers by the contractor and the use of mature approved drainage plans within contract documentation. * New homes development programme to increase supply of permanent rented family housing. * Deliver actions within the Housing Strategy which include: Improve the councils sheltered housing to encourage downsizing / move on from family accommodation; Supporting Registered Providers to reduce rents; Development and implementation of an Empty Homes strategy. * Maximising the limited opportunities to release land for development. * Increase use of private sector Housing to meet temporary accommodation demand and prevent homelessness. * Target staffing resources at increasing development of New affordable homes where possible through the Council and Registered Providers. * Monthly monitoring of supply and demand for affordable housing. * Performance reporting to Executive Lead, Communities Directorate and Housing Committee; also regular monitoring of homelessness trends. * Ongoing review of national / Local issues affecting the service.	* No further mitigations added to the register, please see Appendix C for further details.	NO
3	Inability to deliver Housing Strategy	* Fail to deliver on the strategic objectives of the strategy, and associated improvements to residents and the Council.	Executive Head of Communities	1	2	2	* Regular updates brought to Committee. * Member briefing papers prepared for relevant strategy actions. * Committee working group in place. * Communications in place with key partner agencies.	* Strategy on track in-line with its delivery timeframe.	NO
4	Inability to deliver the Homelessness Strategy	* Fail to deliver on the strategic objectives of the strategy, and associated improvements to residents and the Council.	Specialist Services Manager	1	2	2	* Regular updates brought to Committee. * Member briefing papers prepared for relevant strategy actions. * Committee working group in place. * Communications in place with key partner agencies.	* Please note that an update report on the strategy is on the agenda for this committee meeting.	NO

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Appendix C

Quarter 1 Update – Affordable Housing Provision and Council Housing Building Programme

This update provides members with the current position in relation to the Council's House Building programme and affordable housing development by housing associations.

Council House building (CHB) programme

1. The status of the Council's current programme at the end of Quarter 1 was as follows:

No of dwellings in Programme:	342 See Note 1
Completed homes:	40
Completed homes in 12 months defects period:	32
Homes contracted but not on site:	0
Homes on site:	47 (Uplands and Bronzeoak)
Buy Back programme	10
Buy Backs identified and being progressed	4
Buy backs completed	3
Homes being tendered:	7 (Rochester & Town End)
Homes subject to planning:	6 (Windmill & Auckland)
Homes approved but at pre-planning stage	35 see note 2
Homes yet to be found	165
<ol style="list-style-type: none"> 1. This figure includes 142 homes from the original programme and the 200 additional homes added by the Housing Committee at its meeting on the 11th March 2021. 2. Schemes at Wolfs Wood, Featherstone and Hollow lane were approved at the Housing Committee meeting on the 11th of March 2021. 	

2. Progress of the CHB against the annual target for 2021/22 is as follows:

ANNUAL TARGETS CHB PROGRAMME 2021/22 and PROJECTIONS							
	2021/22 Targets	Qtr. 1	Qtr. 2	Qtr. 3	Qtr.4	2022/23 Targets	2023/24 Targets
Starts On site							
Projected	13	0	0	0	13	35	-
Actual	0	0	-	-	-	-	-
Completions							
Projected	9	2	2	2	3	47	35
Actual	0	1	-	-	-	-	-

Notes: 3 'buybacks' are due to complete in Qtr.2.

3. Risks to the CHB programme are:
 - Achieving planning consent for Auckland Rd and Windmill Close sites in Caterham. Planning approval was granted on 29th July 2021, subject to Full Council on 21st October (see separate report).
 - We have experienced delays at Bronzeoak and Uplands due to shortages of cement-based products and timber. We have been warned of potential shortages in labour although none reported yet.

Wolfs Wood & Featherstone

4. Following the service of an initial demolition notice officers have been engaging with residents and assisting with the process of registering on Homechoice and bidding on available properties. At Qtr.1 end, one resident had moved from Wolfs Wood and one was in the process of moving. One resident had moved from Featherstone and four were in the process of moving. Subject to the relevant approvals, the process of appropriating the sites for planning purposes will commence in the autumn (see separate report) and a public consultation event will be held for residents of Wolfs Wood.

The Depot, Warren Lane

5. The Council has completed the purchase of 122 Mill Lane. The purchase of this strategic site will allow separate road access to the east side of the Council's Warren Lane Depot site which borders the rear of the property. Hitherto thoughts have been based on future development of the entire site however the purchase of 122 Mill Lane will enable part of the depot to be developed for affordable housing allowing depot operation to continue. Residents have been informed of the purchase by letter and notified that the property will be occupied by property guardians whilst the appropriate approvals and permissions are sought. A formal public consultation is projected to take place towards the end of 2021. A report is being prepared to bring to housing committee in November.

Housing Association Activity

6. The Stonewater scheme at Smallfield is in the process of handing over 51 new homes including 26 for social rent and 25 for shared ownership. All homes should be occupied by the end of September 2021.
7. Clarion Housing Group have also restarted on site at the Rose and Young site in Caterham with 48 affordable rented flats (previously shared ownership) flats now projected to complete in September 2023.
8. The 9-home affordable rented scheme at Dormansland station is expected to achieve a start on site in 2021/22.

9. English Rural Housing Association received planning approval for a 3-unit extension to their rural exception scheme in Burstow in Qtr.1 and are projecting a start on site before the end of 2021/22.

ANNUAL TARGETS HA PROGRAMME 2021/22 and PROJECTIONS							
	Targets 2021/22	Qtr. 1	Qtr. 2	Qtr. 3	Qtr.4	2022/23 Targets	2023/24 Targets
Starts On site							
Projected	60	0	0	48	12		
Actual	0	0	-	-	-		
Completions							
Projected	52	1	39	12	0	12	48
Actual	1	1	-	-	-	-	-

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Homelessness prevention and rough sleeping strategy 2019-2023 action plan update

Housing Committee Tuesday, 28 September 2021

Report of: Executive Head of Communities

Purpose: For information

Publication status: Unrestricted

Wards affected: All

Executive summary:

The Committee adopted the Homelessness Prevention and Rough Sleeping Strategy 2019-2023 and accompanying Action Plan in June 2019. This report provides an update to the Committee on the progress made in delivering the action plan for the second year.

This report supports the Council's priority of:

- Building a better Council
- Creating the homes, infrastructure and environment we need
- Supporting economic recovery in Tandridge

Contact officer David Gray Resident Support Lead Specialist
dgray@tandridge.gov.uk –

Recommendation to Committee:

That the Committee notes the contents of this report and progress made to date

Reason for recommendation:

It was agreed upon adoption of the Housing Strategy and accompanying Action Plan on 20 June 2019 for the Action Plan to be reviewed on an annual basis. This is the second annual review since adoption of the strategy and action plan.

Introduction and background

- 1 A local authority is required under Section 1(4) of the Homelessness Act 2002 ('HA 2002') to undertake a review of homelessness within its area every five years and, based upon that review, formulate an effective prevention strategy.
- 2 The Council's current Homelessness Prevention and Rough Sleeping Strategy 2019- 2023 was adopted by Members of the Committee on 20 June 2019. The Strategy and accompanying Action Plan sets out the Council's vision and key priorities, and the actions to be taken to address homelessness and rough sleeping in its District over the next five years.
- 3 The Strategy contains the following three strategic housing objectives which will be achieved through the actions set out in the accompanying Action Plan:

Strategic Objective 1: Spread the word: Raising awareness of the advice and support available;

Strategic Objective 2: What works: Identifying the top causes of homelessness and developing innovative housing solutions, including building more homes;

Strategic Objective 3: More effective together: Developing strong integrated partnerships.

- 4 Appendix A is the accompanying Action Plan that sets out the steps necessary to achieve the aims of the Strategy. This has been amended to include an update on the progress made in the two years since adoption of the strategy. The Action Plan will continue to be reviewed on an annual basis.
- 5 The Government has committed to ending rough sleeping during this Parliament and work to achieve this has gained momentum since the outset of COVID pandemic. In line with Government requirements, the Council has produced an ending Rough Sleeping Delivery Plan, which is shown in Appendix B.

Recent Impacts on the Homelessness Prevention Service

- 6 While the Council's work with rough sleepers and people at risk of rough sleeping increased significantly during the COVID Pandemic, overall the Council did not experience a significant surge in demand for homelessness services. This is predominantly due to the increase in work with rough sleepers and other single people being balanced by a reduction in the number of families becoming threatened with homelessness.

- 7 The temporary ban on evictions that was imposed during the height of the Pandemic ended in May 2021 and there is evidence that this is, now, leading. to an increase in homelessness applications, which is likely to continue.
- 8 However, while applications are likely to increase, they are not expected to increase significantly beyond pre-Pandemic levels. Officers anticipate that there is sufficient capacity, currently, within the dedicated temporary accommodation stock to cope with this rise in demand. Furthermore, should this not be the case, the Council has received additional Homelessness Prevention Grant for 2021/22, which should cover any increased cost of emergency accommodation provision.
- 9 The Homelessness Prevention Service does not appear to have experienced any significant effects arising from Brexit thus far. Historically, numbers of homelessness applications from EU Nationals has been very low and this has remained the case.
- 10 As it has only recently been introduced, the full impact of the Domestic Abuse Act 2021 on the Homelessness Prevention Service is not clear. However, there has been no significant increase in applications as a result of the Act thus far. Procedures have been amended to reflect the change in the statute and work with the Domestic Abuse Housing Alliance, to review the Council's effectiveness in supporting survivors of domestic abuse, has been initiated.

Update to the Action Plan

- 11 The specific actions within the Action Plan in Appendix A are identical to those within the Action Plan in the Homelessness Prevention and Rough Sleeping Strategy approved by members in 2019. However, the layout and presentation has been reorganised to show, more clearly, when each action is due and the progress against it.
- 12 The Council continues to progress well with the actions set out in the Homelessness Prevention and Rough Sleeping Strategy, with most actions on or ahead of target. Among the more notable actions to have been achieved so far are:
 - Significant development of multi-agency work to address and prevent rough sleeping and homelessness across Surrey;
 - During the COVID Pandemic, 33 individuals who were rough sleeping or, more usually, considered to be at risk of rough sleeping were provided with self-contained emergency accommodation and assisted to secure settled accommodation;
 - The creation and retention of a Navigator role within the East Surrey Outreach Service (ESOS) to work with the most complex clients;
 - The appointment of a full-time Private Sector Access Scheme (PSAS) Officer, leading to a significant increase in the number of clients assisted through the Scheme;

- Commencement of work with the Domestic Abuse Housing Alliance to review the Council's effectiveness in supporting survivors of domestic abuse.
- 13 The Government is committed to ending rough sleeping this Parliament and has made significant funding available to local housing authorities to support their activities to achieve this. In partnership with other councils across Surrey and, particularly, East Surrey, the Council has been able to bid successfully for funding under a number of funding streams. This includes £25,480 under Rough Sleeping Initiative Year 3, £8,094 under Cold Weather funding / Protect Plus, £6,707 under Accommodation for Ex-Offenders Programme and £31,150 under Rough Sleeping Initiative Year 4.
 - 14 Initially, arising from multi-agency responses to the COVID Pandemic, significantly improved joint working has been implemented across Surrey during 2020/21. This has led to the launch of the Homelessness and Rough Sleeping Multi Agency Group, the Bridging the Gap Project, development of the Surrey Adults Matter (SAM) Process, Joint Public Health / SCC bids for funding through the Changing Futures Programme, as well as a number of other initiatives.
 - 15 Statutory and strategic partners across Surrey have come together to form the Prevention of Homelessness and Rough Sleeping Multi Agency Group (MAG). MAG cross-sector working was initiated in April 2020 in response to COVID-19 and has continued at pace in support of local district and borough homelessness strategies and the Government commitment to end rough sleeping by 2024. A support plan has been agreed to build on the joint working, ensure cross-sector leadership, and agree practical and strategic action from local health and social care agencies working alongside local districts and boroughs to support homeless people in Surrey
 - 16 In accordance with Government requirements, the Council has produced an ending Rough Sleeping Delivery Plan (Appendix B), which provides more detail on the Council's activities to address and prevent rough sleeping in the District. The funding provided through MHCLG and the multi-agency partnerships described above are key to successful delivery of the Plan.
 - 17 There are a small number of actions where progress is, unfortunately, behind schedule. Reasons for these delays, which include the Covid-19 pandemic, are provided in the commentary column in the plan. In one case, the proposed action has had to be abandoned because the Government funded programme that it related to has been discontinued.
 - 18 It should be noted that the strategy is a five-year plan and therefore there are several actions that have not commenced or been progressed yet. These specific actions are to be undertaken later in the life of the strategy.

- 19 There are a number of actions that are recorded as ongoing for the life of the strategy. These actions reflect some of the resourcing commitments that were made within the strategy and will be reported on annually to demonstrate compliance.

Key implications

Comments of the Chief Finance Officer

With the current ban on evictions ending in May 2021 there is a possibility that there will be an increase in homeless applications. This could lead to an increase in officer workload and cost in emergency accommodation provision.

However, officers consider there is sufficient capacity, currently, within the dedicated temporary accommodation stock to cope with this rise in demand. Furthermore, should this not be the case, the Council has received additional Homelessness Prevention Grant for 2021/22, which should cover any increased cost of emergency accommodation provision.

Comments of the Head of Legal Services

There are no specific legal implications in the report. The Homelessness Reduction Act 2017 places legal duties on councils so that everyone who is homeless or at risk of homelessness will have access to meaningful help, irrespective of whether they are judged to be in priority need, as long as they are eligible for assistance.

Under the Homelessness Act 2002 all housing authorities must have in place a homelessness strategy based on a review of all forms of homelessness in their area. The strategy must be renewed at least every 5 years. The strategy must set out the Council's plans for prevention of homelessness and for securing sufficient accommodation and support that will be available for people who become homeless or who are at risk of becoming so. Annual updating of the Action Plan is an MHCLG requirement.

Equality

The Strategy is intended to have a positive impact on all groups with protected characteristics through appropriate initiatives and responses to reduce and prevent homelessness. A full Equalities Impact Assessment was created as a background paper during the development of the Strategy and is available on request

The Homelessness Prevention and Rough Sleeping Strategy primarily impacts on homeless people who are often the most vulnerable people in the District. Homeless people are disproportionately overrepresented in all the groups with protected characteristics. On completion of the Equalities Impact Assessment, no negative impacts were identified as a result of this strategy.

Climate change

It is not considered that this report contains any proposals that will significantly impact the Council's ability to take action on climate change and hit its target of net zero carbon by 2030.

Appendices

Appendix A – Housing Strategy Action Plan Update Year 2

Appendix B- MHCLG Rough Sleeping Action Plan

Background papers

----- end of report -----

Priority 1 : Spread the word									
Ref.	Action	Who	Reported to	Year	When	Resources	Outcome	Status Green - On track Amber - Issues identified Red - Serious issues identified Blue - Completed/abandoned	Commentary and annual update
1	Ensure the Resident Support Service works more effectively with the inhouse Communications Team to use marketing campaigns to promote different aspects of the service.	R. S. Lead Specialist, R. S. Specialists, Communications Specialist	Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	Any costs associated with increased marketing activity will need to be built into the Council's budget.	Greater awareness of the help and support available with housing exists across the District.	GREEN	A marketing campaign for shared ownership was implemented. Magazine articles on the Homelessness Strategy and joint working arrangements with Job Centre Plus were published. An article for the Tandridge Magazine Summer Edition has been prepared covering the launch of the Homelessness Forum. During the Pandemic, regular liaison has taken place to publicise temporary service access arrangements and the additional support available, as well as contributing to the COVID-19 Infographic produced by the Council.
2	Ensure partnerships are working effectively to promote the service and explore new ways of working with new partners to promote the service to a wider range of people, for example, by working closely with Health.	Director of People R. S. Lead Specialist R. S. Specialists	Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	Within identified staff costs	Synergy and value for money is achieved through partnership working which prevents homelessness and achieves good outcomes for vulnerable people.	GREEN	Joint bid for Surreywide Rough Sleeping / Mental Health funding developed with Public Health England. Arrangements established for Job Centre Plus to host a surgery once a week at TDC Offices. Arising from multi-agency responses to the COVID Pandemic, significantly improved joint working was implemented across County during 2020/21. This has led to development of the Surrey Adults Matter (SAM) Process, the launch of the Multi Agency Group, the Bridging the Gap Project, Joint PSHE / SCC bids for funding through the Changing Futures Programme, as well as a number of other initiatives.
3	Collate various data, including website analytics to determine the efficacy of the information provided regarding housing options.	R. S. Lead Specialist R. S. Specialists, Communications Team	Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	Housing Committee Housing Project Board	Changes implemented by 2022. Then ongoing for the life of the strategy	AMBER	Not progressed yet but to be considered as part of Comms Plan for the service, which will be developed with TDC Communications Section during 2021/22
4	Research where people go for help before approaching the Council for assistance to enable improved targeting of promotional material and advice and explore option for mystery shopping to continue to improve service delivery.	Resident Support (R. S.) Lead Specialist Resident Support (R. S.) Specialists Customer Services	Housing Project Board	YR 3	end of Q4 20-21	Identified within current staff resources	New opportunities are identified to communicate information about the help available. Effective referral pathways are developed. People experiencing housing problems can access advice at the earliest opportunity.	GREEN	Analysis of data provided via Duty to Refer referrals has been used to identify the main referral agencies. Housing options assessment form also now captures how client heard about our service and where they first went to for advice.
5	Use Mosaic data to understand demographic and behavioural trends and preferences in service user communication and identify new ways of communicating with customers. This could include a Tandridge Housing app, chat bots or Skype for Business.	Specialist Services Manager R. S. Lead Specialist R. S. Specialists	Housing Project Board	YR 4	end of Q4 21-22	The potential development of software may require funding to be built into Council budgets otherwise will be within current identified staff resources	A greater variety of different ways of interacting with customers are explored and implemented, improving the accessibility of the service.	GREEN	On schedule with respect to delivery date. However, TDC has made decision not to renew Mosaic licences so this action cannot be progressed as originally intended. However, the benefits of new working practices and methods of communication adopted during the COVID pandemic will be fully considered and maintained /developed, as appropriate
6	Introduce motivational interviewing for relevant staff.	R. S. Lead Specialist R. S. Specialists	Housing Project Board	YR 4	end of Q4 21-22	Within existing resources	A person centred approach is taken with homeless people with complex needs to empower them to effect positive change in their lives and engage with the help available.	GREEN	Not progressed due to Covid but On schedule with respect to delivery date.
7	1) Build closer relationships with LGBTQ+ services operating in the district and work with them through the relaunched Homelessness Forum to explore 2) training for staff on LGBTQ+ issues and awareness; 3) Revisiting wording on diversity data collection questionnaires and exploring ways to encourage greater disclosure in the future; 4) Exploring what visible signs of inclusion the Council could use in the way services are delivered.	Specialist Manager R. S. Lead Specialist R. S. Specialists Head of Communications and Customer Experience	Housing Committee Housing Project Board	YR 4	Changes implemented by end of Q4 21-22. Then ongoing for the life of the strategy	Within identified staff resource and budget	Services provided are welcoming, safe and inclusive. People who identify as LGBTQ+ feel able to declare their identification for diversity monitoring purposes to enable tailored support to be delivered. The Council is compliant with statutory Equality Act duties.	GREEN	On schedule with respect to delivery date.

8	Contribute towards the development of the Council's Digital Strategy	Head of Communications & Customer Experience Specialist Services Manager R. S. Lead Specialist R. S. Specialists	Housing Project Board	YR 5	By the end of the life of the strategy	Within existing staff resources	Homeless people are able to access the help and support they need on line where appropriate for them to do so.	GREEN	On schedule with respect to delivery date.
9	Review the housing advice and information area on the website and explore the use of explainer clips.	Head of Communications & Customer Experience R. S. Lead Specialist R. S. Specialists	Housing Project Board	YR 5	By the end of the life of the strategy	Mainly within identified staff costs with the potential for some software costs that need to be build into the Council's budget.	Homeless people are able to access the help and support they need on line where appropriate for them to do so.	GREEN	On schedule with respect to delivery date.
10	Develop the housing advice and information literature that is available by using behavioural insights to achieve service improvements, efficiencies and improved outcomes for homeless people.	Head of Communications & Customer Experience R. S. Lead Specialist R. S. Specialists Case Services Team Leaders Case officers	Housing Project Board	YR 5	By the end of the life of the strategy	Within identified staff costs	People with housing problems are given effective information about housing and the help that is available.	GREEN	On schedule with respect to delivery date.

Priority 2 : What works									
Ref.	Action	Who	Reported to	Year	When	Resources	Outcome	Status Green - On track Amber - Issues identified Red - Serious issues identified Blue - Completed/abandoned	Commentary and annual update
1	Support the objectives in the Housing Strategy that facilitate the delivery of more affordable housing.	Director of People Specialist Services Manager R. S. Lead Specialist Housing Development Lead Specialist R. S. Specialists	Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	Within identified staff resources	Opportunities to deliver affordable housing to rent and to buy are maximised.	GREEN	Regular liaison with the Council's Development Team has continued, which has helped to bring new TDC & Registered Provider (RP) schemes forward. New TDC schemes are planned in Hurst Green & Blindley Heath to provide additional family housing. There is currently an active programme of RP development, including a site in Smallfield, which will provide 26 units of family housing. Transform Housing have recently completed the purchase of a move-on property for former rough sleepers. A new bid to MHCLG is currently in development through the Rough Sleeper Accommodation Programme (RSAP) to provide further move-on properties.
2	Evaluate options for creating a Council lettings Agency, investing in private sector leasing or other vehicle to make private rental properties available to homeless households. This includes exploring working with the Council's Housing Company to do this	R. S. Lead Specialist Lead Housing Development Specialist R. S. Specialists Case Services Team Leaders Case Officers	Housing Committee Housing Project Board	YR 3 - YR 5	Ongoing for the life of the strategy	Within existing budgets but future growth may be needed to be built into Council budget to meet increased demand	Access to the private rented sector is increased, particularly for households claiming benefits. Opportunities to prevent homelessness are maximised. Standards of rented housing in the District are kept high.	GREEN	Initial discussions have been held with The Council's Asset Management Team regarding possible use of purchased properties and the role of Gryllus, the Council's Housing Company. However, the action requires substantial resourcing and is unlikely to be able to be viable, in the absence of a fully operational Housing Company. Due to this and Covid 19 pressures, it has not been possible to progress this action further yet.
3	Provide a rent in advance and rent deposit scheme for people who are homeless or threatened with homelessness.	R. S. Lead Specialist Lead Housing Development Specialist R. S. Specialists Case Services Team Leaders Case Officers	Housing Committee Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	Within existing budgets but future growth may be needed to be built into Council budget to meet increased demand	Access to the private rented sector is increased, particularly for households claiming benefits. Opportunities to prevent homelessness are maximised. Standards of rented housing in the District are kept high.	GREEN	
4	Provide Home Improvement Loans of up to £5,000 to alleviate serious disrepair.	R. S. Lead Specialist R. S. Specialists	Housing Committee Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	Within existing budgets	Homelessness due to serious disrepair in owner occupied properties is prevented.	GREEN	The Council still continues to offer Home Improvement Loans under the discretionary policy in the Home Adaptation and Improvement Policy. There is one complex case being considered for a loan at present, which involves coordinated work with Surrey County Council and Action Surrey to address significant disrepair. If the loan goes forward, examples of the outcomes of this case will be successful safeguarding, improved health and wellbeing and enabling a disabled person to remain in their home indefinitely, reducing pressure on acute services.
5	Work with Social Services to identify young people who are edge of care, in care and leaving care who are at risk of homelessness.	R. S. Lead Specialist R. S. Specialists	Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	Within existing staff resources	Homelessness for young, vulnerable people is prevented and they are housed in suitable supported housing, until ready to be rehoused through the housing register.	GREEN	The Surreywide Young Persons / Care Leaver Protocol has been updated to reflect changes in Childrens Services structure and those within the Homelessness Reduction Act. Liaison meetings with the relevant teams in SCC's Childrens Services are now being held every two months to identify needs and plan to meet future housing requirements of every young person who is looked after or leaving care
6	Undertake home visits where a young person is being excluded from the parents/main carers home or from the home of friend or other relative.	R. S. Specialists	Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	Within identified existing staff resources	Opportunities to mediate and negotiate a return home are maximised. Homelessness is prevented for young vulnerable people. The rehousing of young people is managed in a safe, planned way.	AMBER	Home visits were being carried out in most cases prior to Covid-19 pandemic. However, better recording and monitoring is needed as evidence. This will be progressed in 2021/22 once it is possible to re-commence home visits.
7	Work closely with the Council's Policy, Projects and Performance Team on matters regarding domestic abuse.	R. S. Lead Specialist R. S. Specialists	Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	within existing resources	Knowledge and expertise regarding Domestic Abuse is shared and the Council follows good practice when delivering services to victims of Domestic Abuse.	GREEN	Resident Support Officers continue to attend quarterly meetings of East Surrey Domestic Abuse Working Group. We are participating in work across the County, being led by SCC, on work around the new Domestic Abuse Act, in partnership with the Domestic Abuse Housing Alliance.

8	Participate in the local MARAC meetings.	R. S. Specialists	Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	Within existing resources	The safety of vulnerable people at risk of Domestic Abuse is prioritised.	GREEN	MARAC meetings are regularly attended by a dedicated Resident Support Specialist, who also now sits on a Practitioner's Group. During 2021 MARAC meetings have been held virtually and more frequently (every 2 weeks).
9	Ensure staff receive training on Domestic Abuse matters.	Specialist Services Manager	Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	Within existing resources	Knowledge and expertise regarding Domestic Abuse is shared and the Council follows good practice when delivering services to victims of Domestic Abuse. The safety of vulnerable people at risk of Domestic Abuse is prioritised.	GREEN	All Housing Needs / Options staff have received SCC DA Awareness Training or will do so within the first 12 months in post. Unfortunately, during the pandemic it hasn't been possible to deliver this training but it is hoped that it will resume in 2021/22.
10	Offer a Sanctuary Scheme.	R. S. Lead Specialist R. S. Specialists	Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	Within existing resources	The safety of vulnerable people at risk of Domestic Abuse is prioritised.	GREEN	The Sanctuary Scheme continues to operate & TDC has contributed grant funding for 2021/22. It's hoped that additional funding may be identified via Domestic Abuse Act Impact Funding.
11	Monitor the implementation of the Homelessness Reduction Act 2017 and any impacts.	Specialist Services Manager R. S. Lead Specialist R. S. Specialists	Housing Committee Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	Within existing resources	Effective horizon scanning takes place with impacts and challenges identified at the earliest opportunity and mitigation measures put in place.	GREEN	The impact of the HRA on service delivery is continuously and proactively monitored through a variety of methods, including: Weekly meetings with key staff; KPI production / analysis; Analysis of quarterly statutory returns; Quarterly Countywide Housing Needs meetings; Scheduled meetings with reps
12	Contribute towards the development of the Council's Empty Homes Strategy to enable initiatives that provide a return on the Council's investment to improve properties and which benefit homeless households.	Director of People Head of Strategy R. S. Lead Specialist Housing Development Lead Specialist Strategy Specialists R. S. Specialists	Housing Committee Housing Project Board	YR 3	end of Q4 20-21	Within existing budgets	The estimated target set in the Housing Strategy of 20 homes a year is tested to determine whether it is viable and achievable. Steps are in place to bring empty properties in the District back into use. The possibility of linking empty properties returned to use with other Council initiatives such as preventing homelessness is explored and the viability established.	GREEN	At elected members request, commencement of this action was item was moved to earlier in the Action Plan. Work on this action commenced during 2020 and a briefing paper was provided to elected members in June 2021. A further report will be provided to elected members in January 2022. Owners of all long term empty properties, have been written to and asked to provide information on whether the property is currently being marketed, in the process of renovation for own use or to sell, whether it is used as a second home or whether they would consider renting the property through the Council. Outcomes of which are below: <ul style="list-style-type: none"> We have received an approximate 50% response rate. So far only 1 owner is potentially interested in renting through the Council. This property is currently undergoing extensive renovation. Officers will remain in contact. We have established several links with surrounding authorities and are currently exploring the possibility of joint initiatives, best practice and process. Next Steps: <ul style="list-style-type: none"> cross-reference with the initial report & send a further letter to those still empty on the second report and the first letter to those new long term empty property owners Identify funding streams to provide financial incentives and support for owners of empty properties to renovate and repair, to a standard for letting via the Council. We aim to develop an Empty Homes Strategy / Mission Document by March 2022.
13	Explore the appointment of a Domestic Abuse Champion in Resident Support Ser	R. S. Lead Specialist R. S. Specialists	Housing Project Board	YR 3	end of Q4 20-21	Within existing resources	Knowledge and expertise regarding Domestic Abuse is shared and the Council follows good practice when delivering services to victims of Domestic Abuse. The safety of vulnerable people at risk of Domestic Abuse is prioritised.	GREEN	A Resident Support Specialist has been given this role and will represent our Housing Service on DA matters, including other related actions within this Action Plan

14	Provide an in-house money advice service and evaluate opportunities for joint commissioning of money advice to promote wellbeing by offering services that alleviate debt and associated stresses.	Specialist Services Manager R. S. Lead Specialist R. S. Specialists	Housing Committee Housing Project Board	YR 3	end of Q4 20-21	Internal resources to be identified Commissioning partner to be identified	Individual household incomes are maximised, preventing homelessness. Individual wellbeing is promoted by reducing stress and anxiety as a result of debt. Households experiencing financial stress receive the information and support they need in an effective way and at the earliest opportunity. Synergy and value for money are achieved through joint working.	Amber	As part of the Customer First transformation, in-house Money Advice Officers were intergrated into the Business and Income Team. While the activity and expertise remain within the business, job titles do not. Activity previously completed by the Money Advice Officers is now dispersed throughout the team to ensure a more internal joined up approach with other areas of the Council. Signposting to partner agencies and a close working relationship with Citizens Advice and the Department for Work and Pensions have been developed to ensure financial support for customers. Policies and Process are currently under review and will be reported to Housing Committee for decision in due course.
15	Review the information available regarding Welfare Reform and how it is promoted.	R. S. Lead Specialist S. Specialists	Housing Project Board	YR 3	end of Q4 20-21	within existing resources	Households experiencing financial stress receive the information and support they need in an effective way and at the earliest opportunity.	GREEN	In conjunction with Benefits colleagues, the Council's website has been developed to include appropriate information and advice in this regard, including signposting and links to the relevant agencies and Government websites.
16	Undertake research to identify levels of "in work poverty" in the District.	R. S. Lead Specialist S. Specialists	Housing Committee Housing Project Board	YR 3	end of Q4 20-21	Within existing resources	Appropriate schemes can be developed to meet the need of households in work but experiencing financial stress and who cannot afford day to day living expenses such as food, heating and housing.	GREEN	Analysis of homelessness application data indicates that at the time of homelessness, around 30% of applicants are not in receipt of any benefits to supplement their earned income. The number of applicants not in receipt of any benefits to meet their housing costs is significantly higher, although in many cases this will be because, at the time of homelessness, the household doesn't have any qualifying housing costs. Officers will continue to provide advice regarding benefit eligibility to all households and refer households for support, where appropriate.
17	Review the Council's approach to identifying fraud and allegations for fraud in Council property.	Specialist Services Manager R. S. Lead Specialist R. S. Specialists	Housing Committee Housing Project Board	YR 4	end of Q4 21-22	Mainly within internal staff resources but some specialist fraud investigation expertise will also be required and will need to be built into the Council's budgets.	The Council's Housing Stock is effectively utilised, maximising the availability of social housing to rent.	GREEN	On schedule with respect to delivery date.
18	Identify ways to work more closely with schools regarding education on housing and homelessness.	R. S. Lead Specialist S. Specialists	Housing Project Board	YR 4	end of Q4 21-22	Within identified existing staff resources	Young people receive information and advice about housing, so they can plan their futures appropriately and avoid homelessness.	GREEN	On schedule with respect to delivery date.
19	Raise awareness and develop effective pathways for victims and perpetrators of adolescent to parent violence and abuse.	R. S. Lead Specialist S. Specialists	Housing Project Board	YR 4	end of Q4 21-22	within existing resources	The extent of APVA is explored and understood in the Tandridge District and a protocol is put in place as required.	GREEN	On schedule with respect to delivery date.
20	Identify opportunities to provide money advice training to both private and social housing tenants.	Specialist Services Manager R. S. Lead Specialist R. S. Specialists	Housing Committee Housing Project Board	YR 4	end of Q4 21-22	Funding any new scheme would need to be built into Council budgets	Appropriate schemes can be developed to meet the need of households in work but experiencing financial stress and who cannot afford day to day living expenses such as food, heating and housing.	GREEN	On schedule with respect to delivery date.
21	Develop efficient workflows, knowledge articles and training to enable the Customer First model for delivering services to be successful.	Specialist Services Manager R. S. Lead Specialist R. S. Specialists	Housing Project Board	YR 4	end of Q4 21-22	Within existing resources	Efficiencies in ways of working are achieved. Synergy arising from the Customer First model can be effectively realised. Excellent customer services are provided for residents.	GREEN	Customer First has led to improved co-ordination of key services in homelessness prevention - housing needs, tenancy management, Benefits. More effective case management of initial enquiries has been implemented through Salesforce. Knowledge Articles have been introduced to enable Customer Services Officers to better manage initial enquiries

22	Review the peer assessment and explore the merit in achieving a level of accreditation under the Gold Standard.	R. S. Lead Specialist R. S. Specialists	Housing Committee Housing Project Board	YR 4	end of Q4 21-22	Within existing resources	The Gold Standard ensures that the services provided to residents are of the highest quality. Achieving recognition highlights the Council as an excellent provider of services to homelessness people.	ABANDONED	Following implementation of the Homelessness Reduction Act in April 2018, the MHCLG designed Gold Standard Programme has now been discontinued in England.
23	Consult with private landlords about the barriers they perceive about working with the Council and accepting a tenant on benefits.	R. S. Lead Specialist R. S. Specialists	Housing Committee Housing Project Board	YR 5	By the end of the life of the strategy	Within identified staff resources	Access to the private rented sector is increased, particularly for households claiming benefits. Opportunities to prevent homelessness are maximised.	GREEN	On schedule with respect to delivery date.
24	Reach out to private landlords' fora to see if it is possible to create opportunities for partnership working.	R. S. Lead Specialist R. S. Specialists	Housing Committee Housing Project Board	YR 5	By the end of the life of the strategy	Within identified staff resources	Access to the private rented sector is increased, particularly for households claiming benefits. Opportunities to prevent homelessness are maximised.	GREEN	On schedule with respect to delivery date.
25	Evaluate additional incentives to encourage private landlords to rent their properties to homeless people which link with private sector regulatory activity.	R. S. Lead Specialist R. S. Specialists	Housing Committee Housing Project Board	YR 5	By the end of the life of the strategy	Primarily within existing budgets but may need to be built into the Council budget.	Access to the private rented sector is increased, particularly for households claiming benefits. Opportunities to prevent homelessness are maximised.	GREEN	On schedule with respect to delivery date.
26	Identify the support households may need when taking on the responsibility of a tenancy and exploring the viability of developing a scheme to deliver this.	Specialist Services Manager R. S. Lead Specialist R. S. Specialists	Housing Committee Housing Project Board	YR 5	By the end of the life of the strategy	Funding a new project may require grant funding or to be built into Council budgets	Access to the private rented sector is increased, particularly for households claiming benefits. Opportunities to prevent homelessness are maximised. The risk of early tenancy failure is mitigated.	GREEN	On schedule with respect to delivery date.
27	Evaluate the undertaking of a pilot scheme to convert properties above shops into HMO accommodation, targeting multiple outcomes regarding the condition of the private sector housing stock, bringing an empty property back into use and preventing homelessness.	Director of People R. S. Lead Specialist Head of Strategic Asset Management Lead Housing Development Specialist Housing Development Specialist	Housing Committee Housing Project Board	YR 5	By the end of the life of the strategy	Some existing identified staff resource but funding the construction work for this pilot project will need to be built into the Housing Company budget	A pilot scheme is undertaken to enable the effectiveness of the model to prevent homelessness, improve conditions in the private rented sector and provide a return on the Council's investment.	GREEN	On schedule with respect to delivery date.
28	Review and explore upgrading the software in place for managing homelessness activity and seek to integrate it with the Council's organisation wide CRM system.	Director of People Director of Resources Support Services Manager IT Lead Specialist Specialist Services Manager R. S. Lead Specialist	Housing Committee Housing Project Board	YR 5	By the end of the life of the strategy	Within existing resources but there may be a need to identify funding in future.	Efficiencies in ways of working are achieved. Synergy arising from the Customer First model can be effectively realised. Excellent customer services are provided for residents.	GREEN	On schedule with respect to delivery date.

Priority 3 : More effective together

Ref.	Action	Who	Reported to	Year	When	Resources	Outcome	Status Green - On track Amber - Issues identified Red - Serious issues identified Blue - Completed/abandoned	Commentary and annual update
1	Promote the awareness of the duty to refer and the ALERT referral software and evaluate effectiveness.	R. S. Lead Specialist R. S. Specialists	Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	Within existing resources	The Council and partner agencies comply with their statutory duties. Any issues with organisations making referrals can be identified early and resolved. Households who are homeless or threatened with homelessness get the help they need at the earliest opportunity.	GREEN	Training on duty to refer for statutory & other partner agencies was held in East Surrey. Advisory email circulated to these agencies in advance of duty commencing. 'DutytoRefer@' email address set up to receive referrals. Referrals channelled via ALERT software wherever possible. Receipt of referrals has become more regular over time. During 2020/21, there was an increase of 33% in the number of referrals received from partner agencies.
2	Participate in the local Health and Wellbeing board to promote better health outcomes for those who are homeless or threatened with homelessness.	Director of People R. S. Lead Specialist R. S. Specialists	Housing Committee Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	Within existing resources	Opportunities for joint commissioning of services are identified that both prevent homelessness and meet better care outcomes.	AMBER	Arrangements are in place for a discussion, at the October 2021 Board Meeting, on amending the Terms of Reference to include a representative from Resident Support / Housing Needs on the Board
3	Prevent homelessness by helping to maximise household income through ensuring access to employment support.	R. S. Lead Specialist R. S. Specialists	Housing Committee Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	Within existing resources	The impact of welfare reform is mitigated as far as possible. Financial stress on households is alleviated and their wellbeing promoted. Extra support is available to help households who face additional barriers to securing work.	GREEN	A new SLA was agreed in December 2019. ETHOS fully funded and operational during 2020/21 and 2021/22. Despite the difficulties of working closely with clients during the pandemic (leading to a 33% drop in the number of clients seen), the number of clients starting employment or training, actually increased slightly.
4	Avoid the use of bed and breakfast housing as much as possible and use only in cases of emergency.	R. S. Lead Specialist R. S. Specialists	Housing Committee Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	Within existing resources	PI's set by Housing Committee are met. The negative impacts of B&B on vulnerable adults and children are minimised and eliminated as quickly as possible. The Council is compliant with its statutory duty. Implementing the homelessness prevention measures set out in this strategy will contribute towards keeping use of Bed and Breakfast low	GREEN	Usage of B&B remains low compared to the historic position and that elsewhere in Surrey / UK. During 2020/21 there was an increased use due to 'Everyone In' and associated Government programmes. B&B was only used for these households (accommodated on discretion) & a handful of other single households in order to keep occupancy in our hostel as low as reasonably possible. Costs of using B&B were met, in full, through various MHCLG & SCC grants.
	Operate a hostel for homeless households to minimise the use of B&B.	R. S. Lead Specialist R. S. Specialists	Housing Committee Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	Within existing resources	Occupancy at the hostel is maximised effectively. The wellbeing of residents is promoted. Rents are collected efficiently through the operation of money advice, floating support and effective rent account management. Households are effectively moved on into alternative accommodation.	GREEN	The Whyteleaf hostel continues to operate effectively. However, occupancy has been relatively low during 2020/21 & 2021/22- as a result of reduced demand during the COVID pandemic, due in part to the impact of the temporary ban on evictions, as well as a deliberate policy in respect of COVID transmission risk.
6	Work alongside Parashoot floating support to ensure that those living in temporary accommodation or who are threatened with homelessness get the advice and support they need to prevent eviction and continue living in their home.	R. S. Lead Specialist R. S. Specialists	Housing Committee Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	Within existing resources	Vulnerable households receive the support they need to maintain their tenancy. Rent arrears are managed and reduced. Vulnerable households are supported to access health services and are connected with the support of other agencies as necessary, for example, support with issues of domestic abuse. Households are assisted with moving on into alternative housing and settled into their new homes. Support is provided to avoid social isolation, improving the wellbeing of households. Safeguarding issues are identified and acted upon.	GREEN	Parashoot service funded by SCC for 2019/20 with TDC providing supplementary funding. Continued funding agreed for 2021/22. During 2020/21, 85 TDC clients, across a range of housing tenures, were supported by the service.

7	Work alongside health visitors at the Council's hostel to ensure the wellbeing of families with children and to help them build capacity and capability to be independent of services in future.	R. S. Lead Specialist R. S. Specialists	Housing Committee Housing Project Board	YR 1 - YR 5	Ongoing for the life of the Strategy	Within existing resources	Households who have experienced homelessness are enabled to access health services, removing inequality. Early identification of health issues prevents crises and reduces the number of visits to A&E. Information on healthy lifestyles is promoted. Safeguarding issues are identified and acted upon.	AMBER	The Resident Support Senior Housing Needs Specialist continues to work closely with the Health Visitor Service. However there is no longer a dedicated Homelessness Health Visitor Service visiting the hostel. This award winning service played an important role supporting our vulnerable families at the point of homelessness. They are still involved in supporting these households (as part of the general needs in the district) and are involved in information sharing, liaison with us and other partner agencies, but is no longer a weekly presence at the hostel providing the same level of hands-on support that was so valuable.
8	To develop further the close working relationship with Family Resilience and Family Support Services.	R. S. Lead Specialist R. S. Specialists	Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	Within existing budgets	Safeguarding issues are effectively reported and responded to.	GREEN	New SCC Multi Agency Safeguarding Hub arrangements in place. TDC Safeguarding Lead appointed. Family Support Service administer and co-ordinate all Children's Safeguarding referrals on behalf of TDC. Evidence of regular & widespread use of safeguarding referral process by TDC officers. Adult Safeguarding training delivered to frontline officers.
9	Work closely with supported housing providers to refer people as appropriate and to liaise closely to minimise problems with supported housing tenancies when they arise.	R. S. Lead Specialist R. S. Specialists	Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	Within existing budgets and identified staff resource	Vulnerable households receive the support they need to maintain their tenancy. Rent arrears are managed and reduced. Homelessness is prevented. Individuals are rehoused through the housing register when they are ready for independent living.	GREEN	Regular liaison meetings with the main provider of supported housing in the District commenced in January 2020 and continued during 2020/21. We are working with this provider and colleagues from the other East Surrey Councils to develop a new bid to MHCLG through the Rough Sleeper Accommodation Programme (RSAP), which, if successful, will provide further move-on properties.
10	To prevent homelessness by ensuring the provision of floating housing related support in the district.	R. S. Lead Specialist R. S. Specialists	Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	Within existing budgets	Vulnerable households receive the support they need to maintain their tenancy, preventing homelessness. Rent arrears are managed and reduced. Vulnerable households are supported to access health services and are connected with the support of other agencies as necessary, for example, support with issues of domestic abuse. Support is provided to avoid social isolation, improving the wellbeing of households. Safeguarding issues are identified and acted upon.	GREEN	Parashoot service funded by SCC for 2019/20 with TDC providing supplementary funding. Continued funding agreed for 2020/21 & 2021/22
11	Work alongside Citizens Advice and revise the Service Level Agreement to include reporting on Housing outcomes.	R. S. Lead Specialist R. S. Specialists	Housing Committee Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	Within existing budgets	Value of money is obtained on the Council's grant to Citizens Advice. Households who are homeless or threatened with homelessness can obtain specialist advice.	AMBER	Progress has been made in developing relationships and working arrangements with the bureaux in the District. CABX were scheduled to deliver a presentation at the next Homelessness Forum Meeting. However this was postponed due to the Pandemic. Discussion around revision of the SLA is due to commence shortly.
12	Work in partnership to administer DHP to ensure opportunities to prevent homelessness are maximised.	R. S. Specialists Case Officers	Housing Committee Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	Within existing staff resource and budgets	Emergency financial assistance is provided to qualifying households, easing financial stress and preventing homelessness. The Council's DHP budget is spent in full each year.	GREEN	Housing Benefit staff and Housing Options staff are all now located within Resident Support Service. This has led to improved liaison around DHP awards and more regular joint decision making. The DHP Policy was updated in 2019/20 to reflect new working practices. Awards totalling £141,710 and £191,430 were made during 2019/20 and 2020/21, respectively. DHP funding from the Government has decreased by 40% for 2021/22, which is likely to prove challenging.

13	To work with Probation and Prison resettlement services which serve the district to ensure that ex-offenders can secure appropriate housing and can access the advice and support they need.	R. S. Lead Specialist R. S. Specialists	Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	Within existing staff resource and budgets	Ex-offenders are able to access the advice regarding housing that they need, reducing risks of re-offending.	GREEN	Prisons & Probation Services are among the agencies making the most regular and effective use of the duty to refer process. Comprehensive Risk Assessments are requested and supplied which enable more effective advice to be provided and appropriate accommodation options to be identified. We have worked with colleagues across Surrey & Sussex Probation Service to submit a bid for grant funding from the Government's Accommodation for Offenders Programme, which, if successful, will improve access for these clients to the private rented sector.
14	Monitor the progression of Brexit and identify any implications relating to homelessness for this	Director of People R. S. Lead Specialist	Housing Committee Housing Project Board	YR 1 - YR 5	Ongoing for the life of the strategy	Within existing staff resource	The Council complies with statutory responsibilities.	GREEN	Eligibility provisions for EEA citizens are well-established and understood. However, other potential impacts may be less obvious, although, thus far, none have been identified. Any potential implications will continue to be monitored. We did not receive any requests for homelessness assistance from any EU nationals during 2020/2021.
15	Relaunch the Homelessness Forum.	R. S. Lead Specialist R. S. Specialists	Housing Project Board	YR 1	end of Q4 19-20	within existing resources	Organisations are brought together to help the Council increase further its understanding of homelessness issues in the District. The opportunity to network and share best practice with partner agencies will exist. The group can shape and influence the delivery of services for homeless people.	GREEN	The inaugural Homelessness Forum met in February 2020 and was well attended. Terms of Reference were discussed, along with a presentation on the strategy. The workplan began to be developed. Unfortunately due to Covid-19, it was not possible for the Forum to meet. However, arrangements have been made for the Forum to re-commence imminently.
16	Explore and actively work towards the possible co-location of some JobCentre Plus activities with Council Services.	Director of People R. S. Lead Specialist R. S. Specialists	Housing Committee Housing Project Board	YR 1	end of Q4 19-20	Within existing resources	JobCentre Plus services will be available for the first time for residents in the District. Residents in the District have easier access to JobCentre Plus services, making it easier to comply with the requirements of their claimant's contracts.	GREEN	During 2019/20, arrangements were put in place for JobCentre Plus officer to be based once a week at TDC Offices. Regrettably, this service proved non-viable due to lack of demand (even before the Pandemic) and was discontinued after 6 months. Regular partnership meetings and a Universal credit Forum are taking place and attended by TDC officers. We are currently considering how this service can be provided virtually in future.
17	To define the Council's future role in delivering services that are currently offered by Children's Centres.	Head of Strategic Asset Management	Housing Committee Housing Project Board	YR 1	end of Q4 19-20	Housing Committee Housing Project Board	Children centres provide essential services that promote and protect the wellbeing of young children and families. The Council is committed to finding ways to continue the provision of this support and help as early identification of issues helps to prevent crises and has a direct impact on preventing homelessness.	GREEN	After detailed analysis and careful consideration with SCC, it has been decided not to transition the targeted Family Centre Service to TDC. This decision was reached after detailed understanding of what this service involves, and the skills and expertise required to manage this to a safe standard. TDC will continue to provide support to SCC as they seek alternative solutions for the Family Centre Service in the District and find a suitable provider to continue this provision to those families that need it most. TDC are however working to provide universal health care and family services at a number of venues across the District. It is anticipated that these universal services will include many of the existing services currently supported by the children's centres which do not fall into the new provision model for the family centre as defined by Surrey County Council. Where this is not possible, due to lack of availability or resource, TDC would aim to provide other universal services relevant to the community. The universal provision will consider the need for baby, child and youth services in the District as well as the need to combat social isolation in all ages.
18	Review the effectiveness of services provided to people who sleep rough to ensure continuous improvement and compliance with legislation, policy and best practice.	R. S. Lead Specialist R. S. Specialists	Housing Committee Housing Project Board	YR 2	end of Q4 19-20	Within existing budgets	Effective face to face support is delivered to people who are rough sleeping to enable them to: <ul style="list-style-type: none"> • Access medical support; • Access housing; • End social isolation; • Reduce anti-social behaviour • Rebuild lives. 	GREEN	Following a tender process, a new contractor was appointed to run the service in May 2019. The new provider is Thames Reach, a charity that specialises in providing homelessness outreach services across Surrey. The appointment of Thames Reach has enabled the partner councils to successfully bid for additional Government funding, allowing the service to be developed further and significantly widening its scope. It is evident that the service is now hugely effective in delivering a vital service to anyone sleeping rough in East Surrey or at risk of doing so.

19	Along with the other East Surrey authorities, explore opportunities for creating one of more navigator posts within eSOS to enhance work with complex needs clients.	R. S. Lead Specialist R. S. Specialists	Housing Committee Housing Project Board	YR 1	end of Q4 19-20	Within existing budgets or through grant funding application	Effective face to face support is delivered to people who are rough sleeping to enable them to: • Access medical support; • Access housing; • End social isolation; • Reduce anti-social behaviour • Rebuild lives.	GREEN	Funding for the Navigator post was secured from MHCLG following a successful bid by the East Surrey authorities . The post commenced within the eSOS team in quarter 3 of 2019/20. Further funding has been received to enable the post to continue during 2020/21 & 2021/22.
20	To explore with relevant partners, the creation of a formal joint assessment process for individuals with complex needs and to explore jointly creating a protocol for such working.	R. S. Lead Specialist R. S. Specialists	Housing Project Board	YR 4	end of Q4 21-22	Within existing budgets	Housing is included in the multi-agency response to when a crisis occurs in individuals with complex needs. Individuals with complex needs are housed appropriately, aiding their recovery and minimising risk.	GREEN	On schedule with respect to delivery date. Arising from multi-agency responses to the COVID Pandemic, significantly improved joint working was implemented across County during 2020/21. This has led to development of the Surrey Adults Matter (SAM) Process, the launch of the Multi Agency Group, The Bridging the Gap Project, Joint PSHE / SCC bids for funding through the Changing Futures Programme, as well as a number of other initiatives.
21	Investigate whether a hospital discharge protocol can be developed to support the discharge of individuals who have no home or who are effectively homeless as their current home is unsuitable.	R. S. Lead Specialist R. S. Specialists	Housing Project Board	YR 4	end of Q4 21-22	Within existing budgets	Housing is included in the multi-agency response to when a crisis occurs in individuals with complex needs. Individuals with complex needs are housed appropriately, aiding their recovery and minimising risk. The Council assists the NHS as much as possible to alleviate bedblocking.	GREEN	On schedule with respect to delivery date. 2021 - Currently being developed through workstream in line 22 above.



1. Tandridge District Council Ending Rough Sleeping Plan 21/22

This document will outline your plans to contribute to preventing single homelessness and ending rough sleeping by the end of the parliament during this financial year. It will be used by your MHCLG adviser to track your progress against your agreed objectives.

1. Targets

What was your 2020 rough sleeping snapshot figure?	1
Please confirm your rough sleeping operational target as agreed with MHCLG (RSI4 funding principle)	2

2. Objectives and Actions

[Please complete the following table with actionable objectives that will help you to meet your target laid out above. These objectives will be agreed with your MHCLG adviser to test the level of ambition and used to monitor your progress on reducing single homelessness and rough sleeping. Please include at least one objective for each of the following three pillars:

- 1. Prevention - Stopping people sleeping rough for the first time.*
- 2. Intervention – Support to those currently sleeping rough to move off the streets.*
- 3. Recovery – Support to those who have slept rough to ensure they don't return to the streets.*

Please use the example objectives below and RSI4 funding principles to guide this.]

Objective	Inputs	Outputs/Actions	Outcomes	Responsible owner/partners	Target delivery date	Current RAG rating and description
Prevention Objective: (Accommodation for Ex-Offenders (AFEO) objective) - Reduce rough sleeping and reoffending by	AFEO Funding; Homelessness Prevention Grant	Provision of rent cash deposit; rent in advance and cash incentives to landlords; top up amounts between LHA	Reduction in the number of prison leavers sleeping rough	Housing Options Team, Probation Service, prison services, local charity providing	Ongoing	Green – on track.

[Type here]

supporting ex-offenders into the private rented sector.		and market rent (for both those over 35 years and those under 35 and affected by the SRR); funding for Countywide Administrator post		assistance to access PRS		
Prevention Objective: Reduce the number of people 'at risk' rough sleeping	Homelessness Prevention Grant; Surrey Adults Matter (SAM) funding	Surrey Adults Matter aims to design and deliver better coordinated services for people facing multiple disadvantage to facilitate a shift to crisis prevention for those experiencing severe and multiple disadvantage	Increase in the number of people at risk of rough sleeping successfully supported.	e.g. Housing Options team, SAM team, probation services, health services.	Ongoing	Green – on track.
Intervention Objective: Ensure continued provision of a proactive and responsive Outreach Service	Homelessness Prevention Grant; RSI4	New rough sleepers are identified and helped off the streets immediately; Rough sleepers can go to a place of safety, where their needs can be assessed and they can get help; – Rough sleepers are able to access emergency accommodation / other services; – Rough sleepers from outside the area	Reduction in the number of new rough sleepers	East Surrey Outreach Service, Housing Options Team	Ongoing	Green – on track.

[Type here]

		reconnected with their area / community of connection				
Intervention Objective: Ensure homelessness assessments are carried out for eligible people receiving services because they were rough sleeping or at risk of rough sleeping, so that their needs are assessed and a personalised housing plan (PHP) is provided.	Homelessness Prevention Grant	All rough sleepers are engaged with as quickly as possible and referred to housing options team for assessment at the earliest opportunity	Reduction in the number of rough sleepers	East Surrey Outreach Service, Housing Options Team	Ongoing	Green – on track.
Intervention Objective: Subject to individual assessments of people who are sleeping rough, make offers of safe and appropriate accommodation to people who are rough sleeping.	Homelessness Prevention Grant; RS14	Use of assessment beds to help identify support needs and appropriate options Navigator will engage with complex needs clients, use of personal housing budgets to improve access to accommodation	Increase in the number of rough sleepers able to access suitable accommodation	Housing Options Team, Outreach Service, Adult Social Care and mental health services, supported housing providers	Ongoing	Green – on track.
Intervention Objective: Work in partnership with other statutory and voluntary partners across East Surrey to develop a local Housing First model	Surrey County Council (Tier 1 Local Authority) - Changing Futures Funding; RSAP Round 3; Capital	Together with other partners, deliver 8 units of accommodation across East Surrey to be used on a Housing First basis	More rough sleepers with multiple disadvantage / complex needs are able to access suitable accommodation	Adult Social Care, Public Health, other local housing authorities, supported housing providers,	April 2022	Green – on track.

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	contributions from landlord and local housing authorities					
Recovery Objective: Enable access to employment and training,	Homelessness Prevention Grant; TDC landlord funding; Funding from other Registered Housing Providers	Ongoing delivery of ETHOS (Employment, Training & Housing Opportunities Service) services to support those at risk of rough sleeping ETHOS	Increase in the number of former rough sleepers able to sustain accommodation	Housing Options Team, Surrey Lifelong Learning Partnership, JCP	Ongoing	Green – on track.
Recovery Objective Bridge the Gap - Intensive Trauma informed outreach support	Homelessness Prevention Grant; Funding from Surrey County Council (Tier 1 Local Authority) Social Care & Public Health budgets	A multiagency partnership/collaborative approach prioritised to reduce fragmentation, enabling individuals to have their needs met in a more joined up way and reducing opportunities for them to fall between services	Increase in the number of former rough sleepers able to sustain accommodation	Housing Options Team, Adult Social Care, Public Health,	Ongoing	Green – on track.

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3.Strategic Narrative

Tandridge has, historically, experienced relatively low levels of rough sleeping (having never recorded more than 2 individuals in its annual count/estimate) and this remains the position currently. We have not published a specific local target for reducing rough sleeping but preventing the need for anyone to have to sleep rough is a priority area for the Council. We are fully committed to the Government's aim to eliminate rough sleeping by 2024.

We have a Homelessness and Rough Sleeping Strategy in place with an action plan for delivering key measures and objectives through to 2024. Key amongst these are:

- Reviewing the effectiveness of services provided to people who sleep rough to ensure continuous improvement and compliance with legislation, policy and best practice.
- Continuing to fund the East Surrey Rough Sleeper Outreach Service (eSOS)
- Continued funding of a navigator post within eSOS to enhance work with complex needs clients.
- Utilising funding provided to East Surrey authorities through RSI to provide assessment beds for Clients engaged with the Outreach Service Navigator
- Working with statutory partners, through the Prevention of Homelessness and Rough Sleeping Multi Agency Group (MAG), to deliver the Surrey Multi-Agency Support Plan.

There is only one long-term rough sleeper in Tandridge, who has been known to services for many years. Unfortunately, he has consistently refused all offers of housing assistance and this remains the position, despite recent improvement in engagement. Our Outreach Service continues to try and engage with him and to involve other agencies in further assessment of his needs and capacity.

Alongside our Homelessness Prevention Strategy, through our multi-agency partnerships, we will continue to:

- Work with statutory partners to deliver more assertive outreach work to support people with complex needs who are both at risk of becoming homeless or are homeless.
- Work with statutory partners to deliver more accommodation and support for people with complex needs who have mental health problems, are a risk of being homeless or are homeless.

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- Work with statutory partners to develop integrated, long term high-support accommodation options to support people with challenging behaviour who are currently difficult to house or with no housing options, including accommodation on a Housing First model.
- Work with statutory partners to review all homelessness housing related support provision to ensure it is fit for purpose, maximising opportunities within the mental health integrated care system.
- Explore opportunities to increase the provision of drug and alcohol detox residential placements in Surrey
- Use personal housing budgets funded through RSI to provide enhanced short-term support to rough sleepers moving into low support accommodation

We will continue to maintain a close working relationship with MHCLG advisers and are committed to continuing to respond promptly and accurately to requests for data from MHCLG.

COUNCIL HOUSE BUILDING PROGRAMME - APPROPRIATION OF LAND FOR PLANNING PURPOSES

Housing Committee Tuesday, 28 September 2021

Report of: Alison Boote, Executive Head of Communities
Purpose: For Decision
Publication status: Unrestricted
Wards affected: Dormansland & Felcourt; Godstone, Queens Park and Westway

Executive summary:

At the 11th March 2021 Housing Committee, Members resolved that Officers proceed to prepare detailed proposals for potential residential development schemes at Wolfs Wood, Hollow Lane and at Featherstone.

Prior to commencing building works the Council must demonstrate that any of the land in question is not required for the purposes for which it is currently held.

Appropriation is a means of transferring the use of the land from one purpose to another to allow the Council to perform its functions in accordance with its statutory powers. This report is seeking approval to commence the appropriation process.

This report supports the Council's priority of: Creating the homes, infrastructure and environment we need

Contact officer Nicola Cresswell, Housing Development Specialist, 01883 732897, ncresswell@tandridge.gov.uk

Recommendations to Committee:

That it be recommended to Council that:

- A. in respect of the following sites, Officers commence the process of appropriating the land from housing to planning purposes:
 - 106-128 (even numbers) Wolfs Wood, Hurst Green
 - Garage site at Hollow Lane, Dormansland
 - 63 – 78 Featherstone, Blindley Heath

- B. in respect of the following site, Officers commence the process of appropriating a part of the land known as Featherstone Open Space from general fund to planning purposes:
 - 63-78 Featherstone, Blindley Heath

- C. the Housing Committee's terms of reference be amended to include the appropriation of land (subject to any statutory consents and procedures) identified for Council housebuilding for planning purposes and the Committee be empowered to approve the appropriation process in connection with future schemes within the Council house-building programme .

Reason for recommendation:

To facilitate the carrying out of development within the Council's house building programme by ensuring that the land and property in question is appropriated for the correct statutory purpose under Section 122 (1) of the Local Government Act 1972.

Introduction and background

1. The Council's Housing Committee, at its meeting on 11th March 2021 resolved that Officers prepare detailed proposals for the development of 63-78 Featherstone, Blindley Heath, 106 – 128 (even numbers) Wolfs Wood, Hurst Green and a garage site at Hollow Lane, Dormansland.
2. The Council acquires and holds property for various statutory purposes to perform its functions. The process of changing that purpose without changing the ownership is described as appropriation. The Council is authorised by section 122 of the Local Government Act 1972 to appropriate land within its ownership for any purpose for which it is authorised to acquire land by agreement. The provision allows "a principal Council to appropriate land which belongs to the Council and is no longer required for the purpose for which it was held immediately before the appropriation....". The appropriation must be a formal resolution of the Council.

4. Property and land that is already held for housing purposes must be appropriated for planning purposes and then held by the Council under the statutory provisions of Part 9 of the Town and Country Planning Act. The practical consequence (by virtue of Section 237 of the Town and Country Planning Act 1990, as amended by Schedule 9 of the Planning Act 2008) is that the demolition, erection, construction or carrying out of any maintenance of any building or work on the land and subsequent use of the land is authorised under those planning powers, if the works are done in accordance with planning permission, even if they interfere with third party rights. On completion of any development the land would need to be appropriated back to housing land. This process applies to all of the aforementioned development sites with the exception of 63-78 Featherstone, Blindley Heath, where the Council must also advertise its intention to appropriate part of the land adjoining the site known as Featherstone Open Space.
5. In the case of 63-78 Featherstone, Blindley Heath, the development provides an opportunity to improve the turning head at Featherstone, which is currently not fit for purpose, by utilising an area of open land adjacent to the current car park. Please see Figure 1. below where open space land is outlined in blue:



Figure 1.

6. Before appropriating open space land, the Council must advertise its intention to appropriate for two consecutive weeks in a newspaper circulating in the local area. If representations are made to the Council in response to the adverts, it is necessary for the Council to consider these representations and to take them into account in deciding whether to proceed with the appropriation of the open land.
7. Subject to the necessary approvals, consultation with affected residents will commence following Full Council in October 2021 and Officers will report the results of the consultation and any representations received in response to the newspaper advert for Featherstone Open Space at the next Housing Committee.
8. This process is part of the Council House Building Programme and any associated costs or compensation claims will be met from the approved budget extension.

Other options considered

9. If the Council decided not to appropriate the land. Then there is the potential that third parties could bring injunction proceedings which could stop the construction of the project or delay its delivery. By exercising appropriation powers, the threat of injunction proceedings for the infringement of third parties rights would be extinguished. Affected parties would still receive compensation but they will not be able to delay or stop the development.

Consultation

10. In accordance with para 46(i) of the Standing Orders and Part E of the Constitution, approval has been obtained from group leaders to deal exclusively with this matter in respect of Featherstone Open Space and on this basis the Housing Committee has the authority to make recommendations to Full Council.

Key implications

Comments of the Chief Finance Officer

11. Section 19(1) of the Housing Act 1985 (the **1985 Act**) allows local authorities to appropriate any land vested in them or at their disposal to the Housing Revenue Account (**HRA**)
12. If a Council wishes to include in the HRA property which is ancillary to Part II housing accommodation but not, up to now, provided under Part II, it is necessary to obtain the Secretary of State's consent under Section 12 of the 1985 Act. Such applications are considered on their individual merits.
13. The HRA 'pays' for the land through an increase in the HRA Capital Financing Requirement (CFR) – thus increasing the contribution towards the council's capital financing costs made from the HRA.

14. The General Fund benefits from a corresponding decrease in its CFR and hence lower capital financing costs. This would be applicable to the Featherstone where the small area of open space in the recreation ground is held by the General Fund.
15. The CFR adjustments should be based on the market value for the land – but taking account of the intended use for social or other sub market housing
16. The Council has discretion whether to appropriate land on this basis or sell it on the open market, in which case the council would need to consider alternative sites for the delivery of new housing

Comments of the Head of Legal Services

17. The Council is seeking to appropriate land for planning purposes under section 122 of the Local Government Act 1972. Section 122 of the Local Government Act 1972 enables the Council to appropriate land which belongs to the Council for any statutory purpose for which it is authorised to acquire land and which is no longer required for the purpose for which it is held immediately before the appropriation. The Committee must, therefore, consider whether the land is no longer needed for the purpose for which it is so held if it is to be appropriated for planning purposes.
18. The meaning of the words “no longer required for the purpose for which it was held immediately before the appropriation” was considered by the Courts in the context of the predecessor to section 122. In that instance “not required” was held to mean “not needed in the public interest of the locality”.
19. Appropriation of the land for “planning purposes” (in order to engage the provisions of sections 203 – 205 Housing and Planning Act 2016 (“the 2016 Act”)) requires the Council to consider the following factors whether:
 - a. the appropriation will facilitate the carrying out of development, redevelopment or improvement on or in relation to the land or is required for a purpose which it is necessary to achieve in the interests of the proper planning of an area in which the land is situated;
 - b. the proposed development, re-development or improvement will contribute to the promotion or improvement of the economic, social and/or environmental well- being of the area;
 - c. it is in the public interest that the proposed development should be carried out, having regard to the provisions of the development plan, whether planning permission is in force and any other considerations that would be material to the determination of a planning application for development of the land;
 - d. as noted above, the land is no longer required for the original purpose for which it was acquired
 - e. rights capable of being overridden by sections 203 - 205 of the 2016 Act exist and whether interference with such rights is necessary.

20. Where land is appropriated for planning purposes, it is then held by the Council under the statutory provisions of Part 9 of the 1990 Act. The consequence (by virtue of section 203 - 205 of the 2016 Act) is that the erection, construction or carrying out of any maintenance or any building or work on the land and subsequent use of the land is authorised under those planning powers, if the works are carried out in accordance with planning permission, even if they interfere with third party rights.
21. The purpose of section 203 - 205 of the 2016 Act is to ensure that where land has been appropriated for planning purposes, and provided that work is carried out in accordance with planning permission, then existing rights, which could prevent the development of that land from proceeding, can be overridden. The rights are overridden whether the Council or a person deriving title from it undertakes the development. Persons who would otherwise benefit from those rights are entitled to claim compensation for the interference with them.
22. Section 122(2A) of the Local Government Act requires that before appropriating and disposing of any land consisting of or forming part of open space the Council must advertise the proposed appropriation in two consecutive editions of a local newspaper and consider any objections received in response.
23. It is considered reasonable for the Council to use its powers in this case to appropriate for planning purposes as the appropriation will facilitate the carrying out of development and improvement to the various sites and contribute to the promotion of the economic, environmental or social wellbeing of the District.

Equality

24. The Council's House Building Programme aims to contribute significantly to making decent and affordable homes accessible to all our residents and are designed to mitigate against fuel poverty, be mobility friendly and be of sufficient size to promote working from home.
25. There is no evidence to suggest that the appropriation of any of the identified land will have a disproportionate adverse impact on those with protected characteristics. Indeed, the anticipated impact on affected parties is expected to be minimal as property owners and occupiers will continue to be able to enjoy their property in the same manner as they do at present: all properties will continue to be accessible throughout the works and thereafter upon their completion. The Council is satisfied that the each proposed development would strengthen the vitality and viability of the area and the appropriation of the Council's land would not have any negative impacts on equality and diversity.

Climate change

26. At its meeting on 17th September 2020, Housing Committee resolved to adopt new standards of construction in the Council's House Building Programme so as to deliver Council homes that are 'net zero carbon (operational)'. The new standards are to be piloted at the new homes at Auckland Road and Windmill Close with a view to rolling them out to all new Council homes for construction, including new homes at Featherstone, Wolfs Wood and Hollow Lane.

Appendices

None

Background papers

None

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COUNCIL HOUSE BUILDING PROGRAMME - SMALL SCHEMES UPDATE FOR CATERHAM ON THE HILL

Housing Committee Tuesday, 28 September 2021

Report of: Alison Boote, Executive Head of Communities

Purpose: For Decision & Information

Publication status: Unrestricted

Wards affected: Queen's Park, Westway

Executive summary:

To update Members on the tender results for Rochester Gardens & Town End Close and the current position at Auckland Road and Windmill Close.

This report supports the Council's priorities of: Creating the homes, infrastructure and environment we need; creating a greener, more sustainable district.

Contact officer Nicola Cresswell, Housing Development Specialist, 01883 732897 , ncresswell@tandridge.gov.uk

Recommendation to Committee:

That:

- A. Members approve the adoption of a Compensatory Tree Planting Scheme within the existing budget of the Council House Building Programme; and
- B. Members approve an additional budget of £100k for Rochester Gardens / Town End in the event that the planning approval for Windmill Close is not ratified by Full Council.

Reason for recommendation:

To support the Council in achieving its strategic objectives in delivering the Council House Building Programme.

Introduction and background

- 1 The planning applications for an additional 6 affordable homes at Auckland Road and Windmill Close received planning approval on the 29th July 2021. The approval is subject to ratification at Full Council in October.
- 2 Planning Committee Members raised issues regarding the loss of trees, tree planting and parking and traffic management during the discussion about Windmill Close and Officers have been working to address those particularly sensitive matters to relieve some of their concerns.
- 3 The Council received two tenders for the building contract for Rochester Gardens and Town End, both from well-known contractors with experience of working on residential schemes in small / tight sites where there are existing residents close-by. The tender has been awarded to the most economically advantageous tenderer as authorised by this Committee at its meeting in June 2018 and Officers are currently negotiating the contract terms.
- 4 It is anticipated that the Council will be in contract by late September / early October. The contractor has a lead in period of 16 weeks during which they will dis-charge the pre-commencement planning conditions. Start on site is now expected to be in early February 2022. Existing residents have been updated accordingly.
- 5 The contractor appointed for Rochester Gardens and Town End will also be contracted to carry out the developments at Windmill Close and Auckland Road (subject to approval by Full Council) as they were also the most economically advantageous tenderer.
- 6 The aforementioned four small schemes will deliver an additional 13 affordable homes in Caterham and the decision was taken to tender all four sites together so as to attract more tenderers and achieve a better price for the Council.

Council House Building Programme – Compensatory Tree Planting Scheme

- 7 The Council has at its disposal a wealth of knowledge and experience relating to trees as well as the land available to plant them on. Since Planning Committee, Officers have consulted with colleagues and have gathered information to establish that the cost to the Council House Building Programme of planting one standard tree is approximately £2,500. This cost includes the purchase, planting, initial care to ensure the tree can establish itself (weekly watering, weeding, mulching etc) and a contribution towards the lifetime management of the tree.
- 8 The Council recognises the tangible benefits of trees – such as rain water interception, urban heat island effect reduction, carbon storage as well as wildlife habitat enhancement and the positive effects our trees have on human mental health and general well-being.

- 9 The Council remains committed to retaining trees and hedgerow on its housing development sites where possible with their removal being a last resort. Where there is unavoidable removal of trees or hedgerow on sites within the Council's house building programme, the Council will deliver bio-diversity net gain through the re-planting of trees and hedgerow either on or near site or in a local park or recreational space. This will be done in consultation with and to the satisfaction of the local ward members and the Council's Tree Officer.
- 10 The Woodland Trust recommends three trees are planted for every one that is removed.
- 11 In the case of Windmill Close, there is a group of trees to be removed, mainly to accommodate the dwellings. Within this group of trees there is one B category tree, meaning a tree of moderate quality and value. All the other trees to be removed are category C or U which means low or very low quality. However, the Council understands that even low-quality trees may confer some or all of the aforementioned benefits and where their loss is unavoidable it should still be offset. At Windmill Close there will be new trees planted on the scheme as well as incorporating the recommendations of the Ecological Appraisal. However, the Council will undertake to deliver an overall net gain to compensate for the loss through the planting of standard trees off-site in a nearby location. The approximate cost to the budget for Windmill Close will be £30,000 and can be accommodated within the approved budget for the scheme.
- 12 In future, it is proposed that Committee Members will be advised on the associated costs of Compensatory Tree Planting when schemes come forward. Such costs are to be accommodated within the existing programme budget.

Construction Traffic Management Plan at Windmill Close

- 13 The Council is in contract negotiations with its preferred contractor following a procurement exercise for the construction contract for Rochester Gardens and Town End.
- 14 As part of the same procurement exercise the contractor will be appointed to deliver the schemes at Windmill Close and Auckland Road (subject to the recent planning approval being ratified at Full Council).

- 15 The contractor has provided a draft detailed Construction Traffic Management Plan in response to concerns raised by planning committee members in order to demonstrate how they will manage construction traffic at Windmill Close. The plan is subject to approval by Officers but is drafted to include:
- Promotion of car sharing and use of public transport
 - Use of local labour where possible
 - No contractor parking on Windmill Close
 - Site deliveries pre-booked with site manager to stagger delivery and prevent vehicles queuing to access the site
 - Wheel washing to prevent mud / contamination leaving the site
 - The loading and unloading of all construction materials will only be permitted in the confines of the development
 - A turning area will be formed within the site and kept clear solely for the purpose of turning vehicles. All vehicle movements will be supervised
 - All residents will receive a letter explaining the above as well as other health and safety information about the site prior to commencement
 - All residents will have a named contact in the site management team including an out of ours / emergency contact
- 16 Since the Planning Committee on 29th July, Officers have written to those residents of Windmill Close who may be interested in the Council funding the provision of a dropped kerb and hardstanding to ease their parking concerns. There are approximately five dwellings where this may be possible, and the Council has had one expression of interest so far.
- 17 Officers have also been in discussions with the Ministry of Defence over the potential use of their dis-used land adjacent to Caterham Sea Cadets for secure off-site contractor parking nearby.
- 18 The Council has a proven track record of delivering affordable housing schemes on small and tight sites including developments in roads with no-through-access. Members are directed towards Barnfield Close, The Court and the new Uplands development for evidence of recent successfully managed sites.

Budget

19. The approved budget for the development of Rochester Gardens and Town End is £1,718,000 and the approved budget for the development of Auckland Road and Windmill Close is £1,860,000. The tenders received for Rochester Gardens and Town End came in over budget whilst the tenders for Windmill Close and Auckland Road came in below budget. If all four schemes go into contract there is sufficient budget approved, however if Windmill Close does not receive ratification at Full Council, the budget for Rochester Gardens and Town End will need to increase by £100,000.
20. The costs of the Council's Compensatory Tree Planting Scheme can be met within the existing budget for the Council House Building Programme.

Other options considered

21. In the event that the application for Windmill Close is refused by Full Council, Officers would need to return to Housing Committee to seek approval for the additional budget for Rochester Gardens. This would not be possible until November 30th which would delay the appointment of the main contractor and the start of the work. It is considered prudent therefore to seek approval for an additional budget at this Committee.
22. In respect of the Compensatory Tree Planting Scheme it should be noted that there were no planning reasons for refusal of the application for Windmill Close. The scheme has been introduced in response to member concerns that the Council should be seeking a bio-diversity net gain on developments within the Council House Building Programme in keeping with the Council's environmental agenda and the declaration of a climate emergency in February 2020.

Consultation

23. Officers will consult with the appropriate ward members as part of the process of determining a Compensatory Tree Planting Scheme on each future development within the programme.

Key implications

Comments of the Chief Finance Officer

The increase of £100k can be funded by the HRA capital fund and there are no revenue implications.

Comments of the Head of Legal Services

Local authorities are not immune from having to obtain planning permission to develop land. The grant of planning permission by the Council will require Full Council approval and Members will be required to provide a planning decision 'unless material considerations indicate otherwise'. Members will need to decide what weight will need to be given to the material considerations. There is no doubt that what is or is not 'material' under the planning acts is complex, and Officers will need to give guidance to Members on these matters at Full Council. With the above in mind, this Committee does therefore need to give some thought and to consider the Officer recommendation as a contingency in the event that Full Council does not ratify the Council's planning application.

Equality

This report does not disadvantage or discriminate against any different groups with protected characteristics in the community.

Climate change

The introduction of a Compensatory Tree Planting Scheme in response to member concerns is consistent with the Council declaring a climate emergency in February 2020. Habitat restoration, tree planting and woodland expansion will play a huge role in addressing the threats that we face from climate change and biodiversity loss.

Appendices

None

Background papers

None

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Afghan Relocation and Assistance Policy Scheme - confirmation of decision taken under urgency powers (Standing Order 35)

Housing Committee Tuesday, 28 September 2021

Report of: Executive Head of Communities

Purpose: For decision

Publication status: Open

Wards affected: All

Executive summary:

The Government has been running an Afghan Relocation and Assistance Policy (ARAP) Scheme, to relocate Afghan former locally employed staff (LES) to the UK, since 2013. This is in recognition of the fact that, as NATO forces withdraw, they are at increased risk of intimidation, having worked side by side with UK armed forces and officials. The Government have stated that "As a nation, it is morally imperative that we help these people settle into their new lives here in the UK."

A funding package is available to support local authorities that come forward to assist welcome, accommodate and support the families through the ARAP Scheme.

This report supports the Council's priority of: Building a better Council, Creating the homes, infrastructure and environment we need and Supporting economic recovery in Tandridge

Contact officer James Devonshire Specialist Services Manager
JDevonshire@tandridge.gov.uk

Recommendations to Committee:

That:

- A. the decision taken under urgency powers under Standing Order 35 of the Constitution to support the Afghan Relocation and Assistance Policy (ARAP) Scheme be ratified; and
- B. the Committee agrees that eligible households that qualify for assistance under either the ARAP Scheme or the Afghan Citizens Resettlement Scheme (ACRS) will be considered for support.

Reason for recommendation:

In view of the heightened risk due to the Taliban's rapid progress and the consequential escalation of the evacuation process, the Government are urgently requesting that further local authorities come forward with immediate offers of accommodation and support for Afghan families.

Introduction and background

- 1 The ARAP Scheme offers eligible current or former locally employed staff, who are assessed to be under serious threat to life, relocation to the UK. At the beginning of April, the Home Office assessed that around 1000 Afghan LES and their families may be eligible to apply and would receive 5 years' 'Leave to enter the UK' with a pathway to resettlement thereafter. However, following recent events in Afghanistan, over 7,000 LES and their families were, actually evacuated to the UK.
- 2 As previously detailed, A funding package is available to support local authorities that come forward to assist welcome, accommodate and support the families through the ARAP Scheme. A number of councils across the Country including at least four other Surrey Councils, have already offered to provide support through the Scheme. However, it is likely that in Tandridge, the Council would need to top up the Government funding, due to the high costs of market rented housing in the District.
- 3 In the interests of efficiency, the Council has discussed the potential for shared working with other Surrey Districts and Boroughs. Reigate and Banstead Borough Council (RBBC) have offered to extend the service that they propose to provide through the Global Resettlement Team to the other East Surrey Councils, who already work with this Team to support families through the Global Resettlement Scheme.
- 4 In recent weeks, the Council has been receiving an increased number of enquiries in this regard and there appears to be a clear expectation from the public that we should also be assisting.

- 5 Under the circumstances it was not considered appropriate to delay a decision in this regard until this Committee. A decision was therefore taken under Urgency Powers to commit to the scheme by the Chief Executive and Group Leaders on 7 September 2021, pending review and ratification by the Housing Committee.
- 6 Colleagues at RBBC have outlined their proposals for participating in the Afghan LES Relocation Scheme and have publicised their commitment. Their proposal, which has been shared with us, details the maximum costs anticipated to be incurred in assisting households through the scheme. In reality, as the households are expected to require less support than households assisted through similar schemes, costs are likely to be lower and those provided should be considered as a worst-case scenario.
- 7 RBBC have now committed to assisting three Afghan families through the scheme. Mole Valley District Council (MVDC) have obtained authority to assist two households. If the Council were to commit to assisting two households through the scheme, this would enable a total of 7 households to be assisted. It is also hoped that Epsom and Ewell Borough Council may elect to join the partnership on a similar basis.
- 8 As it is expected that a full-time support worker should be able to support up to 8 households, the cost per household would decrease significantly as the number of households supported increases. This is because the apportioned costs of support would decrease. It is anticipated that the costs per family will decrease significantly. In a scenario where 9 households are assisted through the scheme, the maximum cost to the Council (net of income) of assisting two households would be anticipated to be between £1,500 and £35,000, over the 5-year period, depending on whether one or two support workers are required.
- 9 It is not possible to forecast how much revenue the Council will need to provide each year for the project as the grant from the Home Office is dependent on when families arrive. However, the bulk of revenue will be required in years 3-5.
- 10 On 13 September, the Government announced details of the ACRS, which aims to welcome up to 5,000 people in the first year, up to a total of 20,000 over the coming years. The scheme will provide vulnerable refugees from Afghanistan and those put at risk by recent events in Afghanistan with a route to safety. The scheme will prioritise:
 - those who have assisted the UK efforts in Afghanistan and stood up for values such as democracy, women's rights and freedom of speech, rule of law (for example, judges, women's rights activists, journalists); and
 - vulnerable people, including women and girls at risk, and members of minority groups at risk (including ethnic and religious minorities and LGBT+).
- 11 It has been confirmed that councils that participate in the ACRS scheme will receive funding on the same basis as for the ARAP Scheme.
- 12 Consideration has been given to committing to supporting more than two families. However, due to anticipated cost and availability of properties, this was not deemed a viable option.

Risks of Participating

- 13 The Home Office are suggesting that many of the families are large families with at least six household members. Although this increases the level of grant the costs significantly increase as most families with more than two children will be benefit capped so they will receive far less rent element of Universal Credit and have a more expensive rent due to the larger property.
- 14 It is possible in the the District that some households with just two children will be affected by the benefit cap until the adults are working, this could further draw on finances in-order to meet the rent payments.
- 15 It might be difficult to find private landlords that are willing to offer their properties to this cohort and agree to a tenancy before they have met the tenants.
- 16 This may have the potential for the Council to need to act as a rent guarantor, a role that it has not previously undertaken.
- 17 Most families will require and be eligible for an allocation of social housing at some stage, most likely after the initial 5 years. In the last year we have seen an increase in the waiting list and a reduction in the number of void social rented properties. The result being that the waiting time for family sized social housing is increasing and the wait for larger properties (3 & 4 beds) is significant and can be up to 4 and a half years.

Other options considered

- 18 It should be noted that initial accommodation provided under this scheme, will be sought from the private rented sector and will therefore not impact or impede those currently on the Council's Housing Register.

Consultation

- 19 TDC and RBBC already share several services in the delivery of similar schemes. It was therefore decided that working in partnership with RBBC, MVDC and, potentially, EEBC was the most viable option.

Key implications

Comments of the Chief Finance Officer

As noted in the report the costs to the Council will be dependent on how many other Council join into the joint initiative but it is expected to be in the range of £1,500 to £35,000 over a 5 year period.

Comments of the Head of Legal Services

The urgency decision is identified under Standing Order 35 in the Council's Constitution. The reason the decision was urgent was because of the changing situation in Afghanistan.

Standing Order 35 provides for the Chief Executive to take decisions that Committee or Full council would normally take, in emergency situations subject to consultation with Group Leaders. As reported, the Acting Chief Executive exercised this power in September 2021.

Equality

An equalities impact assessment has been completed while preparing this report. Although the Council have committed supporting two households this will not be at a detriment to those current awaiting accommodation via the Housing Register.

Climate change

There are no significant environmental / sustainability implications associated with this report.

Appendices

Appendix A – Surrey FAQ - Afghan Scheme

Background papers

None

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Afghan citizens in Surrey - Frequently Asked Questions

1. What is the Afghan Relocation and Assistance Policy (ARAP)
2. Afghan Citizens Resettlement Scheme (ACRS) for Afghan Nationals explained
3. Help and advice line for non-British nationals
4. When can we expect Afghan citizens to arrive?
5. What is Operation Warm Welcome?
6. How many Afghan citizens will arrive in Surrey and where will they go?
7. What is being done in my area of Surrey?
8. Will the Afghan citizens be housed in empty council properties or be allowed to jump housing waiting lists?
9. How do I offer a property to house these people?
10. What if I want to offer a room in my house?
11. Who is paying for resettling the Afghan citizens?
12. How do I donate cash or other items to citizens?
13. Can I help by fostering an Afghan child?
14. How will school places be allocated to these families?
15. COVID safety measures in place
16. Where can I volunteer to help Afghan evacuees?
17. What is the Afghan culture and religious beliefs?

1. Afghan Relocation and Assistance Policy (ARAP)

Surrey councils are joining up with health colleagues, voluntary and community groups and the faith sector to respond to the Government's Afghan Relocation and Assistance Policy (ARAP). This policy is for Afghans who have supported British efforts in Afghanistan, for example interpreters and other personnel.

The partnership approach aims to ensure effective arrangements are in place. It's important that the partners are able to coordinate efforts across housing, health, social care and education, and to provide community support to help Afghan arrivals adjust to their new circumstances.

You can find a wide range of information and advice on the Government website about the Afghan evacuation situation and how you can help. [Afghan Relocations and Assistance Policy - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/policies/afghan-relocation-and-assistance-policy)

2. Afghan Citizens' Resettlement Scheme (ACRS) for Afghan Nationals

This is different from the ARAP policy. This scheme announced by the Government is a new Afghan Citizens' Resettlement Scheme, which will allow Afghans most in need, including women, girls and children, to resettle in the UK. Women, girls, children and those most in need have been prioritised, as those who are more likely to face human rights abuses and dehumanising treatment by the Taliban.

The Afghanistan Citizens' Resettlement Scheme will welcome 5,000 Afghans into the UK in the first year and a total of 20,000 in the coming years. Where we have managed to evacuate people to the UK who are not covered by ARAP or otherwise entitled to remain in the UK, they will fall under the new Afghan Citizens' Resettlement Scheme - ACRS. More information here [FACTSHEET: Resettlement routes for Afghan nationals - Home Office in the media \(blog.gov.uk\)](#)

3. Help and adviceline for non-British nationals

If you are a non-British national in Afghanistan, or are the family member of a non-British national in Afghanistan, and in need of assistance, call +44 2475 389 980 (or 02475 389 980 in the UK).

This helpline is not providing advice on eligibility for the full Afghan Citizens' Resettlement Scheme and it is not for registering interest for the scheme. Please continue checking back on the [Afghan Citizens' Resettlement Scheme](#) page for updated details of the scheme.

4. When can we expect Afghan arrivals?

The last flight with evacuees flew out of Kabul into the UK on Tuesday 31 August. Afghan citizens have already started arriving in Surrey.

5. What is operation Warm Welcome?

Work is underway across the whole of Government to ensure the Afghans who stood side by side with us in conflict, their families and those at highest risk who have been evacuated, are supported as they now rebuild their lives in the UK.

The plans, dubbed 'Operation Warm Welcome', will be overseen by Victoria Atkins as the new Minister for Afghan Resettlement. The support provided will be similar to the commitments in the Syrian Resettlement Programme and ensure that those who worked closely with the British military and UK Government in Afghanistan, and risked their lives in doing so, get the vital health, education, support into employment and accommodation they need to fully integrate into society.

[Operation Warm Welcome under way to support Afghan arrivals in the UK - GOV.UK \(www.gov.uk\)](#)

6. How many Afghan citizens will arrive in Surrey and where will they go?

We don't have exact numbers yet. The Government has asked councils to indicate what they think would be a realistic number to be accommodated in their areas and what would need to be taken into account in determining who should go where. Councils across the UK are currently in discussion with the Home Office on these issues.

On arrival into the UK the individuals and families were accommodated for 10 days in Managed Quarantine Service (MQS) hotels. This is in line with UK COVID travel regulations. Emergency medical support was provided at these hotels where needed. Some of these MQS hotels are situated in Surrey.

After the 10 days quarantine, if settled accommodation hasn't been found, people will be moved to "Bridging Hotels" in the area while more permanent housing is found. At this point other health and wellbeing needs and requirements are being assessed as well as registering people with a GP.

7. What is being done in my area of Surrey?

Many District and Borough councils have already opened their doors and welcomed Afghan individuals and families into their communities. To find out what is being done in your area visit your District and Borough website [Borough and district council responsibilities - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk)

8. Will these people be housed in empty council properties or be allowed to jump housing waiting lists?

The councils are looking at possible options to house Afghan citizens. If you have a property to let for this purpose, you should contact your [local borough or district council](#) (you can find out how to do this by referring to: [How do I offer a property for housing?](#)). Council and housing association properties will only be made available if the Afghan family meets the "eligibility and qualification" criteria of the Housing Allocations Schemes published by the [local borough and district councils](#).

9. How do I offer a property to house Afghan citizens?

If you wish to express an interest in making a property available at some point for an Afghan family, you should contact the housing service of your [local borough or district council](#). You will need to provide the following details:

- Property address being offered
- How many bedrooms it has
- When it might be available
- How long it might be available for
- What, if any, rent you are expecting to receive
- Your contact details.

10. What if I want to offer a room in my house to an Afghan citizen?

The Government has not asked people to come forward with offers of a spare bedroom. Instead it advises people who want to offer a spare room to contact one of the organisations operating projects to support vulnerable asylum-seekers and refugees, such as the British Red Cross. You can call the Red Cross's dedicated phone line on 0800 107 8727 for more information.

11. Who is paying for resettling the Afghan citizens?

The Government has currently confirmed that:

As well as the [grant funding](#), £5 million funding for councils in England, Wales and Scotland to support Afghans coming to the UK via the ARAP scheme and provide a top up to help meet the costs of renting properties.

£3 million of additional NHS funding under the ARAP scheme for access to healthcare and GP registrations. All are being offered the COVID-19 vaccine.

£12 million to prioritise additional school places, to provide school transport, specialist teachers and English language. Further funding for up to 300 undergraduate and postgraduate scholarships for Afghans at UK universities. Adults will also be able to access English language courses free of charge.

£200 million for first year of the ACRS.

12. How do I donate cash or other items to Afghan citizens in the UK?

The Government advises the best way to help is to donate cash to humanitarian organisations or charities who are already working with refugees. The information on the [Government's website](#) lists the main charities taking donations.

Local support in Surrey

Our communities stand ready to support this effort and many Surrey residents are asking if they can help. Due to operational and logistical challenges, as well as COVID control considerations, we are asking that any donations at this point are financial ones, to charities that are best equipped to immediately support Afghan citizens in Surrey. [The Community Foundation for Surrey](#) is set up to administer these donations locally and information on how to donate can be found on their website.

Alternatively, the [Red Cross](#) are already active in managing donations and supporting arrivals from Afghanistan, and wider local support will be needed from foodbanks and other charities, which can be found via [Surrey Information Point](#).

Thank you for your generosity and support.

13. Can I help by fostering an Afghan child evacuee?

The Government's relocation programme for Afghan evacuees does not include unaccompanied children. They would arrive in family groups so the question of fostering does not arise in such cases. However, the council has an ongoing need for more foster carers across all groups of children who, for whatever reason, are unable to live with their parents or extended families. They include unaccompanied asylum-seeking children. To find out more about [fostering in Surrey](#), please contact us on: 08000 96 96 26.

14. How will they be allocated school places in Surrey?

As families are settled into accommodation, Surrey school liaison officers are visiting families and working with them to identify appropriate school places for their children. The council is working closely with school leaders to support Afghan children to settle successfully into school and continue their education in Surrey.

15. COVID safety measures

In terms of COVID, Afghanistan has been designated as a red zone so families and individuals are required to quarantine for 10 days on arrival to the UK in line with current COVID travel guidance. Thereafter they can be transferred to either their future accommodation or a Bridging Hotel.

The Government will be providing additional healthcare provision in line with their individual needs, including COVID-19 vaccines and support for mental wellbeing.

Further information can be found [here](#) on support given to those arriving via the ARAP scheme.

16. Where can I volunteer to help?

The Government is advising people who want to find out how to volunteer to help evacuees to contact one of the national charities and organisations working with evacuees and asylum seekers across the UK. More information on these organisations is available on the [Government's website](#).

If you want to find out about local volunteering opportunities in Surrey to support please contact one of the [local volunteer centres](#) in the county.

17. Afghan culture and religious beliefs?

What religion are they? Afghan people are mostly Sunni Muslim. Languages spoken are [Pashto](#) and [Dari](#). Dari is the official name of the variety of [Persian language](#) spoken in Afghanistan. It is often referred to as the *Afghan Persian*. Although still widely known as *Farsi*. Many of the evacuees in the ARAP scheme had been working as interpreters so they will have good English language skills.

Ethnic Groups in Afghanistan

Afghanistan is a multi-ethnic and mostly tribal society the population of the country consists of numerous ethnolinguistic groups.

[Pashtun](#), [Tajik](#), [Hazara](#), [Uzbek](#), [Aimaq](#), [Turkmen](#), [Baloch](#), [Pashai](#), [Nuristani](#), [Gujjar](#), [Arab](#), [Brah ui](#), [Qizilbash](#), [Pamiri](#), [Kyrgyz](#), [Sadat](#) and others.

Renewal of kitchens and bathroom contract

Housing Committee Tuesday, 28 September 2021

Report of: Executive Head of Communities

Purpose: For decision

Publication status: Open

Wards affected: All

Executive summary:

The existing kitchen and bathroom replacement contract ends on the 31 March 2022. There is no option available to extend this contract further. Officers are therefore requesting Members approval to procure a new three-year contract with an option to extend for a further period of two years. The new three-year contract is to commence on the 1 April 2022.

This report supports the Council's priority of:

Creating the homes, infrastructure and environment we need

Contact officer Nic Martlew, Head of Operational Services
nmartlew@tandridge.gov.uk

Recommendations to Committee:

- A. the procurement of a three-year kitchen and bathroom replacement contract (commencing on the 1st April 2022) with an option to extend for a further period of two years, be approved; and
 - B. authority be delegated to the Executive Director of Communities, in consultation with the Chair and Vice Chair of the Housing Committee, to award the contract to the successful tenderer.
-

Reason for recommendation:

As a registered social landlord, the Council has a legal obligation to ensure its properties are well maintained in accordance with the Landlord and Tenant Act 1985. The renewal of kitchens and bathrooms contributes towards the improvement of Council properties and provides tenants with the amenities they require in accordance with the Governments Decent Home Standard.

Introduction and background

- 1 Approximately £550,000 per annum is spent replacing kitchens and bathrooms as part of the Councils modernisation and improvement programme. This work is funded from the capital housing revenue account. The average cost to install a kitchen plus associated works (electrics, tiling, flooring and redecoration) is £5,500 and a bathroom plus associated works is £3,500. The replacement works are in the main part of a planned maintenance programme but can also be done when properties are damaged by fire or flood.
- 2 It is recommended that the procurement of the kitchen and bathroom replacement contract is based on awarding the contract to a single contractor. The resources required to manage two or more contractors doing identical works cannot be justified.
- 3 It is proposed to procure a contract for a three-year term, with the option of a two-year extension. It is felt this gives the contract sufficient value to ensure increased competition from the market and motivate the successful contractor to secure the extension through good performance and the provision of a cost-effective service.
- 4 The successful contractor will be expected to provide a complete end- to-end service. The Council will provide the annual programme of kitchen and bathroom works and the contractor will be responsible for tenant liaison, access, design surveys, scheduling and arranging installation work. This would also include undertaking post resident satisfaction surveys and providing the Council with feedback.
- 5 The contract pricing will be based on standard kitchen and bathroom types that are found within much of the Council's housing stock. The contractor will be supplied with a range of these standard types and will provide a fixed cost for each type in the tender bid. This will include removal of the current kitchen or bathroom and its renewal which will include, plastering, tiling, rewiring, renewal of pipes, flooring and redecoration. To allow for anomalies a schedule of rates will be used for any work that falls outside the scope of the contract. The Community Surveyor will be responsible for approving any variation requests. The contractor will apply a single minus or plus percentage to the schedule of rates total fixed price when submitting the tender bid. This will simplify the tender pricing and evaluation process and will discourage any over specification by contractors.
- 6 The Community Surveyor will be responsible for signing off all the kitchen and bathroom designs provided by the contractor. All completed works will be inspected and signed off by the Community Surveyor for valuation and payment purposes. Only 100% completed and signed off work will be accepted for payment. Interim or staged payments will not be accepted. Any installation work that is the subject of a formal written complaint during or after the work e.g. poor customer feedback will be investigated by the Community Surveyor and recorded in the KPI's.

- 7 The total contract value falls below the OJEU procurement threshold of £4.5m for construction works. The contract opportunity will be advertised using the "In-Tend" electronic procurement portal and published in UK Contract Finder in accordance with Council Standing Orders and the Public Contracts Regulations 2015.
- 8 The use of an open tender process previously for this contract resulted in a large volume of returns. Consequently, the tender evaluation stage was lengthy and complex. It is therefore recommended to use a two-stage restricted tender. Contractors will be selected from Constructionline and will be asked to complete a pre-qualification questionnaire at the first stage. This will be scored, and contractors will be shortlisted before being invited to tender at the second stage.
- 9 Tender submissions will be evaluated based upon their quality and cost. A split of 40% for quality and 60% for price is proposed. The Council will not bind itself to accept the lowest priced tender if it is felt that the tenderer does not have the capacity, capability or organisational requirements to successfully deliver the annual kitchen and bathroom replacement programme.

Other options considered

- 10 The Lead Community Surveyor and Procurement Specialist have investigated and reviewed several frameworks for the kitchen and bathroom contract. Unfortunately, none of these were compatible with the Councils specification and in particular, the standardisation of products / materials required for the longer-term maintenance of the housing stock.

Key implications

Comments of the Chief Finance Officer

- 11 The kitchen and bathroom replacement programme is funded from the capital housing revenue account.
- 12 The total annual value of the contract is in the region of £550,000. Procuring a single contractor for the kitchen and bathroom contract means that greater economies of scale can be achieved. This increases certainty and security for the contractor regarding the volume of work to be received. This is usually reflected in the contractors pricing and can potentially help to reduce the cost of the contract.
- 13 The contract will be procured using the JCT Measured Term Contract 2016. Using this form of contract means officers can tightly control the quantity of work being issued and therefore greater budget control is achieved.

Comments of the Head of Legal Services

- 14 The new contract will need to be procured in accordance with the Council's Contract Standing Orders and the Public Contracts Regulations 2015.
- 15 The appointed contractor will need to ensure that any disturbance and disruption in the locality during the construction phase is minimised. Their performance should be monitored as a Key Performance Indicator (KPI). Legal Services should review the JCT Measured Term Contract 2016 to ensure the necessary KPI's are included.

Equality

- 16 The proposals within this report do not have the potential to disadvantage or discriminate against different groups within the community and therefore no preventative measures are required to mitigate any negative impact.

Climate change

- 17 There are no significant environmental / sustainability implications associated with this report.

Appendices

None

Background papers

None

----- end of report -----

Extension to the cleaning contract

Housing Committee - Tuesday, 28 September 2021

Report of: Executive Head of Communities

Purpose: For decision

Publication status: Open

Wards affected: All

Executive summary:

In November 2018 the Council awarded the contract for the cleaning of housing estates, void properties and the Council Office. The three-year contract commenced on the 1 April 2019 and included an option to extend for a further period of two years. The successful contractor was Wettons Cleaning Services Limited.

Wettons have proved to be a very good and reliable cleaning contractor in an industry that has high staff turnover and low levels of customer satisfaction. They have also been excellent in supporting the Council's response to the Covid-19 crisis.

The existing three-year contract is due to come to an end on the 31 March 2022. Officers are requesting Members approval to extend the contract for a further two years with effect from the 1 April 2022 until the 31 March 2024.

This report supports the Council's priority of:

Creating the homes, infrastructure and environment we need.

Contact officer Nic Martlew, Head of Operational Services
nmartlew@tandridge.gov.uk

Recommendation to Committee:

That the existing cleaning contract with Wettons Cleaning Services Limited be extended for a further period of two years with effect from the 1 April 2022 until the 31st March 2024.

Reason for recommendation:

It is important that the communal areas of Council estates are kept clean and tidy. This prevents vermin problems, reduces complaints, protects the asset value of the properties and ensures our estates are places where residents want to live and work.

The cleaning of void properties in accordance with the Council's letting standard is essential to ensure that properties are safe, clean and tidy prior to letting.

It is important the Council office is kept clean tidy for health and safe reasons and, to promote a pleasant working environment for the occupants of the building.

Introduction and background

- 1 The largest proportion of the cleaning contract is for estate cleaning. The purpose of this is to ensure that all communal areas including refuse / recycling areas, communal laundries and lounges are kept clean and tidy. The cleaning regime covers walls, floors, staircases, light fittings and the glass to entrance doors and communal windows. Depending on the size and occupancy of the buildings cleaning of the communal areas is done weekly, fortnightly or monthly. Communal windows are cleaned every six months.
- 2 Void properties are cleaned once all the building work and statutory compliance tests have been completed. This is an important process to ensure the property is safe and clean before letting.
- 3 The Council contract provides cleaning for the Council Offices throughout the working week, ensuring we provide a clean and safe environment for everyone that uses the building.

Contract Review

- 4 Built into the contract are key performance indicators which monitor:
 - Performance to budget
 - Resident satisfaction
 - Site management
 - Health & Safety
 - Responses to complaints

- 5 Under normal circumstances regular inspections and quarterly meetings would have been conducted. Unfortunately, due to Covid-19 less inspections have occurred over the past 18 months. However, despite the restrictions and staff shortages during this time Wettons management and performance has remained satisfactory. The recorded number of complaints have been low and where these have arisen they have been dealt with promptly. Wettons also have a good health and safety record.
- 6 Wetton's provide a good, reliable standard of cleaning. Their management provide a good level of communication and have been excellent during the pandemic providing informative solutions, support and responsive solutions in Covid-19 cleaning

Key implications

Comments of the Chief Finance Officer

- 7 The total annual value of the contract is in the region of £190,500 and this is the amount which is included in the Budget 2021/22. There are 2 parts of the contract, i.e. £129,900 relates to Housing Revenue Account (estate cleaning) and £60,800 relates to the General Fund (Council Offices cleaning).
- 8 The cost of estate cleaning is recovered via rents and leasehold service charges. Void cleaning is paid from either the revenue or capital void budgets. The cost of the Council Office cleaning if relating to a tenant area has been considered and recovered in the lease agreements we have with the tenants. The remaining costs will be borne by the Council within the General Fund revenue account.
- 9 Beyond the agreed annual BCIS inflationary increase, no other financial implications are envisaged by extending the existing contract.

Comments of the Head of Legal Services

- 10 This report seeks the Committee's approval to the contract extension with Wettons for a period of up to two years, as further detailed in this report.
- 11 The contract was procured using the Hyde Group Grounds Maintenance and Cleaning Framework. This is a fully compliant OJEU framework and as the two year contract extension was included in the original procurement specification there is no requirement under Public Contract Regulations to re-tender.

- 12 If Members decide not to extend the contract, there is a possibility that the Council may struggle to obtain interest from other operators for a short-term contract of up to two years. This could put the Council in a precarious position being without an operator under the Health and Safety at Work Act 1974, and more specifically the Workplace (Health, Safety and Welfare) Regulations 1992. Accordingly, employers have a responsibility to ensure that the workplace is kept sufficiently clean and tidy. The Council has therefore a legal obligation to ensure premises are kept clean, safe and to provide a healthy ('hygienic') environment for all employees and workers, and must take their welfare needs into account.

Equality

- 13 The proposals within this report do not have the potential to disadvantage or discriminate against different groups within the community and therefore no preventative measures are required to mitigate any negative impact.

Climate change

- 14 There are no significant environmental / sustainability implications associated with this report

Appendices

None

Background papers

None

----- end of report -----

Extension to the external painting and repair contract

Housing Committee Tuesday, 28 September 2021

Report of: Executive Head of Communities

Purpose: For decision

Publication status: Open

Wards affected: All

Executive summary:

In January 2018 The Council awarded the contract for the external decoration and repair of Council properties. The four-year contract commenced on 1 April 2018 and included an option to extend for a further period of two years. The successful contractor was C & C (Southern) Property Services.

The existing four-year contract is due to come to an end on the 31 March 2022. Officers are therefore requesting Members' approval to extend the contract for a further two years with effect from the 1 April 2022 until the 31 March 2024.

This report supports the Council's priority of:

Creating the homes, infrastructure and environment we need.

Contact officer Nic Martlew, Head of Operational Services
nmartlew@tandridge.gov.uk

Recommendation to Committee:

That the existing contract for the external decoration and repair of Council properties be extended for a further period of two years with effect from the 1 April 2022 until the 31 March 2024.

Reason for recommendation:

It is important that Council properties are maintained on a cyclical programme of works. This ensures the properties are kept in a good state of repair which protects the fabric and maintains their asset value. It also reduces the risk of costly replacement works and by using low maintenance materials reduces future cost. Well maintained properties also enhance the appearance of neighbourhoods and promotes the feeling that Tandridge is a nice place to live.

Introduction and background

- 1 The Council carries out the following cyclical maintenance work on council owned properties:
 - External redecoration, repairs and the cleaning of rainwater gutters and downpipes.
 - The removal of non-licenced asbestos fascia and soffit boards and replacement using low maintenance uPVC materials.
 - Washing down and cleaning uPVC or aluminium surfaces such as windows, doors, fascia and soffits.
 - The redecoration of communal areas within blocks of flats.
 - The redecoration of rooms in sheltered housing accommodation and for people that are registered disabled (at present this amounts to one room only).
- 2 The existing contract for these works ends on the 31 March 2022 but the contract allows for it to be extended for a further 2 years.
- 3 The work is undertaken using agreed schedules of rates. The volume and continuity of work provides security for the contractor and for the Council value for money is achieved through the economies of scale.

Contract Review

- 4 Regular quality checking is undertaken by an officer and questionnaires are distributed to residents to gain their feedback on the standard and quality of the contractor's work.
- 5 Also built into the contract are key performance indicators which monitor:
 - Performance to budget
 - Resident satisfaction
 - Site management
 - Health & Safety
 - Responses to complaints

- 6 The contract review process for C & C (Southern) Property Services including responses from residents has shown that:
- They have sufficient resources to undertake the specified scope of works
 - The standard and quality of their work is good
 - The level of communication between them and residents is good with no recorded formal complaints.
 - The conduct and appearance of their operatives is good.
 - Their site management is good as is their health and safety record.
 - Customer satisfaction feedback for the last two years has been 100%

Other options considered

- 7 C & C (Southern) Property Services have performed well over the past four years of the external painting and repair contract. The information obtained from the contract review and resident feedback demonstrates their commitment to carrying out work to a high quality and standard, which provides good value for money.

Key implications

Comments of the Chief Finance Officer

- .8 The total annual budget and value of the external decorating and repair contract is £385,300. The total annual budget and value for the redecoration of sheltered housing accommodation contract is £20,000.
- 9 The cost of this work is financed through the Housing Revenue Account. The measured term contract allows the Council to issue an unspecified volume of work, which enables officers to control expenditure within the allocated budget.
- 10 The cost of work carried out on leasehold flats is recovered through service charges.
- 11 Beyond the agreed annual BCIS inflationary increase, no other financial implications are envisaged by extending the existing contract. The potential for achieving any savings from a re-tendering exercise is low and additional costs could be incurred if a re-tendering exercise was conducted.

Comments of the Head of Legal Services

- 12 Members are requested to agree an extension of the existing contract on the grounds that it is satisfied that it would be in the Council's best interest to do so. The rationale for requesting the extension is that the operator is performing well against contract requirements and delivering good value for money and therefore a full recommission is not required at this point.
- 13 Agreeing to a two-year contract extension will also ensure that there is time within the next two years for a full review and options appraisal by the respective Officer.

Equality

- 14 The proposals within this report do not have the potential to disadvantage or discriminate against different groups within the community and therefore no preventative measures are required to mitigate any negative impact.

Climate change

- 15 There are no significant environmental / sustainability implications associated with this report.

Appendices

None

Background papers

None

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